FuturePaths

G-Cloud 15 Service Definition

Service Line 11

Digital Service Transformation Leadership

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Service Definition Document:

Any questions regarding this document should be directed to:	
Supplier	FuturePaths
Framework	G-Cloud 15
Lot	Lot 3 – Cloud Support
Service Type	Professional Advisory Services
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1. Introduction

FuturePaths provides Digital Service Transformation Leadership to help organisations lead, embed and sustain complex digital and service change. This service supports organisations undergoing significant transformation across digital platforms, cloud services and service management environments, where strong leadership is required to drive outcomes and adoption.

The service is designed to ensure digital transformation delivers measurable improvements in service performance, user experience and organisational capability

2. Service Overview

The Digital Service Transformation Leadership service provides senior, hands-on leadership to shape and guide transformation initiatives. FuturePaths works alongside executives, sponsors and delivery teams to align strategy, operating models and delivery activity.

The service focuses on leadership, direction and embedded change rather than programme administration or technical implementation. It provides continuity and authority where transformation spans multiple initiatives, suppliers and organisational boundaries.

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3. What the Service Does

FuturePaths provides structured transformation leadership by defining and leading:

- Digital service and transformation leadership
- Target operating model and service design leadership
- Change, transition and adoption leadership
- Governance, assurance and executive reporting
- Service performance improvement and stabilisation
- Leadership across complex, multi supplier environments

The service ensures transformation activity is coherent, outcome-focused and embedded within the organisation.

4. Benefits

This service enables organisations to:

- Provide clear leadership and direction for digital transformation
- Accelerate adoption and embed lasting change
- Improve service performance and user outcomes
- Reduce transformation risk and disruption
- Align strategy, delivery and operational outcomes
- Build sustainable internal capability and confidence

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5. How the Service is Delivered

FuturePaths delivers this service through senior-led, vendor-independent transformation leadership. We work closely with executives, sponsors and delivery teams to provide visible leadership, challenge and support throughout the transformation lifecycle.

The service typically follows a structured leadership approach:

- Transformation vision and objective alignment
- Operating model and service design leadership
- Change and adoption leadership
- Delivery oversight and assurance
- Stabilisation and transition into business as usual

Delivery is led by a Principal Consultant or Executive Consultant, ensuring credibility and authority at senior levels.

6. Service Scope

In Scope

- Digital service transformation leadership
- Operating model and service design leadership
- Change and adoption leadership
- Governance, assurance and executive reporting
- Service performance improvement initiatives
- Multi supplier and stakeholder leadership

Out of Scope

- Hands-on technical implementation
- Operational service delivery
- Tool configuration or development
- Ongoing managed services
- Supplier delivery execution

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7. Service Levels

Service levels, milestones and reporting arrangements are agreed at the start of each engagement and typically include:

- Agreed engagement objectives and scope
- Scheduled executive briefings or workshops
- Clear recommendations and decision outputs
- Regular progress updates where applicable
- Senior consultant oversight throughout delivery

8. Security and Compliance

FuturePaths delivers this service in line with UK government security, confidentiality and data protection requirements. Secure working practices are applied throughout delivery, making the service suitable for regulated, sensitive and safety-critical environments.

9. Pricing

Services are delivered by Executive Consultants, Principal Consultants, Senior Consultants or Consultants in line with the FuturePaths SFIA-aligned rate card.

Typical engagements range from 10 to 120 days, depending on scope, complexity and organisational context. Travel and subsistence are charged at department rates where applicable.

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10. Onboarding and Offboarding

Onboarding

- Initial scoping discussion to confirm sourcing objectives
- Agreement of engagement approach, milestones and governance
- Identification of stakeholders, dependencies and constraints
- Confirmation of reporting and decision-making structure

Offboarding

- Handover of leadership insights and transformation artefacts
- Final review of outcomes and benefits realised
- Transition into business as usual or successor leadership
- Formal engagement close-out

11. Service Constraints

- Delivery is advisory and vendor independent
- The service does not include operational service integration or SIAM operation
- Tool implementation and configuration are not included
- Access to relevant service documentation, data and stakeholders is required
- Outcomes depend on organisational engagement and supplier cooperation

12. Further Information

Further details, clarification and engagement planning are available through the Digital Marketplace.

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