



**INVESTIGO**  
GOVERNMENT SOLUTIONS

# GCloud 15 Service Definition Document

Investigo Government Solutions

January 2026

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# UNLOCKING SERVICE DELIVERY

A cloud services delivery partner to rapidly deploy project, technical and commercial teams to deliver outcomes.

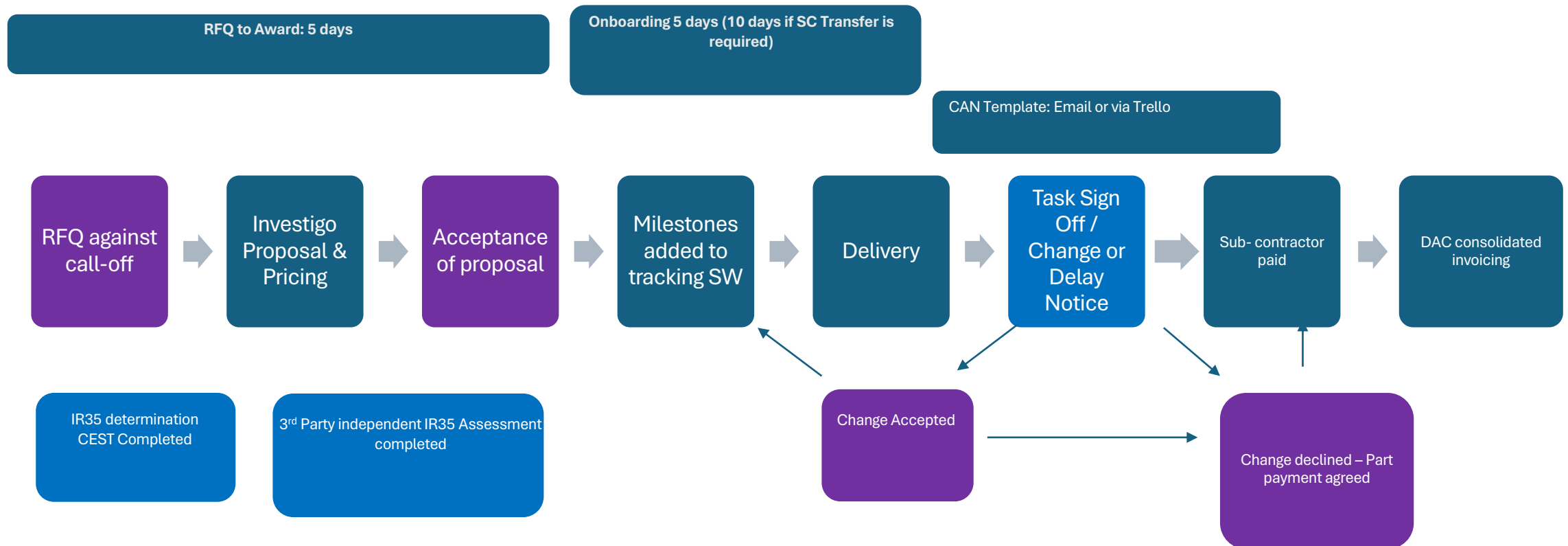
- Scoping and milestone mapping support
- Stakeholders retain direction
- One-team approach to work as a partner with civil service staff
- Collaboration with other suppliers for the benefit of public services
- Flexibility to change scope/team scale and profile without penalty
- Milestone delivery managed and accepted using proven processes and tooling
- Knowledge transfer and training to build in-house capability
- Evidence of proven cost savings through recent G-Cloud contract delivery

# OUR EXPERIENCE

Some of our customers:



# REQUIREMENTS AND CHANGE PROCESS



# DELIVERABLES TRACKING

## Trello

We use Kanban tooling as a simple visible tool for tracking delivery, change requests and approvals

IGS will use your preferred tooling and/or provide licenses for an agreed tool. We will deliver training workshops to Stakeholders, IGS staff and Sub-Contractors.

This method offers an instantly accessible audit trail for value for spend.

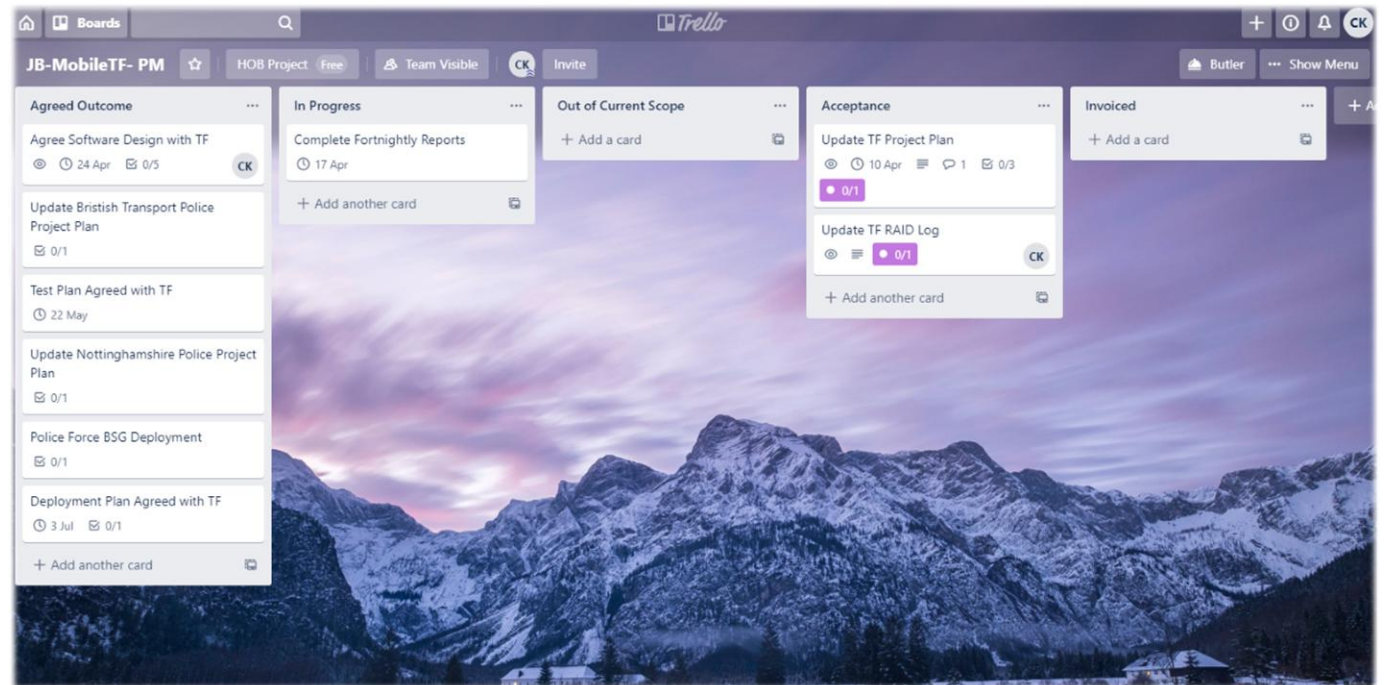
Outcomes

Progress

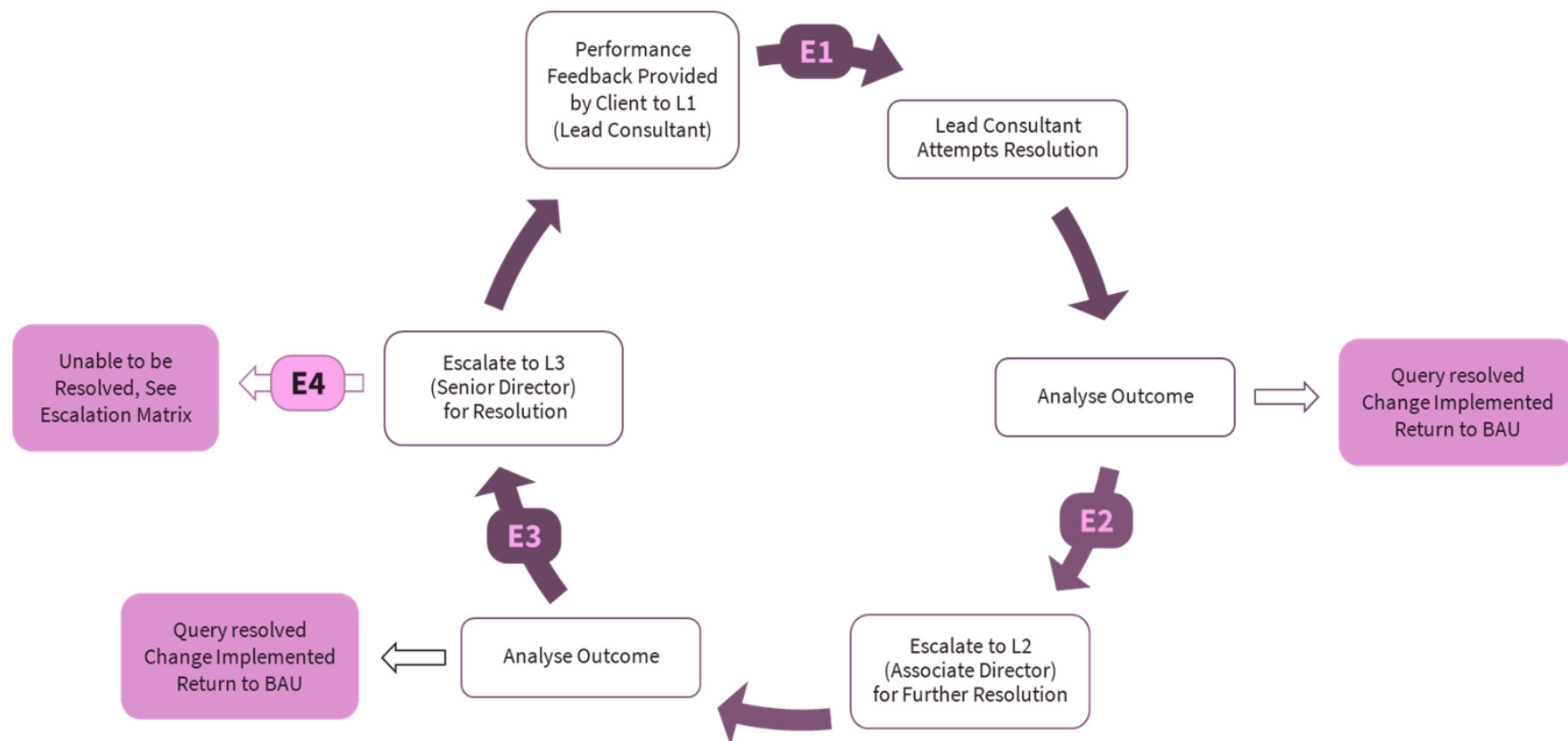
Change request

Acceptance (locked for Stakeholder use only)

Invoiced



# PERFORMANCE MANAGEMENT



# SFIA PRICING MODELS

Fixed price delivery, time and materials and performance-based pricing models.

|                                        | Delivery: Technology & Change                               | User Centred Design                                                       | Architecture                                    | Data                                             | Engineering                                       | IT Operations                                                        | QAT                                                                 | Product                                                               | Commercial & Procurement                       |
|----------------------------------------|-------------------------------------------------------------|---------------------------------------------------------------------------|-------------------------------------------------|--------------------------------------------------|---------------------------------------------------|----------------------------------------------------------------------|---------------------------------------------------------------------|-----------------------------------------------------------------------|------------------------------------------------|
|                                        | Technical Delivery, Technology Outcomes, Service Transition | Content Design, Service Design, Interaction, User Research, Accessibility | Business, Data, Technical, Security, Enterprise | Engineering, Data Science, Analysis, Performance | SW, DevOps, Infrastructure, Networking, Security) | Service Architecture, Service Delivery & Support, Release Management | QAT Analyst<br>Test Engineer<br>QAT Delivery<br>Performance Testing | Product Manager, Product Owner, Performance Analyst, Business Analyst | Commercial Management, Procurement, Transition |
| SFIA 1 Follow                          | £250-450                                                    | £250-400                                                                  | n/a                                             | £300-450                                         | n/a                                               | £275-400                                                             | £275-350                                                            | £300-400                                                              | £275-400                                       |
| SFIA 2 Assist                          | £300-600                                                    | £300-475                                                                  | £375-525                                        | £400-550                                         | £300-500                                          | £350-500                                                             | £300-450                                                            | £350-600                                                              | £350-550                                       |
| SFIA 3 Apply                           | £450-700                                                    | £500-700                                                                  | £500-625                                        | £500-750                                         | £500-750                                          | £450-650                                                             | £375-600                                                            | £475-750                                                              | £450-650                                       |
| SFIA 4 Enable                          | £550-850                                                    | £650-900                                                                  | £550-800                                        | £700-850                                         | £650-900                                          | £550-800                                                             | £475-750                                                            | £650-850                                                              | £500-750                                       |
| SFIA 5 Ensure/Advise                   | £675-895                                                    | £750-1,000                                                                | £600-950                                        | £800-925                                         | £750-950                                          | £600-890                                                             | £600-850                                                            | £650-950                                                              | £630-850                                       |
| SFIA 6 Initiate/ Influence             | £700-995                                                    | £800-1,000                                                                | £750-1000                                       | £825-1,200                                       | £800-1,200                                        | £700-950                                                             | £700-900                                                            | £800-995                                                              | £725-950                                       |
| SFIA 7 Set Strategy, Inspire, Mobilise | £950-1,400                                                  | £995-1400                                                                 | £850-1,300                                      | £850-1,500                                       | £950-1,500                                        | £950-1,100                                                           | £800-1,100                                                          | £850-1,200                                                            | £850-1,200                                     |

## ADDED VALUE

Free Knowledge  
Transfer and  
Upskilling Sessions

Free Handover  
Periods for  
Substitutes

Free Culture and  
Inclusivity  
Workshops