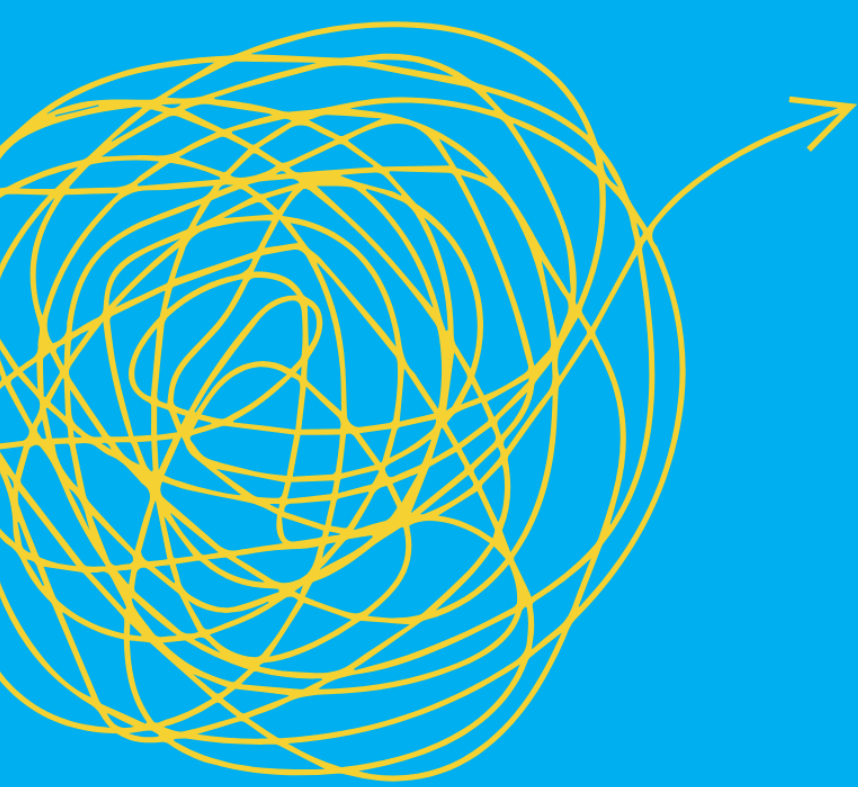


Service Transformation Programme - Skills for Cloud Transition

G-Cloud 15



We help public services
make progress on messy
problems using agile
approaches that improve
services quickly



Basis.
changing the change

Service Description

Our service transformation programme is widely regarded as the most advanced and effective training programme within the public sector. To date over 50 councils have participated in the programme which now has over 1500 alumni members.

Our five-day programme has been codesigned with and developed for senior managers and transformation experts to further build in-house capability to deliver sustainable service transformation. The programme is particularly suited to organisations keen to develop the internal capabilities needed to transform services in preparation for a transition to the cloud.

The focus of the programme is on experiential learning. Rather than 'death by PowerPoint', delegates are given just enough theory to put it into practice in a simulated learning environment, to ensure it sticks.

The programme draws on leading transformation and improvement methodologies, including **Agile, Service Design, LEAN** and **systems thinking**, as well as relevant insights from psychology, management theory and organisational development.

"This is a first-class programme to build the internal service transformation skills of London local government. Through the use of intensive simulated project environments, the participants easily bridged the gap between theory and the coalface of transformation projects and have an enjoyable time while learning all this."

Colin Whitehouse, Capital Ambition Programme Lead (Service Transformation Programme Commissioner)

Why the programme has proven to be effective:

1. It provides a real alternative to slash and burn and salami slicing as a means of reducing cost while at the same time, improving quality.
2. Participants have the opportunity to practice the skills they learn to ensure the investment in their development translates to sustainable change at a local level.
3. It provides participants with practical tools they can use immediately to transform their own services. Evidence shows this actually happens in practice.
4. The training has enabled local authorities across the country to develop their own transformation experts; this has reduced spend on expensive consultancies.
5. The programme is fully accredited by the Public Services Transformation Academy

Features

- Five-day programme covering skills needed to re-design end-to-end services
- Agile, service design and change for the public sector
- People and technology – overcoming resistance to Digital/cloud services
- Available fully online. Not a virtual webinar, but interactive sessions

Benefits

- Over 800 people have already been part of the programme
- Accreditation from Public Service Transformation Academy
- Practical tools for immediate use on live cloud projects
- Adapt to and improve online working

Brief description

Our advanced public sector service transformation programme has trained 1,500 alumni across 50 councils. This experiential five-day course builds in-house capability for sustainable change and cloud transition. By combining Agile, Lean, and Service Design theory with simulated practice, we ensure senior managers gain the practical skills needed to lead complex transformations.

Introduction to Basis Ltd

We help public services tackle messy problems. We pioneered the use of Agile as a means of transforming services in the public sector. In the last 10 years, we've helped hundreds of services to improve outcomes for real people, quickly. Our peers and clients have recognised our approach and results. For seven years running (2019-2025) we have been identified as a leading management consultancy working in the Public and Social Sector by the Financial Times.

Our services have a wide range of applications for cloud-based services. We help our customers to understand service user needs, to design

services that meet those needs using an Agile approach, and to support teams and leaders to embed those services beyond our intervention. We recognise that many public services, particularly in health and social care, continue to require relational interactions, as not all service needs can be met through digital solutions. We help customers to design coherent, end-to-end services that encompass both the relational and digital components.

Effective 'click and mortar' public services meet the needs of the many and not just the few. These public services promote the adoption of cloud-based services; a small amount of support during early interactions can empower service users to transact online in the future.

Online delivery and facilitation

All of our services can be provided in person, or online; we are experts in virtual facilitation. Working online we have:

- Facilitated over 10 online Impact Sprints with social impact organisations and local authorities to understand the impact of COVID-19 on their communities and coordinate their response quickly
- Supported people and organisations to turn their events and training into online engagement ranging from – REN21 a Think Tank focussed on global renewable energy policy, Stockholm School of Economics EMBA programme, a coaching programme in Virginia (US), and youth engagement for Generations for Peace (Amman, Jordan)
- Designed and facilitated a global conference for the Alliance for Child Protection in Humanitarian Action attended by over 500 delegates
- Built the capacity of teams in local government, UNESCO, Unicef and the UN Disarmament Directorate to run virtual events with international participation

Get in touch



All of this is probably best talked through and we are keen to do so. Let us know when works for you, and we'll book in a call.

E-mail: comms@basis.co.uk

Call: 0203 239 2407