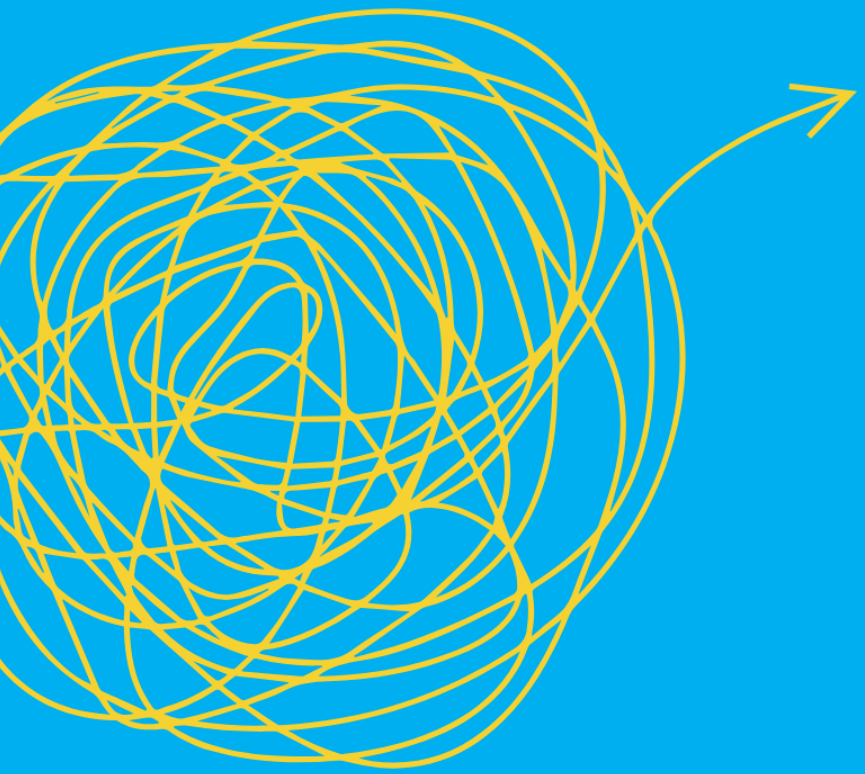
Agile Commissioning for Cloud-Based Services

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

This workshop (available 'online in-person') will introduce delegates to Agile contracts. Delegates will discuss the change in relationships required between government, digital agencies and cloud-based service providers to work in an Agile way, and will provide delegates with the tools needed to implement Agile contracts in their organisations.

Features

- One-day masterclass
- Practical examples relevant to cloud based services
- Tools and techniques to apply the approach following the masterclass
- Available fully online. Not a virtual webinar, but engaging workshop!

Benefits

- An approach to reducing cost and increasing value
- Mechanism to enable providers to adapt and iterate their services
- An outcomes led approach to commissioning cloud based services
- Adapt to and improve online working

Agile context

Agile has been used for over a decade in the information technology and product development sectors and is the standard delivery approach for some of the world's most innovative tech organisations (think Spotify, Tesla, Amazon, and Netflix).

Increasingly, public sector organisations are using iterative, Agile approaches as a means of tackling complex, or wicked, societal problems. In local government, councils are using Agile as a means of redesigning everything from the process of approving planning applications to the front door to children's social care. Our experience of working in local government has shown us that adopting Agile's principles in transforming public services leads to better results, more social value, and improved outcomes for citizens.

This trend extends beyond local government. Indeed, the Government Transformation Strategy, published jointly by the Cabinet Office and Government Digital Service highlights an increasing role for applying the Agile not only in developing digital products and services but also in managing cross departmental programmes and in policy development.

Agile and Commissioning

Those working in the commissioning space will immediately recognise that taking an Agile approach can lead to seemingly intractable difficulties when dealing with external suppliers.

The question of how to ensure suppliers can be held accountable for developing or running services without at first specifying in detail what is required remains hotly discussed topic. The conclusion arrived at by most commissioners, is to specify in advance the outcomes required, rather than outputs. This requires the supplier to set out their approach to dealing with the challenges at hand.

In effect, this only serves to 'pass the buck'. While, most would agree it is possible to specify in detail, and in advance, an approach to dealing with 'technical problems' (in government, think digitising vast archives of legal documentation or rolling out Office 365) that can be replicated across organisations, these prescriptive approaches do not accommodate the complexity of new and emerging cloud based services.

How Can Agile Contracts Help?

Working with commissioned providers in an Agile way means that public sector contracts will need to change. But that is only one piece of the puzzle, critically, the whole relationship and engagement model with suppliers needs to evolve. Suppliers will need to become trusted partners who are involved in the design and development of interventions.

Agile contracts have increasingly been used in the tech sector in the last 10 years where customers have a vision for product or service but no idea how to develop a digital solution to achieve that vision. As Steve Jobs has famously been quoted: 'A lot of times, people don't know what they want until you show it to them.' Agile contracts allow for an initial time-boxed, fixed budget period of experimentation and iteration prior to committing significant resources in developing an end product or service.

We believe there is role for similarly structured contracts, that allow for an initial period of learning, innovation, creativity and iteration in the development of new and emerging cloud based services.

This one-day workshop will introduce delegates to Agile contacts with examples relevant to the public sector. Delegates will discuss the change in relationships required between commissioners and providers (including digital agencies and cloud-based service providers) to enable them to work in a genuinely Agile way and will provide delegates with practical tools, techniques and approaches to implement Agile contracts in their own localities.

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