



Low-Code / Citizen Developer Services

ESTABLISHED
2016

REFERRALS

100
%
WORD OF MOUTH

SECTOR
EXPERIENCE

200+
YEARS
COMBINED

CERTIFIED

CE+
CYBER
ESSENTIALS



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PART A SERVICE-SPECIFIC INFORMATION

A1 SERVICE SUMMARY

Service Name

Low-Code / Citizen Developer Services

Service Description

We help government organisations unlock the potential of low-code platforms safely. Not the ungoverned shadow IT that creates security and compliance risks, but structured citizen developer programmes with proper governance, training, and Centre of Excellence support.

When UK Parliament wanted to enable business users to build their own solutions, we established their Citizen Developer Service from pilot through Alpha, Beta, to Live. 5,000 users with access to Power Platform, governed Centre of Excellence, training programmes, and support structures. From initial exploration to production service - the full journey.

Our approach balances enablement with governance. Power Platform capabilities unlocked for business users while maintaining security, data protection, and compliance. Templates, training, and support that accelerate adoption. CoE governance that prevents proliferation of unmanaged applications. From Parliament's Commercial Pipeline Power BI solution to full Citizen Developer Service, we help organisations realise low-code value responsibly.

G-Cloud Classification

CATEGORY	DETAIL
G-Cloud Lot	Lot 3: Cloud Support
Service Category	Low-Code Development (F-200-000-000)
Framework Reference	RM1557.15

Scope Boundaries

This service includes:

Centre of Excellence Establishment: CoE strategy and design, governance framework, operating model, roles and responsibilities, success metrics

Power Platform Enablement: Environment strategy, DLP policies, connector management, licensing optimisation, tenant configuration

Training & Adoption: Training programme design, learning pathways, certification support, community building, adoption campaigns
Application Development: Power Apps development, Power Automate flows, Power BI dashboards, Dataverse configuration, custom connectors

Governance & Support: Application review and approval, ALM processes, support model design, escalation procedures, ongoing CoE operation

Migration & Modernisation: Legacy application replacement with Power Platform, spreadsheet retirement, Access database migration

This service does not include bespoke software development, ongoing managed service operations, or 24/7 production support unless explicitly agreed in the call-off contract.

A2 FEATURES

Key capabilities that differentiate this service:

Full Service Journey Parliament Citizen Developer Service: Pilot → Alpha → Beta → Live. Complete journey from exploration to production service over 22 months. GDS-aligned phases, governance maturation, scaling from pilot to 5,000 users.	CoE Governance Centre of Excellence establishment with proper governance. DLP policies, environment strategy, application review processes. Enablement without the risks of ungoverned shadow IT.	Scale Achievement 5,000 users enabled on Power Platform at UK Parliament. Training, support, templates, governance - the full ecosystem needed for citizen development at scale.
Business Solution Delivery Parliament Commercial Pipeline: Power BI and Power Platform solution for CRF (Commercial Request Form) tracking. Real business value delivered alongside citizen developer enablement.	GDS-Aligned Approach Service development following GDS phases - Discovery, Alpha, Beta, Live. Assessment-ready documentation and evidence. Government service standards applied to internal capability.	Sustainable Capability Citizen Developer programmes that sustain beyond our engagement. CoE team development, knowledge transfer, operational documentation. Capability that grows internally.
A3	BENEFITS	

EFFICIENCY	Parliament Citizen Developer Service - 5,000 Parliamentary users with access to governed Power Platform environment.
SAVINGS	Centre of Excellence governance structure established - policies, training, support, application review processes.
SATISFACTION	Parliament Citizen Developer Service - full journey from Pilot through Alpha, Beta to Live service over 22 months.
A4	PLATFORM EXPERTISE

PLATFORM	EXPERTISE LEVEL	EXPERIENCE
Microsoft Power Platform	Expert	Parliament Citizen Developer Service + Parliament Commercial Pipeline VCA VISTA . Power Apps, Power Automate, Power BI, Dataverse. Full platform expertise.
Power BI	Expert	Parliament Commercial Pipeline, CCS Commercial Value Tool . Dashboard development, self-service analytics, enterprise deployment.
CoE & Governance	Expert	Parliament CoE establishment, DLP policy design, environment strategy, application lifecycle management. Governance frameworks for low-code at scale.

A5

CASE
STUDY

CLIENT SUCCESS

UK Parliament

Challenge: Parliamentary Digital Service wanted to enable business users to build their own solutions using Power Platform. Required structured approach - governance, training, support - to avoid shadow IT risks while delivering business value.

Solution: Citizen Developer Service programme. Pilot phase proving concept. Alpha establishing governance. Beta scaling adoption. Live delivering production service. CoE establishment, training programmes, application review processes.

Outcome: 5,000 users enabled on governed Power Platform. Centre of Excellence operational. Training and support programmes running. Citizen developer capability established as production service.

CLIENT SUCCESS

UK Parliament

Challenge: Follow-on engagement to extend and enhance Citizen Developer Service. Required continued CoE development, expanded training, increased adoption support as service scaled.

Solution: BGDSP002 Citizen Developer engagement. CoE governance enhancement. Training programme expansion. Adoption support. Community development.

Outcome: CoE governance matured. Training reach expanded. Adoption increased across Parliament. Sustainable citizen developer capability demonstrated.

CLIENT SUCCESS

UK Parliament

Challenge: Parliament Commercial team needed solution for Commercial Request Form (CRF) tracking and pipeline management. Required Power Platform solution demonstrating citizen developer approach.

Solution: Commercial Pipeline engagement. Power BI dashboard development. Power Platform solution for CRF tracking. Integration with commercial processes.

Outcome: Commercial Pipeline solution delivered. CRF tracking operational. Power BI dashboards providing visibility. Business value demonstrated from citizen developer approach.

PART B COMPANY-WIDE STANDARDS

B1 ABOUT BETTERGOV

Better Group Limited trading as BetterGov is a specialist consultancy supporting UK public sector digital transformation since 2016.

“
We build capability, not dependency
”

— BetterGov

BetterGov works alongside internal teams to build capability and reduce dependency, ensuring services can be sustained after engagement completion. We measure success by what organisations can do independently, not by how long they need us.

How our values inform our delivery



Why BetterGov?

- **Public Sector Specialists** Deep expertise in Local and Central Government
- **100% UK-Based** All delivery staff UK-based with security clearances
- **Outcome-Focused** Success measured by results, not activities
- **Standards Aligned** GDS, DSS, DSSW, Technology Code of Practice

Our Services

- Digital Transformation
- Cloud Services
- Programme & Project Management
- Systems Implementation

- Technology Consulting
- Capability Building
- Service Design
- User Research

B2

DELIVERY
APPROACH

■ Operating Model

■ Delivery Mode

- Agile delivery (Scrum/Kanban)
- PRINCE2 Project Management
- ITIL-aligned service management
- Transparent milestone tracking

- Remote-first with secure tools
- On-site for critical workshops
- Hybrid as required

Risk Management

We actively identify common failure modes in cloud support engagements - unclear scope, data access delays, dependency risk, stakeholder availability - and address them through early scoping checkpoints and formal risk ownership. Problems are surfaced early, not discovered late.

Tooling & Frameworks

CATEGORY	DETAILS
Project Management	Azure DevOps, Jira, Confluence, Our own tools
Collaboration	Microsoft Teams, SharePoint, Miro, Power BI, Our own tools
Methodologies	Agile, PRINCE2, ITIL

Security clearances: BPSS standard on all staff. SC and DV available on request. Associates and subcontractors are vetted to the same security and quality standards as permanent staff.

B3 SERVICE MANAGEMENT

Every engagement has a dedicated Engagement Lead and Director oversight.

■ Governance

- Clear roles and accountability
- Proactive risk management
- Formal change control

■ Reporting

- Weekly/fortnightly status
- Governance meetings
- Lessons learned reviews

We maintain a live risk register with named owners. Escalation triggers are defined at engagement start, not discovered during crisis.

Escalation Matrix

LEVEL	OWNER	RESPONSE
First	Project Manager	Resolve within agreed timelines
Second	Account Director	Intervention within 24 hours
Executive	Director	Immediate action on critical issues

B4 SECURITY & COMPLIANCE

CE+ CYBER ESSENTIALS	ICO REGISTERED	ISO 9001/27001 Aligned	UK DATA CENTRES
■ Data Residency All customer data stored exclusively in UK-based data centres.		■ UK GDPR Full compliance with technical and organisational measures.	
B5	AI & AUTOMATION		

AI and automation are used only to support analysis and operational efficiency. All decisions, recommendations, and outputs are reviewed and owned by named consultants. There are no autonomous actions.

**Intelligent Analytics**

AI-powered dashboards support insight generation - human analysts interpret and validate findings

**Process Automation**

RPA reduces manual effort by up to 60% - all automation is auditable and reversible

**AI Strategy**

Advisory services for responsible AI adoption aligned with government frameworks - governance first, capability second

Our AI Principles

AI is optional - never required for service delivery

Human-led decision making on all outputs

Governance and explainability before deployment

No autonomous actions without explicit approval

B6**SERVICE LEVELS****■ Response Targets**

SERVICE	TARGET
Enquiry	4 working hours
Proposal	5 working days
Mobilisation	10 working days
Critical escalation	4 hours

Maximum quarterly credit cap: 15% of fees.

Service levels are monitored by the Engagement Lead and reviewed as part of regular governance, with trends and corrective actions shared transparently. We track what matters, not what's easy to measure.

■ Service Credits

PRIORITY	RESPONSE	CREDIT
P1 Critical	4 hours	5%
P2 High	8 hours	3%
P3 Medium	24 hours	2%
P4 Low	48 hours	1%

Support Tiers

TIER	AVAILABILITY	INCLUDES
Standard	Mon-Fri 09:00-17:30	Email, phone support
Extended	Mon-Fri 07:00-21:00	+ Priority escalation
24/7	24 hours, 7 days	+ Critical incident response

B7**ONBOARDING & EXIT****■ Mobilisation**

- Kick-off and scoping
- Access provisioning
- Risk and compliance checks
- Team familiarisation

■ Exit & Handover

- Deliverable sign-off
- Knowledge transfer
- Data export
- Deletion confirmation

Exit planning begins at engagement start. Knowledge transfer is structured to avoid single points of failure. Default retention: 90 days post-closure for audit purposes, then secure deletion. Trial service available: one-day consultancy sessions for prospective customers to evaluate our approach before commitment.

B8**CUSTOMER RESPONSIBILITIES**

- Timely system and data access
- Documentation and approvals
- Data ownership, GDPR, and IP (Customer retains ownership of all deliverables unless otherwise agreed)

- Named decision-maker
- Prompt query responses
- Third-party coordination

B9**TECHNICAL
REQUIREMENTS**■ **Prerequisites**

- Stable internet connection
- Modern browser (Chrome, Edge, Firefox)
- MFA capability

■ **Constraints**

- Third-party dependencies
- Scheduled maintenance windows
- Bandwidth for large data transfers

B10**TRAINING & KNOWLEDGE
TRANSFER**■ **Included**

- Onboarding sessions
- User documentation
- Handover knowledge transfer

■ **Optional Add-Ons**

- Advanced workshops
- Change management support
- Continuous learning programmes

B11**SOCIAL
VALUE****Our Commitments**

- **Net Zero 2035** Carbon reduction plan aligned with government targets
- **Living Wage** Accredited Real Living Wage employer
- **TOMs Framework** Social value measured and reported transparently
- **SME/VCSE Priority** Local and diverse supply chain engagement

B12**REPORTING & KPIS**■ **Monthly**

- Milestone progress
- Risk and issue status
- Resource utilisation

■ **Quarterly**

- Project health assessment
- Benefits realisation
- Lessons learned

Reporting outputs are designed to support internal governance, audit, and assurance requirements. Reports can be shared directly with finance, procurement, and oversight teams without modification.

B13**PRICING****Time & Materials**

SFIA-aligned day rates

Fixed Price

Milestone-based payments

Outcome-Based

Performance-linked fees

Detailed SFIA rate card provided as separate PPG upload.

B14**ORDERING & INVOICING**

Orders placed via Public Procurement Gateway (PPG) using Contract Award Service.

TERM	DETAIL
Billing	Monthly in arrears or milestone-based
Payment Terms	30 days (Public Sector Payment Policy)
Payment Method	BACS transfer

All invoices include detailed breakdowns by deliverable and resource, suitable for finance review and audit trail requirements.

B15 BUSINESS CONTINUITY

MEASURE	TARGET
Recovery Point Objective (RPO)	Up to 24 hours
Recovery Time Objective (RTO)	24-48 hours for critical services
DR Testing	Annual minimum (ISO 22301 aligned)

B16 DATA PROTECTION

Full compliance with UK GDPR and Data Protection Act 2018.

■ Technical Controls

- Encryption in transit and at rest
- Access controls and audit logs
- Regular security assessments

■ Governance

- Designated Data Protection Officer
- ICO registration maintained
- Breach notification procedures

B17

ACCESSIBILITY

WCAG 2.1 AA
Fully compliant

WCAG 2.2
Patterns adopted in all new deliverables

Formats
HTML, PDF, large print, Easy Read

B18

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Digitally Driven, Socially Empowered

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