

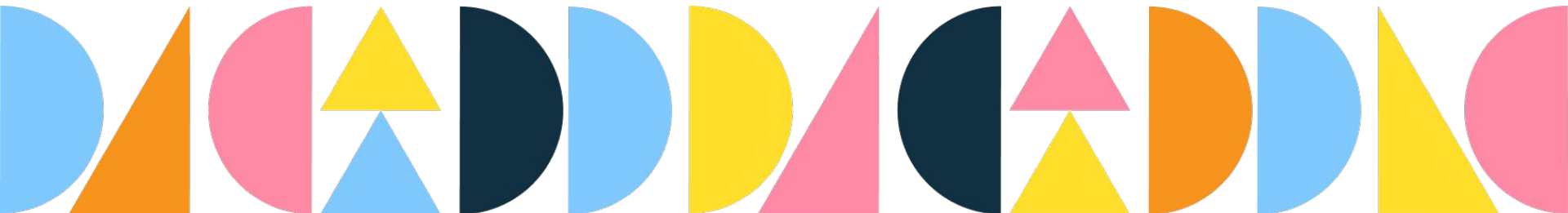
PUBLIC | G-CLOUD 15

Fractional CTO Service

PUBLIC



About PUBLIC



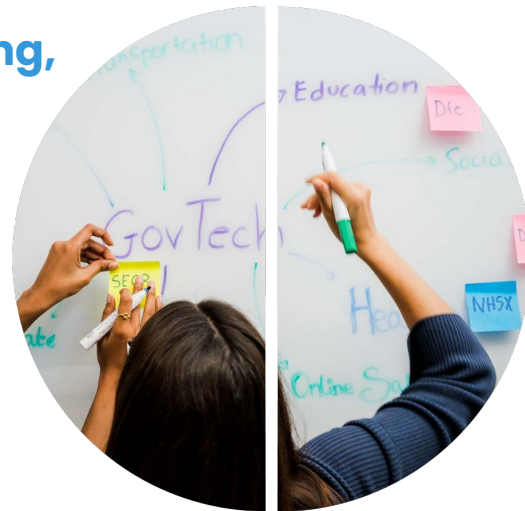
Our Mission | Why do we exist?

PUBLIC is a **digital transformation partner committed to helping the public sector turn innovative ideas into practical solutions.**

Our mission is to **help the public sector deliver outstanding, digitally-enabled services for citizens.**

We exist to help build a public sector that:

- Leverages **new technology to deliver better societal outcomes**
- Activates an **empowered, digitally-equipped workforce**
- Thrives on its own as an **innovation powerhouse** in its own right

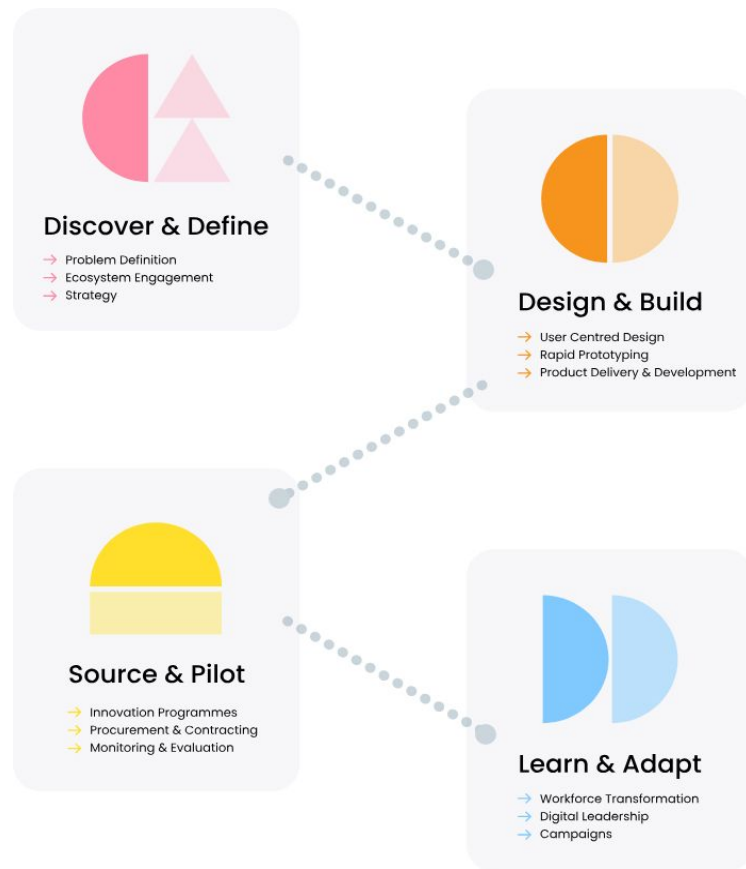


Our Approach | The transformation life cycle

We categorise the **digital transformation life cycle** into four distinct stages and we work with our clients to provide them with the specialist support, expertise and solutions they need at each stage.

This allows us to get our clients from **'What problems do we have?'** ...

...all the way to **'We have the technology, skills and organisational approach to solve existing and emerging problems in innovative ways'.**



Our Expertise | Where do we focus our work?

Our 6 Areas of Expertise built by deep experience, proprietary methodologies and proven success



Local Government

- Digital & Data Strategies
- Training for Officers & Members
- Leadership & Technical Advisory
- Spend Analysis & Benchmarking



Security & Online Safety

- Digital Policy Advisory
- Regulatory Design & Implementation
- Digital Product Design
- National Security Solutions



Digital, Data & Technology

- DDaT Strategy & Transformation
- Application & Platform Development
- Data Science & Engineering
- Responsible AI Advisory



Commercial, Spend & Impact

- Procurement & Commercial
- Finance & FinTech
- Monitoring & Evaluation
- Sustainability & Social Value



Open Innovation Programmes

- Challenge Programmes
- Startup Accelerators & Boot Camps
- Innovation Grant Management
- Startup Events & Engagement



Learning & Workforce Transformation

- Learning-Oriented Discovery
- Transformation Learning Programmes
- Targeted Digital Upskilling
- Executive Coaching & Placements

Our Team | Leadership

A team with unrivalled experience & expertise



Ryan Shea

Co-Managing Director

- 15 years of technology, strategy, and public sector expertise across both the US and UK
- Ex- Monitor Deloitte, London Business School MBA.



Johnny Hugill

Co-Managing Director

- 10+ years delivering digital transformation in the public sector
- Leader in public procurement and finance reform
- UK Government Procurement Expert Group - Member



Richard Llewellyn

Chief Technology Officer

- 10+ years of technical leadership, assurance, and advisory across the public sector
- Leader in scaling product teams in both startup and enterprise contexts

Our Clients & Partners | Who do we work with?

Central Government



Ministry
of Defence



Ministry
of Justice



Crown
Commercial
Service



Foreign &
Commonwealth
Office



Department for
Business & Trade



Cabinet Office



Ministry of Housing,
Communities &
Local Government



Department for
Science, Innovation,
& Technology



Department
for Transport



Department
for Culture
Media & Sport



Department
for Education

NHS

England

Local Authorities



GREATER
MANCHESTER
COMBINED
AUTHORITY



Hackney



Llywodraeth Cymru
Welsh Government



City of
Westminster



**TRANSPORT
FOR LONDON**



GLOBAL OPPORTUNITY. SHARED FUTURE.

Public Agencies



Office for Product
Safety & Standards



ofgem



Geospatial
Commission



Health
Innovation
Manchester



The
Health
Foundation



Equality and
Human Rights
Commission

Private Sector

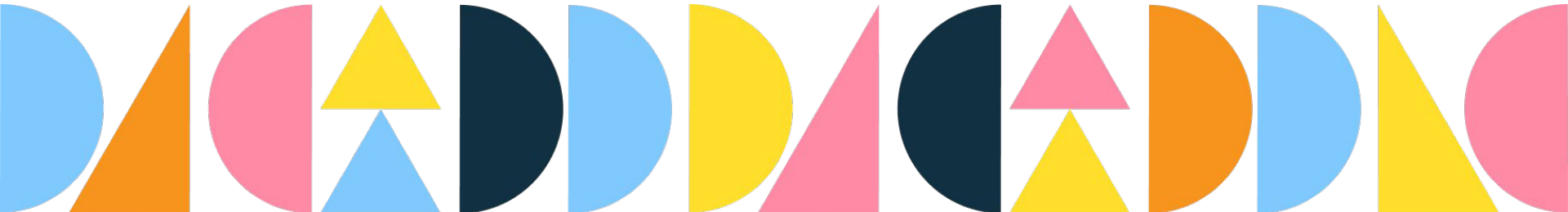
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Service Offering - Fractional CTO Service



Fractional CTO Service

PUBLIC's offering:



What: Our Fractional CTO Service is tailored specifically to address and resolve critical IT challenges within public sector organisations, especially with relation to cloud-based digital services and cyber incidents. Key services include upskilling and coaching management teams, deploying resources to address specific pain points, professionalising engineering practices, creating structured leadership approaches for team development, and managing the delivery of high-risk or critical projects. Our offering also encompasses portfolio management, which allows organisations to better understand and allocate resources effectively across projects.



How: We integrate with existing IT departments by supporting and enhancing current teams and processes. New processes are co-developed with the existing teams, ensuring that those who will implement them are fully engaged in their design and execution. This collaborative approach ensures that enhancements are practical and sustainable.



Why: Fractional CTO Service is highly beneficial for public sector entities because it focuses on empowering and upskilling existing staff rather than outsourcing functions. This approach helps build internal capabilities, ensuring that the organisation can continue to improve and manage IT functions independently over time. It is especially effective in environments where there is a pressing need to improve project execution and resource management without detracting from the organisation's core functions, such as cloud migration projects.



Potential Customers: This service is for local authorities, regulators and central government bodies including transport and defence looking to enhance their IT leadership and project delivery capabilities without the need for extensive external outsourcing.

Fractional CTO Service

Features:

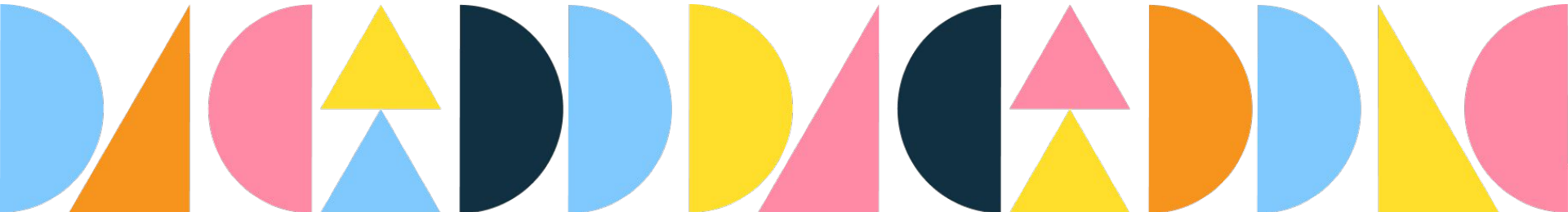
- Our service focuses on effectively implementing fundamental IT management practices, drawing from best practices in agile delivery management in the private sector. We ensure that IT processes are set up and run efficiently, which is often what public sector clients need most.

Benefits:

- Clients who engage with our Fractional CTO Service benefit from a more cohesive approach to portfolio delivery management, better understanding and allocation of resources, enhanced IT practices that reduce downtime, and the successful delivery of high-impact projects. These improvements collectively contribute to a more resilient and capable IT department. The Fractional CTO Service offering also allows for clients to expedite and improve migration to the cloud, which has numerous knock-on benefits for public sector organisations in their digital transformations.

Fraction CTO Service

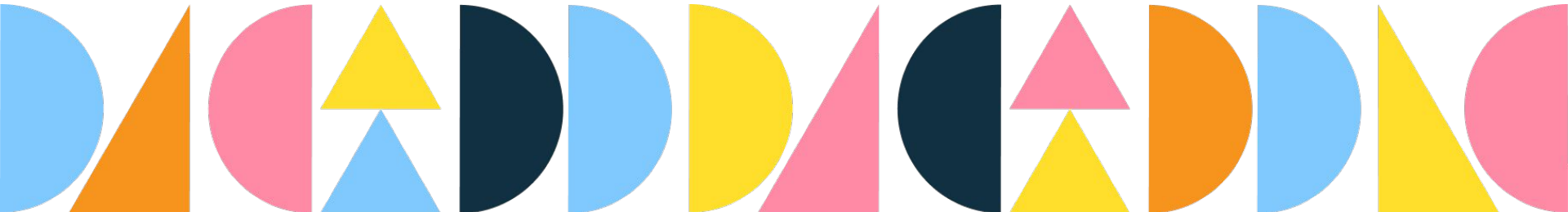
How does it work?



How does it work

- **Requirements Gathering:** to understand the organisation's specific issues. We then diagnose these issues in depth, such as security and quality threats to service posed by on-prem hosting, and deploy the appropriate resources and teams to address them. Throughout our engagement, we provide ongoing support and leadership to ensure IT initiatives are aligned with business objectives through effective portfolio management that aligns project work with organisational goals.
- **Staying Current with Regulations:** We maintain alignment with the best in class public sector IT policies and regulations by continually updating our practices and ensuring compliance with all relevant standards. This is integral to our service, ensuring that all IT initiatives not only meet current needs but are also sustainable and compliant over the long term.
- **Quantifying Impact:** The impact of our Fractional CTO Service is quantified through improvements in project delivery times, reduction in system outages, and feedback on staff skill enhancements. We measure the success of our service by the tangible improvements seen in IT operations and the strategic outcomes achieved by our clients.

**Relevant
Experience
Fractional CTO
Service**



Fractional CTO Service in Hackney

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What was the challenge?

Like many local authorities, the London Borough of Hackney has faced significant obstacles within its digital and IT operations, notably a cyber attack that temporarily disrupted essential services. This incident underscored the urgent need for enhanced IT infrastructure, better project coordination, and strengthened security measures to improve service delivery and overall resilience.



How did we solve the problem?

Fractional CTO Service provides local councils with expert technical oversight, governance, and project assistance. This service is designed to augment and upskill existing IT staff, not replace them. By fostering a collaborative partnership, we offer flexible, long-term support to navigate the peaks and troughs of service demands, focusing on delivering concrete outcomes over reports. PUBLIC's Fractional CTO Service has been instrumental in driving measurable enhancements in Hackney's digital frameworks and IT systems.

What did we deliver in Hackney?

Establishment of Technical Governance

Implemented a robust technical design authority with weekly reporting to ensure decisive action and project completion.
Facilitated tech team sessions for presenting impactful ideas, enhancing visibility, and promoting organisational input in decision-making.
Increased org visibility and breaking down silos.

Enhanced Engineering Practices

Identified and addressed root causes of disruptions in deploying changes, significantly improving the quality and stability of deployments (We hope still WIP).
Working with the Hackney team to implement best practice technical approaches and solutions.
Promoted better communication between product teams and their end-users, ensuring timely updates on deployment schedules.

Skills Development Framework

Developed a competency assessment framework tailored to the SFIA standard, enabling targeted developmental plans and supporting continuous improvement.

Interim Management and Delivery Support

Provided crucial interim leadership and delivery management to stabilise operations and, address immediate challenges such as data protection reviews and backlogs in public information requests.
Assisted in migrating legacy systems to cloud-based solutions.

Email richard.llewellyn@public.io to learn more