

Service Definition Document – Digital Transformation

Document no: 001
Revision: v1.0

CCS - G-Cloud 15
19 January 2026



Service Definition Document – Digital Transformation

Client name:	n/a	Project no:	n/a
Project name:	CCS - G-Cloud 15	Project manager:	Hugh McMichael
Client reference:	n/a	Prepared by:	n/a
Document no:	001	File name:	GCloud15_SS_DigTrans_ServiceDef.docx
Revision:	v1.0		
Date:	19 January 2026		

Document history and status

Revision	Date	Description	Author	Checked	Reviewed	Approved

Distribution of copies

Version	Issue approved	Date issued	Issued to	Comments

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Service attributes

Service type

Lot 3: Cloud Support

Service name

Service name

Digital Transformation

About your service

Service description

Our service delivers a comprehensive, future-ready approach. Our offering simplifies technology landscapes to enhance existing capabilities, ensuring transformation builds on what works rather than replacing unnecessarily. We embed change management, knowledge transfer, and capability building throughout our approach to ensure people, processes, and technology evolve together for transformation.

Service categories

- Cloud Support Services
 - Set Up and Migration
 - Other
 - Other
-

Service features and benefits

Service features and benefits

Service features

- End-to-end agile delivery across phases
 - Integrated change management to support adoption and cultural shift
 - Human-centred design and accessibility compliance (WCAG 2.2)
 - AI and data-driven insights for smarter decision-making
 - Cloud migration and legacy system modernisation
 - Platform engineering and DevSecOps for secure, scalable solutions
 - Cross-government interoperability and compliance with CDDO frameworks
-

- Outcome-based product operating model to replace traditional project structures
- Integrated security strategy and cyber risk management
- Continuous improvement through performance analytics and feedback loops

Service benefits

- Planning
 - Reduces technology complexity and operational costs through rationalisation and efficiency
 - Accelerates delivery while minimising disruption to current operations
 - Improves experience by enhancing existing services with modern, user-centred capabilities
 - Empowers government teams through skills transfer and structured change management
 - Supports sustainability and social value objectives
 - Delivers measurable outcomes aligned to policy and strategic goals
-

Service scope

Service constraints

N/A

Reselling

Supplier type

Supplier type

I'm not a reseller

User support

Email or ticketing support

Email or online ticketing support

Yes

Support response times

Email support available 9am-5pm Monday to Friday (UK time) with a typical response time of 48 hours (SLAs to be agreed on a case-by-case basis).

User can manage status and priority of support tickets

No

Phone support

Phone support

Yes

Phone support availability

9 to 5 (UK time), Monday to Friday

Web chat support

Web chat support

No

Support levels

Support can be provided at various levels depending on the solutions and the customer requirements. Support levels can range from a basic feedback form to a full helpdesk facility with 365 day coverage depending on the SLA.

Staff security

Staff security clearance

Staff screening performed but doesn't conform with BS7858:2019

Government security clearance

Up to Security Clearance (SC)

Pricing

Discount for educational organisations

No