

Service Definition Document – Data Analytics

Document no: 001
Revision: v1.0

CCS - G-Cloud 15
19 January 2026



Service Definition Document – Data Analytics

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_DataAnalytic_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

Jacobs U.K. Limited

Cottons Centre
Cottons Lane
London SE1 2QG
United Kingdom

T +44 (0)203 980 2000
www.jacobs.com

Contents

Service attributes	4
Service type	4
Service name	4
Service name	4
About your service	4
Service description	4
Service categories	4
Service features and benefits	5
Service features and benefits	5
Service scope	5
Service constraints	5
Reselling	5
Supplier type	5
User support	6
Email or ticketing support	6
Phone support	6
Web chat support	6
Support levels	6
Staff security	6
Staff security clearance	6
Government security clearance	6
Pricing	7
Discount for educational organisations	7

Service attributes

Service type

Lot 3: Cloud Support

Service name

Service name

Data Analytics

About your service

Service description

Our Data Analytics service helps UK Government unlock actionable insights by reducing complexity, optimising investments, and leveraging advanced analytics and AI. We integrate predictive analytics, machine learning, and secure cloud architectures for scalable, resilient platforms. Embedded change management and capability building ensure sustainable adoption and empower teams for data-driven transformation.

Service categories

- Cloud Support Services
 - Set Up and Migration
 - Data auditing and organising
 - Data auditing and organising
 - Data/information structure design
 - Data/information structure design
 - Project management and governance
 - Project management and governance
 - Service optimisation/right sizing
 - Service optimisation/right sizing
-

Service features and benefits

Service features and benefits

Service features

- Custom analytics solutions tailored to government priorities
- Integration with existing systems to optimise investments and reduce duplication
- Advanced AI and machine learning for predictive insights
- Secure design aligned with NCSC and GDS standards
- Agile delivery across Discovery, Alpha, Beta, Live phases
- End-to-end delivery using pro-code, low-code, and no-code software
- Interactive dashboards and advanced data visualisation tools
- Rapid prototyping for accelerated validation and innovation
- Embedded change management and capability building for sustainable adoption
- Continuous improvement through analytics and feedback-driven optimisation

Service benefits

- Improves decision-making with AI-powered predictive insights
- Reduces technology complexity and operational costs through rationalisation
- Accelerates delivery while minimising disruption to current operations
- Enhances citizen experience with smarter, data-driven public services
- Empowers government teams through skills transfer and structured change management
- Supports sustainability and social value objectives across programmes
- Delivers measurable outcomes aligned with 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