

Service Definition Document – Product Management and Agile Delivery

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CCS - G-Cloud 15
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Service Definition Document – Product Management and Agile Delivery

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Jacobs U.K. Limited

Cottons Centre
Cottons Lane
London SE1 2QG
United Kingdom

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

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Service attributes

Service type

Lot 3: Cloud Support

Service name

Service name

Product Management and Agile Delivery

About your service

Service description

Our Product Management and Agile Delivery service offers an outcome-focused approach for UK Government. Combining user-centred design, agile delivery, and advanced digital practices, we create secure, scalable, GDS-compliant services. With cloud-native architectures, platform engineering, and capability building, we accelerate delivery, reduce costs, and embed sustainable transformation through robust governance.

Service categories

- Cloud Support Services
 - Set Up and Migration
 - Engagement and communication planning
 - Engagement and communication planning
 - Project management and governance
 - Project management and governance
 - Service optimisation/right sizing
 - Service optimisation/right sizing
 - Mobilisation coordination
 - Mobilisation coordination
-

Service features and benefits

Service features and benefits

Service features

- End-to-end agile delivery across Discovery, Alpha, Beta, Live phases
- Agile coaching and facilitation for teams and leadership alignment
- Roadmap and backlog management aligned with strategic policy objectives
- AI-driven insights enabling smarter, evidence-based decision-making
- Cloud migration and legacy system modernization for efficiency gains
- Platform engineering and DevSecOps ensuring secure, scalable solutions
- Human-centred design with WCAG 2.2 accessibility compliance
- Cross-government interoperability aligned with CDDO frameworks and standards
- Cross-government interoperability aligned with CDDO frameworks and standards

Service benefits

- Accelerates delivery while significantly reducing operational costs
- Accelerates delivery while significantly reducing operational costs
- Enhances resilience and scalability via cloud-native architectures
- Enhances resilience and scalability via cloud-native architectures
- Supports sustainability and social value objectives across services
- 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