

Human and User Centred Design

G-Cloud 15 Service Definition Document

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tecknuovo

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Service Summary

Service Description

Tecknuovo designs user-centric products and services through our User Centred Design framework which meets GDS Standards, WCAG and best practices. Using research, analysis, rapid blueprinting and prototyping to prove concepts and assess technical approaches, we get rapid user feedback and iterate designs and development to meet user needs cost efficiently.

Service Features

- Process and methods complying with GDS Service Manual and Standards
- Multi-disciplinary, collaboration with Stakeholders, Product Managers, Researchers, Designers, Developers, Testers
- Multiple techniques including interviews, surveys, personas, Analytics, A/B testing, UAT
- Journey mapping and blueprinting to capture user need and context
- Rapid prototyping, wireframes, lo/hi fidelity concepts to assess potential solutions
- Feature prioritisation based on user needs, technical feasibility, business objectives.
- Usability and accessibility testing and WCAG compliance through inclusive design.
- Continuous discovery driven by feedback and data enables continuous improvement.
- Preparation for GDS assessments, early engagement, documentation and mock assessments.

Service Benefits

- Rapid prototyping helps prevent costly redesigns and modifications downstream.
- Iterative design processes and feedback enabling continuous improvement.
- Inclusive design approach meeting diverse user needs, capabilities and preferences.
- Services delivered quickly and cost-effectively according to user needs
- Traceable insight linked to data driving more effective service design.
- More innovative solutions emerging from collaboration ideation driven by constraints
- Blueprinting and iterative delivery enabling effective transitions
- Services successfully passing GDS, WCAG assessments and other standards
- Services meeting GDS success measures including cost, satisfaction and completion

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About Tecknuovo

Tecknuovo builds technology alongside your teams, combining clear direction with hands-on delivery to solve complex technology challenges. We help you make confident decisions, maintain momentum, and retain ownership of your systems and services, while deliberately reducing reliance on external suppliers.

Building Together

We work closely with your teams to shape delivery, align stakeholders, and make progress and decisions visible. Our focus is on practical outcomes, transparent governance, and leaving your organisation more capable, confident, and in control of its technology.

Leading with Experience

Our work is led by experienced consultants with deep, hands-on delivery backgrounds. They guide delivery day to day, support decision-making as complexity increases, and ensure teams remain aligned to agreed outcomes. This approach allows us to move at pace without compromising quality, continuity, or control. Reducing dependency is a deliberate outcome of how we work. Through our Zero Dependency® approach, we build capability through delivery so that skills, knowledge, and ownership stay with your teams.

Zero Dependency®

Zero Dependency® (ZDF) is Tecknuovo's framework for building lasting capability rather than ongoing reliance. Every engagement is designed so your teams can run, evolve, and improve services independently.

Embedding Knowledge

We embed directly within your teams and work in your ways of working. Knowledge is shared through day-to-day collaboration, pairing, mentoring, and open agile practices. Delivery artefacts live in your repositories, decisions are recorded as they are made, and understanding is shared as the work progresses.

Documentation, architectures, and delivery decisions are treated as part of delivery, not an end-of-contract activity. This reduces reliance on individuals and helps teams maintain momentum as people or suppliers change.

Enabling Sustainable Delivery

We leave behind practical assets that support ongoing delivery, including runbooks, documented pipelines, reusable patterns, and agreed standards. This creates a shared understanding across teams, reduces onboarding effort, and supports consistent delivery over time. Expectations around handover, documentation, and knowledge transfer are agreed early and reinforced throughout delivery, ensuring continuity and giving you full ownership of your services.

Transition Readiness and Knowledge Management

Reducing Dependency

Transition is considered from the start of every engagement, not treated as a final phase. Expectations around handover, documentation, and knowledge transfer are agreed early and reinforced throughout delivery. This ensures continuity as teams or suppliers change and gives you full ownership of your services.

We recognise that poor knowledge transfer and fragmented documentation are common causes of disruption and unnecessary cost during supplier transitions. Our approach addresses this by capturing knowledge as delivery happens, rather than relying on end-of-contract handover activity.

Capturing Knowledge

We use consistent ways of working to record architecture, delivery patterns, operational guidance, and key decisions in accessible, shared locations. Artefacts are kept current as services evolve, with clear ownership and version control, supporting long-term maintainability. This approach enables smooth onboarding for new team members or suppliers, reduces transition effort, and avoids “black box” risk. Where multiple suppliers are involved, we help align teams around shared standards and expectations to maintain continuity across programmes.

Our People

Tecknuovo’s success in solving complex delivery challenges is underpinned by our blended resourcing model. We combine permanent delivery consultants, who lead and manage engagements, with specialist associates from our DDaT network to provide the right expertise at the right time. This approach ensures you always get strong, experienced operatives delivering your services rather than our deploying a mixed capability ‘bench’.

Scaling Capability

Permanent consultants remain accountable for outcomes throughout the engagement, providing continuity, delivery leadership, and clear ownership. Specialists are introduced where specific skills or experience are needed, allowing delivery capacity to scale up or down easily across the engagement lifecycle without loss of control. Our wider supply chain provides access to over 6,000 DDaT professionals. This breadth of capability enables us to respond quickly to changing needs while maintaining consistent ways of working and delivery standards.

Our blended teams offer a balanced combination of capability, flexibility, and value for money, including:

- **Deep expertise**, with consultants typically operating at SFIA levels 5 and above with over eight years industry experience
- **Proven continuity**, with average engagements exceeding 18.5 months
- **Strong commitment to delivery outcomes**, reflected in a 97% contract completion rate

- **High retention and stability**, with a 97% retention rate across projects and an average consultant tenure of 26 months, well above industry standards

This stability reduces delivery risk, supports effective knowledge transfer, and ensures continuity for your teams as services evolve.

Engagement and Delivery Management

Tecknuovo delivers through a clear, practical delivery wrapper built around our Delivery Hub, Delivery Leads, and Delivery Coordinators. This structure provides transparency, pace, and accountability while keeping governance proportionate and focused on outcomes.

Delivery with Clear Accountability

Our Delivery Hub provides central oversight across engagements, maintaining visibility of progress, risks, dependencies, and delivery health. This shared view helps teams and stakeholders stay aligned and respond early when things change, without slowing delivery teams down.

Each engagement is led by a permanent Delivery Lead who is accountable for outcomes, quality, and momentum. Delivery Leads work closely with your team's day to day. They guide delivery decisions as complexity increases and ensure agreed ways of working are applied consistently.

Delivery Coordinators support the smooth running of delivery by managing onboarding, delivery logistics, and reporting. This allows delivery teams to remain focused on delivery while maintaining clear communication and operational flow.

Continuous Improvement

We regularly reflect on how delivery is working and apply improvements as we go. Learning is captured through delivery reviews and shared via the Delivery Hub and Communities of Practice, helping improve consistency and make delivery more effective over time.

Governance is kept practical and proportionate, supporting delivery rather than slowing it down. Our delivery practices are underpinned by Cyber Essentials Plus and ISO 9001, ISO 27001, and ISO 14001 accredited management systems, ensuring quality and security are embedded into how work is planned, delivered, and assured.

Communities of Practice

Our Communities of Practice support delivery by sharing knowledge, improving consistency, and developing reusable ways of working across our core capability areas. They ensure learning from live delivery is captured, refined, and applied across engagements, rather than remaining with individuals or single teams.

Connecting Teams

Communities bring together permanent consultants, specialist associates, and practitioners working across current and recent engagements. This creates a continuous feedback loop between delivery teams and the wider organisation, strengthening standards and accelerating improvement.

Through our Communities of Practice, we:

- **Share delivery insight** and experience from live engagements
- **Develop, test, and reuse delivery patterns**, templates, and approaches
- **Support capability development** and ongoing knowledge transfer
- **Maintain consistent delivery standards** across teams and engagements

Building Sustainable Capability

Learning is captured through delivery reviews, retrospectives, and practical problem-solving sessions, then fed back into shared playbooks and ways of working. This helps teams avoid repeating mistakes, onboard more quickly, and deliver with greater confidence and consistency. By embedding Communities of Practice into how we deliver, we ensure learning is retained and applied over time, supporting predictable delivery and reducing dependency on individuals or suppliers.

Our Technology Specialities

Our Technology Agnostic Ethos

Tecknuovo is technology-agnostic. We focus on understanding your context, constraints, and delivery goals before selecting technologies that support sustainable delivery and long-term ownership.

We work across complex, real-world technology estates, from legacy platforms and tightly coupled systems through to modern cloud-based and service and product-oriented architectures. This allows us to modernise critical services safely, without losing sight of operational continuity, security, or reliability.

Evolving Platforms Safely

Our teams design and build software and platforms that are intended to change. We apply modern engineering practices in a way that works within live environments, multi-supplier landscapes, and public-sector governance, balancing progress with stability. By focusing on how technology supports delivery, operability, and ongoing improvement, we help organisations evolve their platforms with confidence, reducing risk while enabling services to adapt over time.

Our G-Cloud Services

Digital Delivery and Engineering

Build, modernise, and operate digital services

- Software Engineering
- Digital Delivery Squads-as-a-Service
- Product and Programme Delivery
- Live Service Management and CI/CD
- Digital Delivery and Knowledge Transfer
- Business Analysis-as-a-Service

Quality Assurance and Testing

Assure quality, performance, and service readiness

- Quality Assurance and Testing
- Systems Integration Testing
- User Acceptance Testing and Operational Acceptance Testing
- End-to-End Test Management
- Performance and Volume Testing

Cloud, Platforms and Infrastructure

Design, build, and operate secure, scalable platforms

- Cloud, DevOps and Platforms
- Cloud and Application Landing Zones
- Cloud Programme and Project Support
- Cloud and Technical FinOps and Spend Governance
- Network Infrastructure
- SaaS Service Integration and Configuration

Data, AI and Automation

Enable insight, intelligence, and automation

- Data Science and Engineering
- Data Foundations (Standards, Quality and Governance)
- Data and AI
- Automation, AI and Machine Learning
- Portfolio Intelligence and Digital Capability

Design and Operating Models

Design services that work for users and organisations

- Human and User Centred Design
- SaaS Service Design
- Digital Operating Model Design

Architecture, Security and Assurance

Providing clarity, control, and confidence of your platforms

- Architecture and Assurance
- Cloud Strategy and Assurance
- Cyber Security and Penetration Testing

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