

# Prompt-to-Prototype Sprints (Vibe Coding)

User Centred - Design (UCD),  
Accessibility & Adoption for Cloud Services

**we commit. we deliver.**

# Delaware public sector cloud services

Delaware delivers outcome-led cloud services across the **Microsoft and SAP ecosystems**, with the assurance, governance and delivery discipline public sector organisations expect. Whether you need stable BAU support, a safe migration, or a change programme to unlock value, we provide a consistent, repeatable approach designed to reduce delivery risk and improve service performance over time.

With **5,000 professionals across 38 offices in 20 countries**, our **UK & Ireland teams** combine local delivery confidence with global capability for scale and specialist reach.



## At a glance



**Assurance-led cloud services** across Microsoft and SAP, shaped for public sector governance and audit needs.



**Menu-style Managed Services and cloud support:** choose what you need (from break/fix to proactive improvement), with coverage scalable as requirements change (including extended hours/ out-of-hours by agreement).



**Delivery and change services** across the lifecycle: discovery, design, implementation, migration, integration, testing, training, adoption and optimisation.



**Responsible AI by design:** where AI-enabled capabilities are introduced, governance and controls are treated as essential foundations (not optional extras).



**UK delivery, with data residency options where supported** by the underlying cloud service and buyer policy (for example, UK-hosted environments and UK-based operational processes where in scope).

## How buyers engage with us

We support both **direct award and competitive selection**, depending on your requirement and the route you choose on G-Cloud. Services can be bought as discrete “outcome packages” or combined into an end-to-end plan → deliver → run → improve engagement.

# Why Delaware



**UK & Ireland delivery capability**, backed by global delivery centres for resilience, continuity and specialist reach.



**Deep SAP heritage**, including being one of only **11 Global Platinum SAP Partners** and **RISE with SAP recognition** for cloud migration and modernisation pathways.



**Microsoft credentials that support public sector assurance**, including all six **Microsoft solution designations**, participation in the **Microsoft Portfolio FastTrack programme**, and recognition as an **Azure Expert MSP**.



**Advanced Microsoft specialisations** spanning areas such as Adoption & Change Management, Teams Calling, Azure Virtual Desktop, Analytics on Azure, AI, and SAP on Azure.



**A consistent delivery method (PROMAR)** that makes governance, risk management and quality controls repeatable across projects and Managed Services — giving buyers early visibility, clear decision points and a controlled path into BAU.



**Always ahead of the crowd:** we are one of the first UK organisations to achieve the new **ISO 42001 (AI Management Systems)**

# Why Delaware

## Managed Services: choose what you need

Delaware provides tailor-made Managed Services. Buyers can select only the components they require and **scale coverage as needs change** -helping avoid paying for unused capability while retaining a clear path to expand support as services become more critical.

## Sustainability and social value

We align delivery to the Social Value Model and embed sustainability into how we work — including remote-first delivery by default and practical “green IT” improvements (for example, right-sizing non-production environments and retention/data lifecycle controls). Contract-specific commitments are agreed at mobilisation and reported through governance.



## Assurance, security and responsible AI

We operate with an assurance-first mindset, with governance and evidence built into how we deliver and run services. Typical measures include security monitoring and logging aligned to platform tooling (where in scope), BCDR planning with tested runbooks, and responsible AI governance for any AI-assisted delivery.

## Pricing and value for money

We aim for transparent, auditable pricing that maps clearly to roles and outcomes, with explicit assumptions and change control to prevent unplanned cost growth. Menu-style service design helps avoid paying for unnecessary coverage, and we use automation and repeatable accelerators to improve consistency and reduce BAU effort where possible.

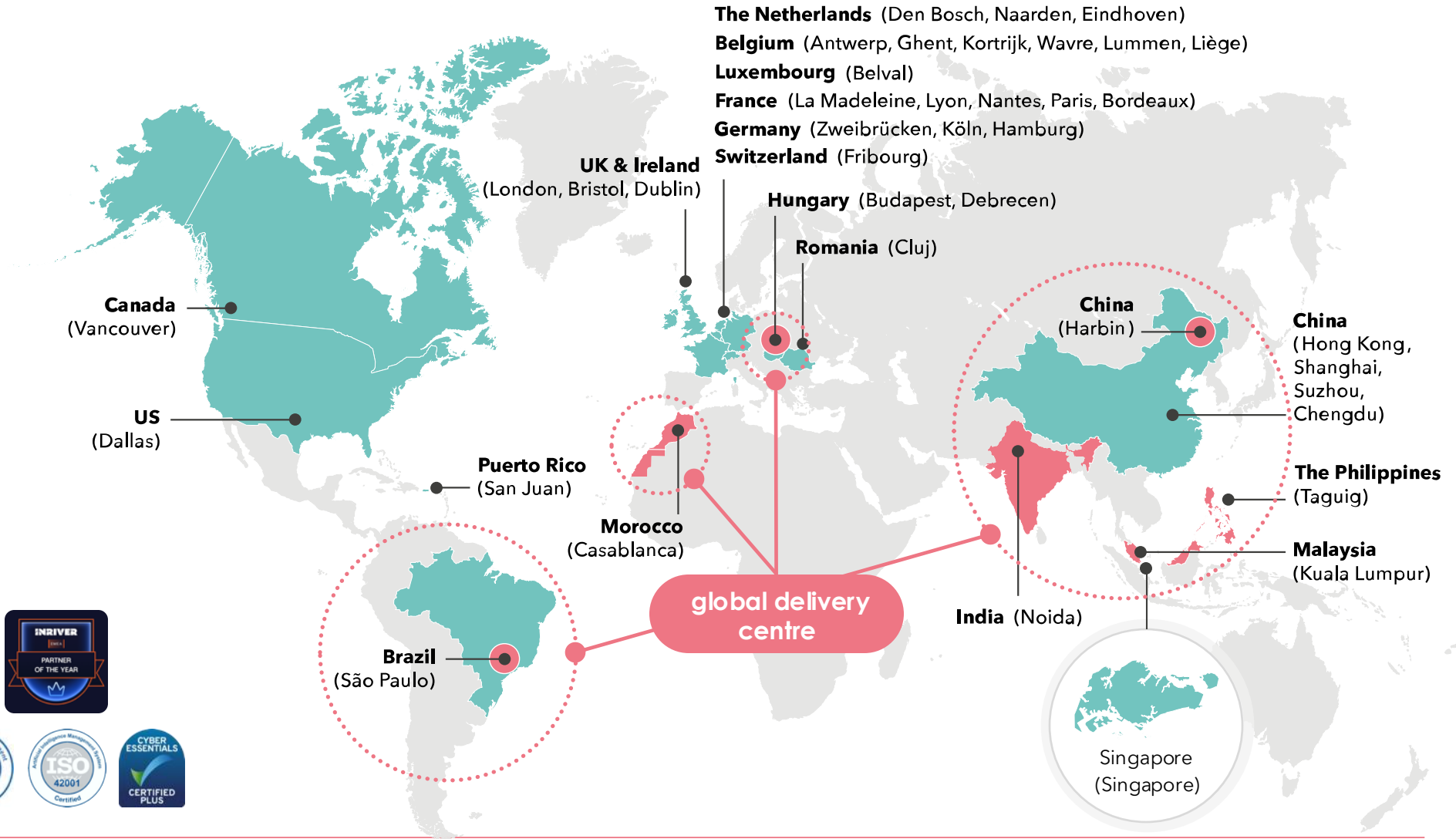
# About Delaware

5,000 professionals

38 offices in  
20 countries

£500M+  
revenue

## Our partner ecosystem



# User Centred- Design (UCD), Accessibility & Adoption for Cloud Services

Delaware's User Centred Design (UCD) & Accessibility for Cloud Services practice helps public sector teams design and improve cloud enabled- digital services by understanding user needs, testing ideas early, and building accessible, inclusive journeys that support safer delivery decisions across discovery, alpha, beta and live.



# What buyers achieve

Buyers typically use this practice to achieve:



**Clearer user needs and priorities**  
to shape delivery decisions



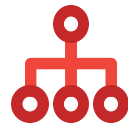
**Reduced delivery risk and rework**  
through early testing and iteration



**Improved usability and accessibility**  
for all users, including assistive tech  
users



**Faster alignment across  
stakeholders** using structured  
workshops and sprints



**More consistent experiences**  
aligned to government design  
patterns and standards



**Better adoption** of new or changed  
cloud services through user  
led- onboarding journeys

# What this practice covers

We package UCD support as a “menu” of repeatable capabilities, typically combined to match the delivery phase and buyer constraints.



## Understand (Discover user needs and constraints)

- User research planning, fieldwork and synthesis
- User needs, pain points, behavioural insights, service journeys
- Stakeholder interviews and problem framing workshops



## Design (Explore options and make decisions)

- Service design and experience mapping (journey maps, service blueprints)
- UX and interaction design support (flows, wireframes, prototypes)
- Design sprints and codesign to explore and validate- options quickly



## Validate (Test and assure usability & accessibility)

- Usability testing (moderated / unmoderated, remote / in person as needed)
- Accessibility reviews and testing (including assistive technology I-ed sessions)
- Evidence based-recommendations, prioritised backlog inputs



## Embed (Build capability and consistency)

- Patterns, playbooks and lightweight governance for UCD ways of working
- Coaching and training for teams to run research and testing independently (see “Training & Coaching” below)

# Typical public sector use cases

Common scenarios we support include:



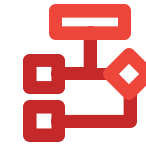
## **Improving a citizen - facing service**

where drop off, error rates or complaints indicate- usability issues



## **Discovery and alpha support to**

validate the “right problem” and test service concepts before build



## **Redesigning a caseworker workflow**

for a cloud SaaS platform to reduce handling time and errors



## **Pre-live- usability/accessibility**

**assurance** to identify barriers before go live- and reduce operational risk



## **Onboarding and adoption design**

for new cloud tools (guidance, journeys, communications)



## **Accessibility remediation planning**

to prioritise fixes and evidence progress against requirements

# How we deliver

We keep delivery lightweight, collaborative, and evidence led:

- Start with **problem framing**: users, constraints, success measures and risks
- Create a research and testing plan that fits time, ethics, and recruitment realities
- Run **iterative cycles**: learn → prototype → test → refine, with regular show and tells
- Provide **clear outputs**: findings, prioritised recommendations, and decision trails
- Work alongside multidisciplinary teams to integrate findings into **backlogs and delivery plans**
- Apply Delaware's **standard delivery governance and assurance approach** (see Corporate Core)
- Where relevant, align to recognised public sector patterns (for example GOV.UK Design System)



# Support model

Support model Support arrangements vary by listing and call off. Typical engagement models include:



**Outcome based- discovery/alpha packages** (fixed timeboxes)



**Embedded specialists** into a buyer team (User Research, Service Design, UX/Interaction Design, Accessibility)



**Testing “bursts”** (e.g., usability/accessibility assessments ahead of release milestones)



# Partnerships / technology ecosystem

We work within the buyer's toolchain and security constraints. Commonly used approaches include:



Collaboration and documentation in the buyer's preferred tooling



Prototyping and research repositories agreed per engagement



Alignment to public sector design patterns and accessibility standards (e.g., WCAG approaches)



Prototyping - Figma, Loveable,



Workshopping Tools - Miro, Mural, Figma or preferably in person workshops

# Local Government – Fife Council

## Problem: (e.g., low completion, high error rates, accessibility risk)

- Fragmented Systems - Information about customers is spread across multiple platforms. Staff had to juggle different logins and interfaces, which creates duplication and increases the risk of errors.
- Inconsistent Process - Different teams use different approaches for internal and external referrals. This inconsistency leads to confusion, delays, and referrals being lost.
- Duplication of Effort - Staff repeatedly re-enter the same customer information into different systems. Customers also had to repeat their story multiple times when engaging with different parts of the service.
- Limited Visibility: Both staff and customers lack visibility, which reduces trust in the process.
- Data Protection & Governance Gaps - Information sharing between teams and external partners isn't managed consistently or securely.

## Outcome

- **A validated hypothesis** about a key business or user problem.
- Clear direction on how to move forward and clear next steps for delivery.
- A backlog of requirements.
- A realistic, tested, functioning prototype.
- User Testing Analysis and usability insights.
- Evidence to support investment.





# Meet our UCD Lead – Ellie Sanghani



With over eight years specialising in User-Centred Design and six years in consultancy, Ellie Sanghani is an experienced UCD practitioner working across UX/UI Design, Service Design, User Research, and Content Design. They bring a holistic, end-to-end perspective to designing digital services, ensuring user needs, business outcomes, and technical delivery are closely aligned.

Ellie has worked extensively with both local and central government, supporting the design and delivery of complex public sector services. They have deep experience working to Government Digital Service (GDS) standards and have played a key role in preparing teams and services for GDS assessments, embedding best practice UCD methodologies throughout delivery.

As a UCD expert within cloud-based programmes, Ellie works closely with multidisciplinary teams to shape scalable, accessible, and user-focused solutions. She is passionate about advocating for user needs, mentoring practitioners, and demonstrating the value of UCD in driving meaningful, measurable outcomes for public services.

# Prompt-to-Prototype Sprints (Vibe Coding)

**Lot:** G-Cloud 15 — Lot 3: Cloud Support

**Service type:** UCD/UX design sprints + AI-assisted prototyping

**Platforms:** Loveable, Figma, or buyer-approved tools

## Service overview

Delaware runs **user-centred sprints** that turn **user needs** into **testable prototypes** using **prompt-based, AI-assisted build tools**. We **co-create prompts, validate journeys** with users, and **iterate prototypes quickly** to **de-risk decisions**. Designed for **discovery** and **alpha exploration**, not **production deployment**.

## Buyer outcomes

- Faster validation of ideas before committing to build
- Reduced rework through early testing and iteration
- Clearer user journeys and priority requirements for delivery teams
- Backlog-ready user stories and acceptance criteria
- Improved usability and accessibility early in the lifecycle

# What's included

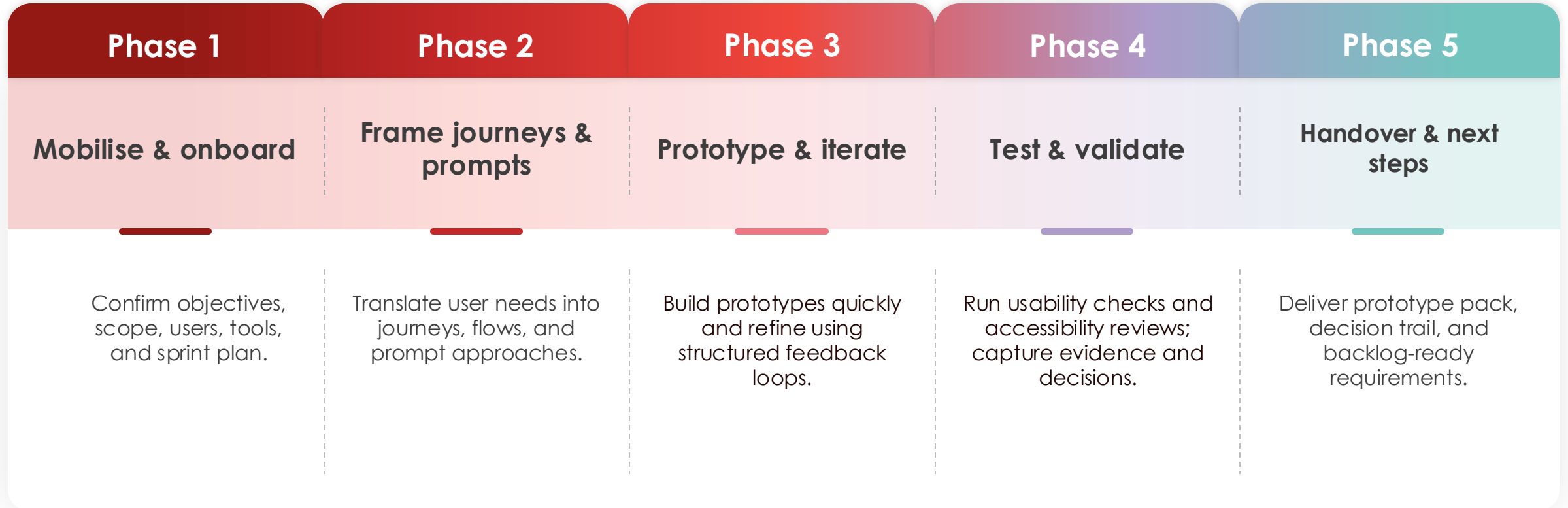
## Run & support (BAU)

- Sprint planning and timeboxed prompt-to-prototype delivery
- Workshops to translate user needs into prompts and flows
- Prompt library and reusable patterns for rapid iteration
- Prototype creation using Loveable, Figma, or buyer-approved tools
- Clickable prototypes for usability testing and stakeholder feedback
- Evidence-led iteration cycles: learn → prototype → test → refine
- Accessibility checks aligned to WCAG and government standards
- Decision trail and documented recommendations
- Backlog inputs: user stories, acceptance criteria, prioritised next steps
- Design handover pack for delivery teams

## Improve, assure & optimise (optional modules)

- Additional sprint cycles / extended prototyping waves
- Expanded usability testing (additional user groups / scenarios)
- Deeper accessibility testing and remediation planning
- Prompt pattern refinement and prompt governance support
- Prototype variations for alternative policy / service options
- Extra stakeholder alignment workshops and playback sessions

# Delivery approach (indicative)



# Deliverables (typical)

- Sprint plan and agreed success measures (as delivered)
- User journeys, flows and interaction concepts (as delivered)
- Prompt library and reusable prompt patterns (as delivered)
- Clickable prototype(s) for testing and review (as delivered)
- Usability findings summary and evidence log (as delivered)
- Accessibility check summary and prioritised improvements (as delivered)
- Decision trail (what was tested, what changed, why)
- Prioritised backlog inputs: user stories and acceptance criteria
- Recommendations and options for discovery/alpha progression
- Design handover pack for delivery teams



# Support model and service levels



## Support channels and hours (baseline)

- **Online ticketing:**  
09:00–17:00 UK time, Monday to Friday
- **Phone support:**  
09:00–17:00 UK time, Monday to Friday



## Support levels (options)

- **Standard Support:** agreed coverage for delivery
- **Extended hours / Out-of-hours support:** by agreement for defined periods



## Response targets (baseline)

- Ticket acknowledgement: **within 1 business hour** (during service hours)
- Initial response: **within 4 business hours** (during service hours)
- Tickets raised outside service hours are acknowledged by **09:00 UK time next business day**, unless enhanced/out-of-hours support is agreed.



## Governance

We provide a named **Service Delivery Manager (SDM)** to oversee service governance, reporting, escalation and continuous improvement.

If you have any questions,  
please contact:

**James Lear**

[dlw-uk-enquiries@delaware.co.uk](mailto:dlw-uk-enquiries@delaware.co.uk)



**delaware**  
we commit. we deliver.