

METCLOUD G-Cloud 15

Service Definition: Expert Professional Services (SFIA-Aligned)

1. Service Overview

This service provides expert professional consultancy services to support organisations in the design, delivery, optimisation, and assurance of digital and technological initiatives. Services are delivered by experienced practitioners aligned to the SFIA framework, ensuring transparent skill definitions, consistent capability levels, and clear accountability.

2. Service Objectives

- Provide access to specialist expertise across digital, technology, and transformation domains
- Delivering outcomes aligned to customer business objectives
- Reduce delivery risk through proven methods and best practices
- Enable skills transparency and assurance through SFIA alignment
- Support knowledge transfer and long-term capability uplift

3. Scope of Services

Services may include, but are not limited to: - Strategy and advisory services - Architecture and design - Programme and project delivery - Engineering and implementation support - Security and risk management - Service transition and operational improvement - Assurance, review, and optimisation

Specific activities are defined by engagement and documented in a Statement of Work.

4. SFIA Alignment

All roles delivered under this service are mapped to the SFIA framework, including: - Clearly defined SFIA skill codes - SFIA responsibility levels (typically Levels 3–7) - Role capability descriptions aligned to SFIA attributes

SFIA is used to: - Define role expectations and responsibilities - Assure practitioner capability and experience - Enable transparent resource substitution where required - Support objective service evaluation and governance

5. Service Roles and Capability Levels

Typical roles may include: - Consultant / Specialist (SFIA Level 4–5) - Senior Consultant / Lead Specialist (SFIA Level 5–6) - Principal Consultant / Architect (SFIA Level 6–7)

Final role definitions, skill mappings, and levels are agreed with the customer prior to service commencement.

6. Service Delivery Model

Services are delivered using a flexible engagement model, which may include: - Time and materials - Outcome-based delivery - Fixed-scope engagements

Delivery is supported by structured governance, reporting, and stakeholder engagement aligned to customer needs.

7. Quality Assurance and Governance

- SFIA-based role validation and onboarding
- Regular service reviews and progress reporting
- Risk, issue, and dependency management
- Continuous improvement based on feedback and outcomes

8. Knowledge Transfer

Where appropriate, services include structured knowledge transfer to customer teams through: - Documentation and artefacts - Shadowing and mentoring - Workshops and handover sessions

9. Service Assumptions and Dependencies

- Customer provides timely access to required information and stakeholders
- Customer environments and tooling are fit for purposes.
- Dependence and constraints are documented and agreed

10. Service Exclusions

Unless explicitly stated, the service does not include: - Managed services or ongoing operational support - Licensing, software, or third-party costs - Activities outside the agreed scope or SFIA role definitions

11. Commercial and Engagement Management

Commercial terms, pricing, and resourcing are defined in the contract and supporting Statements of Work. SFIA alignment supports role clarity, substitution flexibility, and value assurance.

12. Review and Updates

This service definition is reviewed periodically to ensure alignment with evolving customer needs and updates to the SFIA framework.