

Digital Discovery and Requirements Definition

Service Definition

1. Service overview

Digital Discovery and Requirements Definition is a structured, short-term advisory service that helps public sector organisations define user needs, service objectives and technical requirements for digital services. The service supports early-stage planning by reducing uncertainty and providing clear, prioritised requirements to inform delivery, procurement and decision-making.

2. How the service works

The service is delivered through a time-boxed discovery phase, tailored to the buyer's context and objectives.

Typical activities include:

- Initial onboarding to confirm scope, objectives and stakeholders
- Facilitated workshops and interviews with key stakeholders
- Review of existing documentation, systems and constraints
- Identification of user needs, business goals and success criteria
- Definition of functional and non-functional requirements
- Mapping of user journeys and high-level service flows
- Assessment of technical, integration and operational considerations
- Identification of risks, assumptions and dependencies

Outputs are documented and validated with the buyer, resulting in a clear set of prioritised requirements and recommendations.

Buyer involvement includes providing access to stakeholders and users if required, existing materials and timely feedback on interim outputs.



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3. Skills and experience

The service is delivered by a multidisciplinary team with experience in digital discovery and early-stage service definition.

Typical roles include:

- Digital or delivery lead
- Business analyst
- UX or service designer
- Technical architect or technical consultant

The team applies established discovery techniques, requirements analysis methods and user-centred design practices appropriate to public sector digital services.

4. Relevant experience

The supplier has delivered discovery and requirements definition activities for public sector and regulated organisations across a range of digital initiatives.

Typical examples include:

- Discovery phases to define requirements for new or redesigned public-facing digital services
- Early-stage analysis to support procurement of digital platforms or suppliers
- Capability and gap assessments to inform digital transformation programmes

These engagements have resulted in documented requirements, prioritised backlogs and delivery roadmaps used to support subsequent project phases.

5. Onboarding and offboarding

Onboarding

The service begins with an initial mobilisation session to confirm objectives, scope, stakeholders, timelines and information requirements. The buyer provides access to relevant staff, systems documentation and existing research where available.

Offboarding

At the end of the engagement, all agreed outputs are handed over to the buyer. This typically includes requirements documentation, findings summaries and recommendations. A close-out session is held to review outputs and next steps.



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6. Service constraints

The service is advisory only and does not include solution design, build or implementation. Delivery is time-boxed and dependent on timely access to stakeholders and information provided by the buyer. Outputs reflect findings at the point of discovery and may require revision if objectives, constraints or assumptions change. Workshops and interviews are delivered remotely and face to face based on the buyer's requirements.

7. Service management and support

The service is managed through a named delivery lead who is responsible for day-to-day coordination, communication and progress tracking. Regular check-ins are used to review findings and confirm direction. Issues and risks are raised with the buyer as they arise to support timely decision-making. Ongoing support beyond the discovery phase is not included.

8. Technical and operational requirements (if applicable)

The service does not require specialist buyer-provided technical tools. Access may be required to existing systems documentation, architecture diagrams or environments for review purposes only. No changes are made to live systems.

9. Hosting, data and security

The service does not include hosting or operation of systems. Any information or data provided by the buyer is used solely for the purpose of delivering the service and handled in accordance with agreed confidentiality and security requirements. No long-term data storage is required as part of the service.

10. Exit, data return and deletion

All buyer-owned information and materials are returned at the end of the engagement as part of the agreed outputs. Any copies held by the supplier are deleted in line with agreed retention and confidentiality arrangements. Transition or handover support is limited to the close-out activities described above.



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