

Digital Product Technical Consultancy

Service Definition

1. Service overview

Digital Product Technical Consultancy provides hands-on technical advice and leadership to help public sector organisations define, scope and govern digital products. It supports buyers that need expert technical input to shape delivery approaches, manage risk and make informed decisions during product definition and delivery.

2. How the service works

The service is delivered through structured consultancy activities aligned to the buyer's product objectives and delivery context.

Typical delivery activities include:

- Onboarding to confirm scope, objectives and stakeholders
- Technical discovery to understand user needs, constraints and existing systems
- Clarification of functional and non-functional technical requirements
- Assessment of solution options and technical feasibility
- High-level architecture and technology recommendations
- Definition of delivery approach, milestones and dependencies
- Identification of technical risks, assumptions and constraints
- Support to shape delivery plans and supplier approaches
- Ongoing technical leadership, review and assurance during delivery
- Advice to support governance, decision-making and change control

Delivery is typically remote and time boxed.



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3. Skills and experience

The service is delivered by practitioners with experience in digital product delivery, technical architecture and delivery leadership.

Roles typically involved include:

- Technical delivery lead
- Solution or technical architect
- Senior developer or technical consultant

The team applies pragmatic, risk-aware approaches suitable for public sector delivery environments.

4. Relevant experience

The supplier has provided technical consultancy support for public sector digital products at different stages of delivery.

Typical examples include:

- Technical leadership during early product definition and scoping
- Advisory support to shape delivery approaches and supplier models
- Ongoing technical assurance to manage delivery risk and complexity

These engagements have supported clearer scope definition, improved governance and more informed technical decision-making.

5. Onboarding and offboarding

Onboarding

The service begins with mobilisation to confirm objectives, scope, stakeholders and engagement approach. The buyer provides access to relevant documentation, delivery plans and stakeholders.



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Offboarding

At completion, all advice, recommendations and agreed outputs are provided to the buyer. A close-out session may be held to summarise findings and confirm next steps.

6. Service constraints

The service provides consultancy, leadership and advisory support only and does not include software development, implementation or managed delivery. Effectiveness depends on timely access to stakeholders and accurate information. Delivery is time-boxed and typically remote. Recommendations reflect the agreed scope and context at the time of engagement and may need review as requirements or priorities change.

7. Service management and support

Delivery is managed by a named delivery lead responsible for coordination, communication and quality assurance. Progress is reviewed regularly to ensure alignment with buyer objectives. Ongoing support beyond the agreed engagement is not included.

8. Technical and operational requirements (if applicable)

Buyer involvement includes providing access to relevant stakeholders, documentation and delivery artefacts. No specialist buyer-provided technical infrastructure is required.

9. Hosting, data and security

The service does not include hosting or operation of systems. Any buyer-provided information is used solely for consultancy purposes and handled in line with agreed confidentiality and security requirements. No long-term data storage is required.

10. Exit, data return and deletion

At the end of the service, all buyer-owned information and deliverables are returned. Any copies held for delivery purposes are deleted in line with agreed confidentiality arrangements. No ongoing access or transition support is provided beyond close-out activities.



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