

Digital Estate Management

Service Definition

1. Service overview

Digital Estate Management is a service that helps public sector organisations understand, document and manage their digital estate. It supports buyers needing improved visibility, governance and prioritisation across websites, platforms and digital tools.

2. How the service works

The service is delivered through a structured discovery, analysis and recommendation process.

Typical delivery activities include:

- Onboarding to confirm scope, objectives and stakeholders
- Collection of information about existing websites, platforms and tools
- Creation of a digital estate inventory
- Assessment of purpose, ownership and governance
- Review of technical status, dependencies and lifecycle stage
- Identification of duplication, overlap and risk
- Analysis of usage, content and maintenance effort
- Identification of gaps and improvement opportunities
- Development of rationalisation and prioritisation recommendations
- Creation of a high-level roadmap and next steps

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 strategy, service management and estate assessment.

Roles typically involved include:

- Delivery lead
- Developer
- UX Designer
- Solutions Architect
- Project Manager
- Digital strategist
- Technical or service management specialist

The team applies structured assessment methods suitable for public sector environments.

4. Relevant experience

The supplier has supported public sector organisations to assess and rationalise complex digital estates.

Typical examples include:

- Discovery and documentation of large website estates
- Governance and ownership reviews across multiple platforms
- Rationalisation planning to reduce duplication and risk

These activities have supported clearer decision-making and improved governance.

5. Onboarding and offboarding

Onboarding

The service begins with mobilisation to confirm scope, objectives, stakeholders and information requirements. The buyer provides access to existing documentation and relevant stakeholders.

Offboarding

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

6. Service constraints

The service provides assessment, analysis and recommendations only and does not include implementation, decommissioning or platform changes unless otherwise specified. Effectiveness depends on the availability, accuracy and completeness of buyer-provided information. Delivery is typically remote but not bound to remote delivery. Outputs reflect the digital estate at the time of assessment and may need updating as systems or organisational 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 throughout delivery to ensure objectives are met. Ongoing support after delivery is not included unless otherwise specified.

8. Technical and operational requirements (if applicable)

Buyer involvement includes providing access to relevant documentation, systems lists and stakeholders. Buyer-provides technical infrastructure details.

9. Hosting, data and security

The service does not include hosting or operation of systems unless otherwise specified. Any buyer-provided information is used solely for the purposes of the assessment and handled in line with agreed confidentiality requirements.



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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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