



G-Cloud 15 service description:

**Review and recommendations for legacy tech
platform replacement**

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Service type: Cloud support

Introduction

Public Digital is a digital transformation consultancy. We help public sector organisations to make informed decisions and strategies for managing critical legacy systems and services. Our approach analyses the cost, risk and performance implications of retiring, rebuilding or building/buying alternatives, allowing decisions to be aligned to strategic objectives.

Planning

Our collaborative, strategic approach to supporting decisions around legacy technology replacement reflects our extensive experience leading high-impact digital cloud-based change. We use lessons learned from complex digital service delivery to help organisations identify the solution that will best meet their needs and deliver strategic objectives.

Our service is led by a team of technology strategy leaders with executive-level experience to make strategic decisions around re-platforming, and managing implementation of resulting solutions.

Our methodology includes:

- Forming representative, multidisciplinary teams to collaboratively plan review activities, gather insight and agree strategy
- Joint definition of client requirements for the solution, including user needs, strategic outcomes, decision making criteria and key deliverables
- Applying real-world observations, including interviews with relevant leaders/stakeholders, integrating user research, and assessing options in a range of use cases
- Leading collective review of all relevant documentation (e.g. strategy papers, business cases, programme updates, procurement documentation, governance documentation, organisational structures, technology solution designs, technical architecture, roadmaps, delivery plans)
- Providing expert analysis and evaluation of potential options, including retiring, rebuilding or building/buying alternatives, based on cost, risk and performance implications
- Co-development of a detailed roadmap, with actions, timelines and ways of working to ensure it effectively delivers on needs and requirements.

Service features:

- Collectively define needs/objectives for the replacement solution
- Establish joint project teams for the review and design process

- Detailed review of existing capability, including real-world observations
- Collective review of all relevant documentation
- Commercial identification of the most relevant potential solution
- Expert evaluation of potential options from across industry best practice
- Cost, risk and performance based analysis
- Decisions informed by real-world implementation experience
- Robust, comprehensive deliver of the agreed solution
- Training and guidance on solution application and adoption.

Service benefits

- Clarity over platform, system or service requirements and needs
- Informed decision making around different options, aligned to strategic objectives
- Detailed cost, risk and performance analysis
- Expert input from leaders with executive and board-level experience
- Current, commercial view of industry best practice options
- Assured effective, efficient implementation
- Auditability – evidence of best value, risk and performance balance
- Focused on and meeting user needs
- Optimised efficiency, effectiveness and resilience of digital service operation.

Training

Public Digital works closely with senior leaders and digital/operational teams, both on a one-to-one and group basis, offering coaching, training and advice. This includes guidance on how to effectively use cloud-hosted systems, manage change, and create an integrated, digital environment.

Our flexible training offer helps public sector organisations to introduce digital ways of working, through co-developed, bespoke training plans. Training delivery formats include training module programmes, immersive digital ‘masterclasses’, and one-to-one coaching/mentoring for digital leaders.

We build engagement through a range of educational activities that apply the extensive, real-world experience of our consultants, prioritising activities that support digital sustainability, e.g. delivering train-the-trainer sessions; providing training toolkits and resources; and building communities of practice to encourage in-house knowledge exchange.

As part of our approach, we support organisations to break down silos and encourage multidisciplinary working, adopting a more unified and integrated approach to digital delivery. This encourages teams to share resources, ideas, and best practices, allowing for more efficient and collaborative solutions, while facilitating agile, user-led and open working practices.

Thank you
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