



**G-Cloud 15 service description:
Digital and Cloud team shaping and topology**

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Service type: Cloud support

Introduction

Public Digital is a digital transformation consultancy specialising in the design, mobilisation and management of multidisciplinary digital teams. We work with our clients to design product and digital teams that have the right archetype structures and skills to support cloud-based products and services across different stages of the product lifecycle.

Planning

Our approach to team shaping supports efficient, informed delivery of key cloud-enabled products and services. A co-design approach based on understanding organisational and product needs ensures team structures can adapt to meet different needs across the product and service lifecycle as requirements and objectives change (e.g. discovery, achieving outcomes, driving adoption, product retirement).

Product and service specialists work with clients to co-design team archetypes to meet organisational needs and objectives, and product/service functional and operational requirements; and embed the supporting governance, communications, ways of working and ceremonies to support a healthy agile culture which empowers teams and enables continuous improvement.

Our approach is underpinned by decades of experience of designing and leading high-performing multi-disciplinary teams to deliver cloud products. Team shaping covers all aspects of design, delivery and management including roles and responsibilities needed to:

- Develop effective technology architecture, reflecting interoperability of cloud-based system prototypes
- Align product and service design/operation to business needs and objectives, both long and short term
- Effectively deliver products (e.g. iterative/agile); identify, report and manage complex challenges/risks; assure business continuity; deliver security compliance
- Ensure appropriate and empowering governance, enable agile ways of working, and maintain understanding of project domain.

Service features:

- Understanding critical needs for cloud-based products and services
- Detailed review of current organisation and team design

- Co-design of appropriate team archetypes across the product lifecycle
- Defining and introducing agile working methods to support product teams
- Transition to new team structure and ways of working
- Coaching and mentoring product teams to apply agile working practices
- Co-design of appropriate role specifications, recruitment support
- Bespoke training, learning and development programming and delivery.

Service benefits

- Empowered digital teams supporting cloud-based products or services
- An adaptive team topology meeting changing needs over product lifecycles
- Right skills and capabilities in teams to meet organisational objectives
- Agile continuous improvement of cloud-based products/services
- Improved staff retention, assured team capacity, capability and sustainability
- Regular reporting on team status, quality and dynamics
- More effective attraction, hiring and retention of key digital roles
- Common cross-organisational understanding and language about product teams

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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