



G-Cloud 15 service description:

Digital & cloud culture change roadmap

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Service type: Cloud support

Introduction

Public Digital is a digital transformation consultancy. We create digital & cloud culture change roadmaps that enable public sector organisations to support and deliver solutions more effectively. While collaboratively building infrastructures, working cultures and delivery models that maximise the benefits of cloud-based products and services.

Planning

Our approach to digital and cloud culture change integrates our extensive experience of leading high-impact digital and change in complex organisations. Our discovery and co-design process considers leadership, open ways of working, and better equipped multidisciplinary teams that drive digital capability and growth. We support both newly set up and existing cloud technology-led programmes, working with teams and leaders to develop and deliver culture change roadmaps that support digital transformation and foster innovation.

Our roadmaps consider your organisation's needs and holistic requirements within specific contexts, to support the co-design of digital strategies that deliver effective, enduring organisational change, with a demonstrable impact on user experience. Roadmaps are delivered through actionable, iterative plans that create a unified digital delivery model, through the integration of cloud-based products and services, multidisciplinary teams, and agile, user-led working practices.

These roadmaps apply a multi-faceted approach to digital and cultural change, exploring:

- Cloud-based strategy: aligning technology architecture, interoperability, and operational models to organisation culture, objectives, and growth strategy
- Team capability: instilling understanding of the service domain across staff, stakeholders and subject matter experts via training on digital/cloud-hosted products
- Ways of working: embedding agile, user-centred, internet-era practices that drive productivity and maximise the benefits of cloud-hosted technology.

Service features

- Discovery and diagnostic process, including user research, analysis and review
- Deep-dive into priority areas, including challenges, strengths and opportunities
- Programme of workshops, interviews, observations and reports
- Team capability review, including skills gaps and training needs
- Training and coaching, upskilling digital teams in cloud-based practices
- Evaluation and co-design of digital strategies and team structures
- Co-design and delivery of communications and engagement plans
- Expert-informed, tailored recommendations to senior leadership and stakeholders
- Designing a transformation roadmap to drive cultural/digital/organisational change
- Prioritisation of key activities, supporting and de-risking change programmes.

Service benefits

- Providing an effective, paced cultural and organisational change programme
- Setting your organisation up to maximise benefits of cloud technology
- Prioritisation of activities based on needs, co-designed with leaders
- Effective communication programme to engage stakeholders and build alignment
- Delivering upskilled, better equipped, more empowered digital teams
- Facilitating higher levels of productivity via open, agile working practices
- Alignment of digital strategy, culture and growth objectives
- Ensuring cloud-based products/services meet organisational needs
- Future-proofing working practices, accommodating user needs and digital integration
- Collaborative, multidisciplinary working, fostering innovation and knowledge sharing.

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 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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