



G-Cloud 15 service description:

Data as a service maturity review and design

Data as a service maturity review and design

Service type: Cloud support

Introduction

Public Digital is a digital transformation consultancy. We help public sector organisations to adopt a DaaS approach and collate, maintain and share data that enables more intelligent decision-making. Our robust process identifies valuable data and use cases, and creates digital and cloud-hosted services providing sustainable, equitable data access.

Planning

Our collaborative, user-focused approach to developing data as a service reflects extensive experience leading high-impact digital change. We use lessons learned from digital service delivery in complex organisations to identify and optimise the usability of data.

Our methodology includes:

- Forming multidisciplinary teams to collaboratively plan review activities, gather insight and create strategies
- Collective exploration of technology, processes, ways of working and internal capability to scope data available, and use cases aligned to organisational objectives
- Co-developing maturity matrices, tailored to these use cases and objectives, enabling comprehensive, practical data assessments
- Co-designing strategies/models for new data services
- Producing detailed roadmaps with actions/timelines to implement new data services that are accessible, useful and manageable
- Co-developing prototypes to test and design services that meet user needs, and integrate flexibility and scalability
- Iteratively improving services and maintaining capability as requirements and needs change and new data/technologies become available.

Data as a service covers all aspects of digital operation design, development and management. We help organisations understand through the lenses of:

- Technology: effectiveness and interoperability of their technology architecture
- Strategy: impact of their activities against strategic objectives
- Operations: areas for improvement across operational management
- Culture: how well digital services are adopted and implemented.

Service features:

- Collectively define needs/objectives for data as a service (DaaS)
- Establish multidisciplinary teams for the review and design process
- Detailed review of data scope, usability, and capabilities
- Developing maturity matrices enabling comprehensive, practical data assessment
- Facilitated co-design of strategies/models
- Development and delivery of detailed DaaS roadmaps
- Developing prototypes to test real use cases and design services
- Training and guidance on DaaS application and adoption
- Analysis of the impact and results achieved with DaaS approach
- Robust, iterative monitoring and maintenance of DaaS capability.

Service benefits

- Assessment of the adoption and performance of digital services
- Analysis of the role of DaaS in delivering strategic objectives
- Identification of areas for improvement in delivery and operational management
- Tracking costs and identifying optimal Value for Money
- More informed, intelligent decision making and activity
- Better stakeholder management and relationships
- Cost benefit analysis, optimal solution identification
- Increased user satisfaction and capacity to meet user needs
- Flexibility, scalability and future proofing.

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 create engagement through a range of educational activities that apply the extensive, real-world experience of our consultants, prioritising activities that support sustainability and ongoing momentum, 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 expertise, ideas, and best practice, allowing for more efficient and collaborative solutions, while facilitating agile, user-led and open working practices.

Thank you
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