



G-Cloud 15 service description:

Low or high fidelity prototype for cloud-hosted digital service

Low or high fidelity prototype for cloud-hosted digital service

Service type: Cloud support

Introduction

Public Digital is a digital transformation consultancy. We use low and high fidelity prototyping to help organisations improve, design, implement and manage cloud-hosted digital services. We ensure success through effective testing and assurance, considering service design, policy and operations, and embedding user-centred design practices and cross-organisational multidisciplinary working.

Planning

Our user-centred design and technology specialists collaborate with teams and key stakeholders to design, build and test prototypes that enable services to be delivered and set up for success. Whether transforming existing services or designing new ones, our prototypes enable a robust transition to more sustainable cloud-based technologies, and more efficient internet-era ways of working.

Our structured methodology enables detailed assessment of user and organisation needs and objectives, and applies decades of Public Digital's experience of delivering solutions to major government programmes, considering the specific political, technical, and institutional constraints that impact cloud-hosted products.

The methodology supports the development of digital service prototypes that enable informed, effective decision-making and the delivery of good cloud-based services. This includes:

- Technical: evaluating technology architecture, design, and interoperability of cloud-based system prototypes, including commercial product selection and suitability
- Strategic: ensuring prototypes for cloud-hosted solutions align with business needs and objectives, both in the long and short term
- Operational: informing delivery methodology development, risk identification and management, business continuity planning, compliance and security
- Cultural: applying agile, user-centred and open ways of working, establishing robust governance, building team & organisational capacity, and instilling a widespread understanding of the service domain among stakeholders and subject matter experts.

Service features:

- Agreeing and articulating research, design, delivery and technology objectives
- Analysing existing service landscape to ensure an integrated user experience
- Identify user needs and requirements for prototype(s)
- Define detailed success measurement and decision-making criteria
- Iterative, user-centred design of low/high fidelity prototype cloud-based service(s)

- Programme of frequent and ongoing user testing against defined criteria
- Agile, iterative, collaborative, multidisciplinary design development
- Report quantitative and qualitative testing results, including user feedback
- Providing actionable recommendations around service provision and its enabling conditions
- Assured knowledge transfer, building lasting cloud-based service management capability.

Service benefits

- Collective, defined understanding of needs and objectives
- Alignment on the transformation required to deliver desired outcomes
- Enhanced understanding of user needs and functional/operational system requirements
- Low/high fidelity prototype digital service, enabling real-world testing
- Supports identification of solutions offering best value and performance
- Assured, recorded, auditable decision-making, including quantified cost-benefit analysis
- Improved effectiveness and efficiency of subsequent solution design
- Clear roadmap for solution design/implementation, with prioritised activities
- Cohesive approach underpinned by shared lessons learned
- Improved organisational capacity to apply user-centred design methodologies.

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
public·digital