

Service Definition Document



Architecture & Target Operating Model Design

Service Overview

Fluid's Architecture & Target Operating Model Design service helps public sector organisations define the future structure, governance and operating approach required to support modern digital services and organisational objectives.

This service is typically used where an organisation needs clarity on how its future services should operate, and how technology, data, governance and delivery capability should enable that operating model.

Fluid provides an independent and structured approach to designing future-state technology architecture and target operating models, ensuring that technology decisions are aligned to service outcomes, organisational needs and long-term sustainability.

The service supports buyers in establishing the foundations required for successful modernisation, procurement activity and delivery programmes.

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Service Scope (What's Included)

Fluid will provide a structured assessment covering:

- Review of current organisational services and supporting technology landscape
- Definition of future-state technology architecture principles aligned to buyer strategy
- Development of an organisational target operating model, with technology as a key enabler
- Capability analysis to understand what functions, processes, skills and governance are required
- Design of operating structures, ownership and accountability for future digital services
- Governance, decision-making and assurance arrangements to support delivery
- Consideration of integration, data flows and platform dependencies at an architectural level
- Identification of operating constraints, risks and transition dependencies
- Development of a practical roadmap for adoption and implementation

Where appropriate, this service will inform solution selection activity or follow-on implementation assurance support.

Out of Scope

(What's Not Included)

This service does not include:

- Engineering-level infrastructure design or detailed technical build specifications
- Procurement of software, hosting or delivery platforms
- Full delivery of implementation programmes or systems integration
- Bespoke software development activities
- Ongoing managed service delivery

Fluid's role is to provide independent design and advisory support, enabling buyers to proceed with confidence into delivery phases.

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Deliverables & Outputs

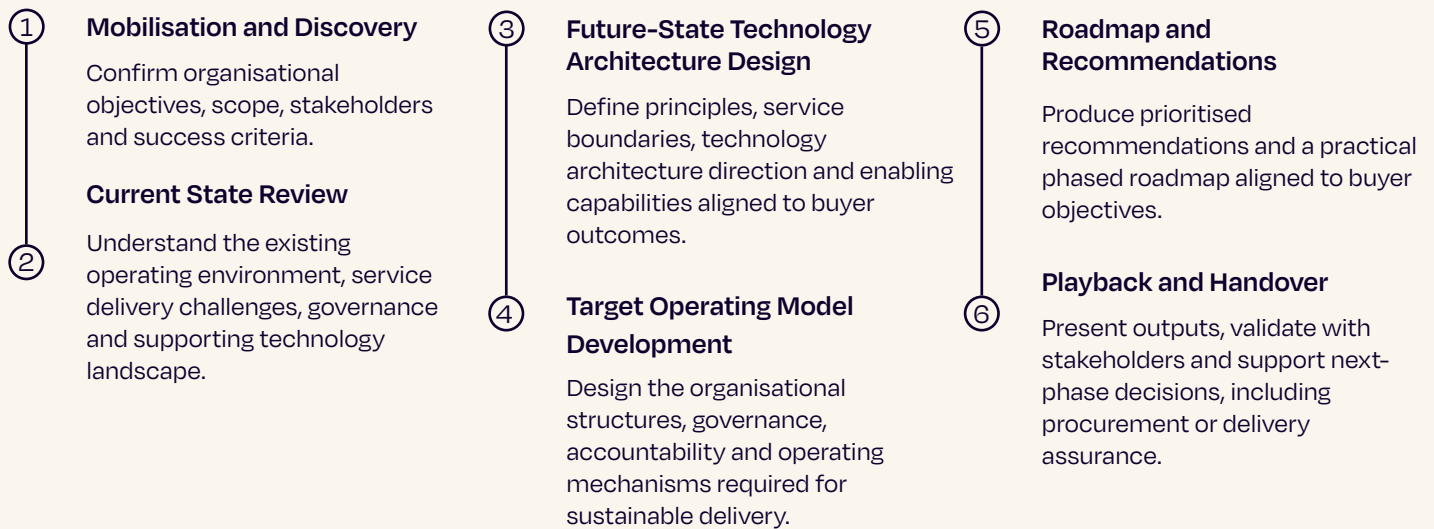
Typical deliverables include:

- **Future-State Technology Architecture Summary**, including guiding principles and structure
- **Target Operating Model Definition**, covering organisational roles, governance and service ownership
- **Capability and Operating Gap Analysis**
- **Governance and Assurance Recommendations**
- **Service Accountability and Ownership Model** (high level)
- **Architecture Risks, Constraints and Dependencies**
- **Roadmap for Adoption and Implementation**, outlining phased next steps

Deliverables are typically provided as a presentation-style pack (PowerPoint), with streamlined Word report formats available where required.

Delivery Approach

Fluid delivers this service through a structured and buyer-centred design approach:



Fluid can work alongside internal teams and delivery partners where appropriate, maintaining an independent advisory role.

Roles & Responsibilities

Fluid Responsibilities

- Lead future-state technology architecture and operating model design
- Provide independent analysis and structured recommendations
- Produce agreed deliverables and transition roadmap
- Ensure outputs align to organisational priorities and service outcomes

Buyer Responsibilities

- Provide access to key stakeholders and relevant documentation
- Support engagement in workshops and design validation sessions
- Confirm strategic priorities, constraints and operating context
- Review and provide feedback on emerging outputs

Assumptions & Dependencies

This service assumes:

- Availability of relevant service, operational and technology stakeholders
- Access to current strategies, service context and technology landscape information
- Buyer engagement in validating operating model and governance decisions
- Timely feedback to maintain progression into delivery planning

The depth of design may vary depending on organisational complexity and scope.

Outcomes & Benefits

By completing this service, buyers achieve:

- Clear definition of future-state technology architecture principles and direction
- A practical organisational target operating model enabled by modern digital services
- Improved governance, accountability and decision-making foundations
- Better alignment between technology investment and organisational strategy
- Reduced delivery risk through clarity of roles, ownership and operating approach
- A structured roadmap supporting procurement and implementation phases



Commercial Model (High Level)

This service is typically delivered over **3–10 weeks**, depending on organisational scale and the breadth of architecture and operating model design required.

Pricing is generally offered on a fixed-scope or time-and-materials basis, with transparent day-rate structures aligned to the expertise required.

Security & Compliance (Light Touch)

Fluid applies appropriate confidentiality and information governance controls throughout delivery.

Engagements are delivered in line with buyer security requirements and recognised good practice for handling sensitive service, governance and operational information.

