



Service Definition Document



Digital Maturity & Readiness Assessment

Service Overview

Fluid's Digital Maturity & Readiness Assessment helps public sector organisations understand their current digital capability, identify strategic gaps, and define a practical roadmap for improvement.

This service is typically used where an organisation requires an independent view of its readiness to modernise technology, data, governance, and service delivery. It provides a structured baseline of maturity across people, processes, systems, information, and risk considerations.

The assessment supports future investment decisions, programme planning, and procurement activity by producing clear, evidence-based recommendations aligned to buyer priorities.

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Service Scope (What's Included)

Fluid will provide a structured assessment covering:

- Digital and technology capability review
- Overview of current systems and service landscape
- Maturity assessment across governance and delivery practices
- Organisational readiness for modern digital services
- Data and insight maturity (reporting, analytics foundations)
- Cyber and technology risk considerations
- Identification of improvement opportunities and quick wins
- Development of a prioritised roadmap aligned to buyer objectives

Where appropriate, the service will include high-level future-state considerations to support onward planning.

Out of Scope

(What's Not Included)

This service does not include:

- Delivery of full implementation programmes or acting as a prime delivery partner
- Procurement of software, hosting, or infrastructure services
- Bespoke software development
- Ongoing managed service delivery beyond the assessment period
- Detailed technical design or build activities (which may be supported through separate follow-on services)

Fluid's role is to provide independent assessment, readiness analysis, and roadmap definition.

Deliverables & Outputs

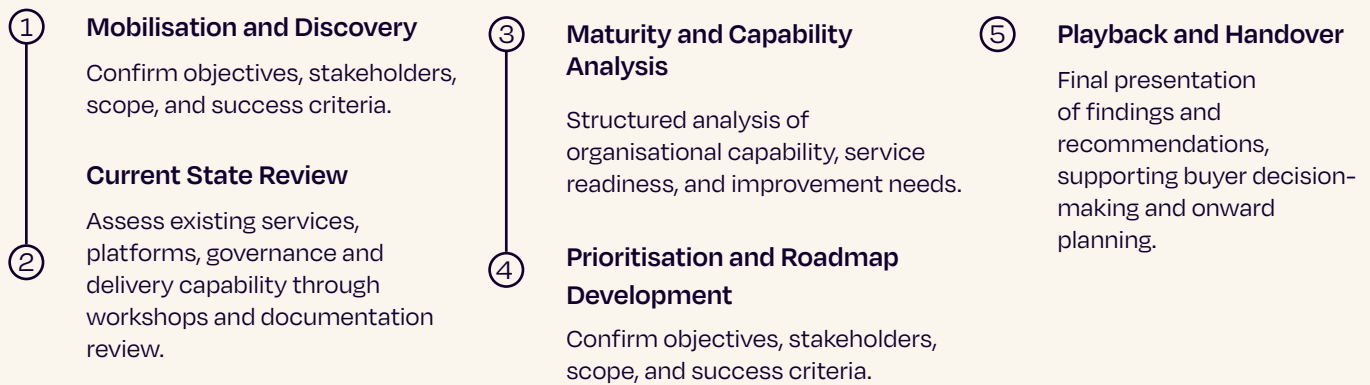
Typical deliverables include:

- **Digital Maturity Assessment Summary** (current capability baseline)
- **Capability Gap Analysis** aligned to strategic objectives
- **Systems and Technology Landscape Overview**
- **Readiness and Risk Assessment**, including key constraints and dependencies
- **Prioritised Recommendations and Quick Wins**
- **Digital Roadmap** outlining phased next steps



Delivery Approach

Fluid delivers this service using a structured, buyer-centred consultancy approach:



Roles & Responsibilities

Fluid Responsibilities

- Lead delivery of the assessment and stakeholder engagement
- Provide independent analysis and recommendations
- Produce agreed deliverables and roadmap outputs
- Ensure advice is evidence-based and aligned to buyer priorities

Buyer Responsibilities

- Provide access to key stakeholders and relevant documentation
- Support timely participation in workshops and reviews
- Confirm objectives, constraints and strategic priorities
- Review and validate findings during playback sessions

Assumptions & Dependencies

This service assumes:

- Stakeholder availability during the assessment window
- Access to relevant documentation (systems, strategies, service information)
- Buyer engagement in validating priorities and recommendations
- Timely feedback to maintain momentum into next phases

The depth of assessment may vary depending on organisational complexity and information availability.

Outcomes & Benefits

By completing this service, buyers achieve:

- A clear understanding of current digital maturity and readiness
- Independent identification of capability gaps and risks
- Practical recommendations grounded in operational reality
- Improved confidence in future investment and procurement decisions
- A structured roadmap to guide transformation and improvement activity
- Stronger alignment between services, governance, systems and organisational objectives



Commercial Model (High Level)

This service is typically delivered as a defined engagement over **2–6 weeks**, depending on scope and organisational scale.

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

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 information, proportionate to the scope of the service.

