



Service Definition Document



Systems & Process Assessment

Service Overview

Fluid's Systems & Process Assessment helps public sector organisations understand how well their current business processes and supporting systems operate, where inefficiencies or risks exist, and what improvements are required to enable better digital service delivery.

This service is typically used where an organisation is experiencing challenges such as fragmented systems, manual workarounds, duplicated effort, limited visibility of performance, or difficulty integrating services

and data across teams. It provides an independent and structured review of current processes, system support, and opportunities for simplification or optimisation.

The outcome is a clear set of recommendations and a prioritised roadmap to support future improvement, modernisation, or procurement activity.

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Service Scope (What's Included)

Fluid will provide a structured assessment covering:

- Review of key business processes and operational workflows
- Analysis of how existing systems support (or constrain) service delivery
- Identification of inefficiencies, bottlenecks, duplication and manual activity
- Review of system integration points and information handoffs
- Assessment of data flow, reporting capability, and operational visibility
- Identification of improvement opportunities and quick wins
- Definition of future requirements to support modern digital services
- Development of a prioritised roadmap for optimisation or replacement activity

Where appropriate, the assessment will support onward planning for solution selection, implementation support, or service improvement.

Out of Scope

(What's Not Included)

This service does not include:

- Delivery of full system replacement or implementation programmes
- Procurement of software, infrastructure, or hosting services
- Bespoke software development or configuration build activity
- Ongoing operational managed service provision
- Detailed technical design beyond assessment-level recommendations

Fluid's role is to provide independent assessment, requirements clarity, and improvement planning.

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Deliverables & Outputs

Typical deliverables include:

- **Systems & Process Assessment Summary**
- **Current State Process and System Findings,** including pain points and constraints
- **Opportunities for Simplification and Improvement**
- **High-Level Requirements and Functional Needs** for future services
- **Integration and Information Flow Observations**
- **Prioritised Recommendations and Quick Wins**
- **Roadmap for Optimisation or Modernisation,** outlining phased next steps

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

Delivery Approach

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



Roles & Responsibilities

Fluid Responsibilities

- Lead the assessment and stakeholder engagement
- Provide independent process and system analysis
- Develop practical recommendations and roadmap outputs
- Ensure advice is aligned to buyer priorities and operational realities

Buyer Responsibilities

- Provide access to relevant stakeholders and documentation
- Support participation in workshops and validation sessions
- Confirm objectives, constraints and operational priorities
- Review and provide feedback on draft findings



Assumptions & Dependencies

This service assumes:

- Availability of key operational and system stakeholders
- Access to relevant process documentation, system information and service data
- Buyer engagement in validating findings and prioritisation
- Timely feedback to maintain delivery momentum

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

Outcomes & Benefits

By completing this service, buyers achieve:

- A clear understanding of how systems and processes currently operate
- Independent identification of inefficiencies, duplication and improvement areas
- Better definition of requirements for modern digital service support
- Improved confidence in future optimisation or procurement decisions
- A prioritised roadmap for practical next steps
- Stronger alignment between operational needs, systems capability and service delivery objectives



Commercial Model (High Level)

This service is typically delivered over **2–8 weeks**, depending on the number of processes and systems within scope.

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

