

Govforms Digital Service Builder Platform Service Design and Setup

G-Cloud15 Lot 3 Cloud Support 2026-01-30

Service Description

Service Overview

Professional implementation and post-launch support services for UK public sector organizations deploying digital services. We provide expert guidance from project initiation through to stable live operation, ensuring successful delivery and confident transition to business-as-usual.

What the Service Does

This support package delivers comprehensive assistance throughout your digital service implementation and initial live operation. Our experienced team works alongside yours to ensure smooth delivery, effective knowledge transfer, and optimized performance once your service goes live.

We provide expertly curated digital services ready to deploy, combining professional service design with hands-on implementation support. From data migration and information architecture through to stakeholder engagement and performance optimization, we deliver end-to-end mobilisation ensuring your service launches successfully.

Service Features

Expertly Curated Digital Services

Ready-to-deploy solutions built on proven patterns, reducing development time and implementation risk from day one.

Professional Service Design

Expert guidance throughout setup with user-centered design principles and GOV.UK Design System compliance built in.

Data Migration Support

Seamless transition from legacy systems with structured data transfer, validation, and minimal operational disruption.

Information Architecture Planning

Structured, accessible data design aligned to user journeys and organizational information management requirements.

Stakeholder Engagement Coordination

Communication plans, workshops, and engagement strategies ensuring buy-in across all affected teams and users.

Project Governance Framework

Oversight, reporting, and risk management with weekly progress meetings, dedicated project manager, and transparent status updates.

Performance Optimization

Right-sized infrastructure for your needs with continuous monitoring, tuning, and capacity planning ensuring efficient operation.

End-to-End Mobilisation

Coordinated launch and go-live support with knowledge transfer sessions and comprehensive documentation for operational independence.

Data Audit Services

Assess and organize existing information, identifying quality improvements and migration requirements before implementation begins.

Flexible Customization Options

Tailored to your specific requirements with configuration adjustments addressing emerging needs without formal change requests.

Implementation Support (Included in Service)

Our project delivery support ensures successful implementation from start to finish. You receive a dedicated project manager who oversees your entire delivery, coordinating all activities and maintaining momentum. Weekly progress meetings keep stakeholders informed with regular status updates on milestones and deliverables.

Email support provides rapid assistance with one business day response times for any queries during implementation. You gain direct access to specialist consultants for technical questions, architectural decisions, and problem-solving.

Comprehensive documentation and knowledge transfer sessions equip your team with the skills and understanding needed to operate the service independently after launch.

Post-Launch Stabilisation Support (Recommended Add-On)

This critical 30-60 day transition period ensures smooth operation as your service goes live. Priority email and phone support provides immediate assistance when you need it most. Monthly service optimization reviews identify performance improvements and fine-tune configurations.

Continuous performance monitoring and tuning maintains optimal service delivery. User feedback analysis captures real-world usage patterns and recommendations for enhancement. Minor configuration adjustments address emerging needs without formal change requests.

Purpose: Ensure confident, smooth transition to live operation with expert support during this important period.

Service Benefits

Launch Digital Services Faster

Reduce development time significantly with expertly curated solutions and proven implementation patterns eliminating trial and error.

Meet Accessibility Standards

Built on GOV.UK Design System ensuring WCAG 2.1 AA compliance from the start without additional remediation work.

Reduce Technical Complexity

No coding skills required for implementation or operation, empowering policy and service teams to own their services.

Minimize Implementation Risk

Expert-led structured approach throughout with experienced project management preventing common pitfalls and delays.

Improve Data Quality

Organized, validated information from start with data audits identifying issues early before they become operational problems.

Ensure Stakeholder Buy-In

Professional engagement and communication planning securing support across departments and building confidence in the solution.

Optimize Operational Costs

Right-sized solution prevents overspending on infrastructure while maintaining performance and capacity for demand growth.

Achieve Seamless Transition

Coordinated migration with minimal disruption to existing operations, maintaining service continuity throughout implementation.

Gain Actionable Insights

Data auditing identifies improvement opportunities revealing efficiencies and service enhancements available from digitization.

Scale with Confidence

Cloud infrastructure grows with demand automatically, handling usage spikes without manual intervention or performance degradation.

User Support

During Implementation

- Dedicated project manager as single point of contact
- Email support with one business day response time
- Access to specialist consultants for complex queries
- Weekly progress meetings with your project team
- Documentation provided throughout delivery phases
- Data audit and information architecture guidance
- Stakeholder engagement workshop facilitation

Post-Launch Period

- Priority email and phone support channels
- Monthly optimization review meetings
- Performance monitoring dashboards and reports
- User feedback analysis and recommendations
- Direct access to technical support team
- Configuration tuning and adjustment support

Onboarding Process

1. **Discovery and Audit** - data audit, stakeholder mapping, requirements gathering
2. **Service Design** - information architecture, user journey design, engagement planning
3. **Project Initiation** - kickoff meeting, assign project manager, establish governance framework
4. **Build and Migration** - implementation with weekly meetings, continuous support, data transfer coordination
5. **Stakeholder Engagement** - workshops, communication campaigns, change management activities
6. **Pre-Launch Preparation** - optimization, testing, training sessions, go-live planning
7. **Go-Live** - coordinated launch with full team support and mobilisation coordination
8. **Stabilisation Period** - intensive monitoring, optimization, feedback collection (if add-on selected)
9. **Handover** - final documentation, lessons learned, transition to BAU

Offboarding

End of Implementation

- Complete project documentation delivered including data architecture specifications
- Final knowledge transfer session conducted with all operational teams
- Lessons learned review completed with recommendations for future improvements
- Performance baseline established for ongoing monitoring
- Handover to operational support (if contracted)

End of Stabilisation Period

- Performance optimization report with benchmarks and achievements

- User feedback summary with enhancement recommendations
 - Configuration documentation reflecting all adjustments made
 - Transition plan to ongoing support tier or self-service operation
 - Final review meeting with stakeholders and governance board
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Service Constraints and Dependencies

Customer Responsibilities

- Attend scheduled weekly progress meetings and governance sessions
- Provide timely decisions on service design and architecture matters
- Make subject matter experts available for workshops and data audits
- Grant access to legacy systems and data sources for migration
- Review and approve documentation within agreed timescales
- Participate in knowledge transfer and training sessions
- Support stakeholder engagement activities across the organization

Service Limitations

- Email support operates during UK business hours (9am-5pm Monday-Friday)
- Phone support availability during stabilisation period only
- Minor configuration changes only during stabilisation (major changes require formal scope variation)
- Post-launch support limited to 30-60 day period unless extended
- Data migration complexity dependent on source system formats and quality
- Stakeholder engagement effectiveness requires customer coordination support

Dependencies

- Customer has appropriate digital service platform license
- Internet connectivity for remote support delivery
- Access to legacy systems and data for migration activities
- Email accounts for support ticket system access
- Calendar access for scheduling meetings and workshops

- Stakeholder availability for engagement activities
 - Timely customer approvals at key decision points
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Pricing

See SFIA (Assist / Development and implementation) pricing

Our support services are priced according to Skills Framework for the Information Age (SFIA) rates:

- **Project Delivery Support:** Included in implementation project costs (priced per consultant day)
- **Post-Launch Stabilisation Support:** Priced per SFIA Assist level rates (30 or 60 day packages available)
- **Service Design and Setup:** Separately quoted based on scope (data audit, architecture, engagement)

Pricing is transparent and aligned to government digital and technology profession capability framework standards.

Service Management

Project Governance

- Named project manager assigned throughout delivery
- Weekly steering meetings with key stakeholders
- Risk and issue log (RAID) maintained and reviewed
- Monthly progress reporting against milestones and budget
- Change control process for scope variations
- Quality gates at key delivery phases

Quality Assurance

- All deliverables peer-reviewed before customer presentation
- Documentation quality checked against government standards
- Knowledge transfer effectiveness validated through feedback
- Service performance monitored against agreed metrics
- Accessibility compliance testing throughout

- User acceptance testing with real users where possible

Escalation Process

1. **Level 1:** Email support or project manager
2. **Level 2:** Specialist consultant or technical lead
3. **Level 3:** Service delivery manager
4. **Level 4:** Senior leadership team

Response times vary by support tier and severity classification.

Standards and Compliance

Our support approach aligns with:

- **GOV.UK Service Standard** - 14-point service design standard
 - **Government Design Principles** - user-centered design approach
 - **Agile Principles** - iterative, responsive approach where appropriate
 - **WCAG 2.1 AA** - accessibility compliance throughout
 - **ITIL Service Management** - industry best practice framework
 - **PRINCE2 Project Management** - structured delivery methodology
 - **SFIA Framework** - skills and competency standards
 - **GDPR** - data protection by design principles
 - **ISO 27001** - information security management
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Trial Process

We offer an **initial consultation and discovery workshop** to assess your requirements:

- Up to a half-day workshop with your project team
- Review your service requirements and existing systems
- High-level data audit and migration assessment
- Discuss support requirements and implementation approach
- Provide recommendations for delivery and stabilisation
- Outline project timeline and resource requirements

- No obligation to proceed

Contact us to arrange your discovery workshop.

Contact Information

For more information about this service or to discuss your requirements

helpme@govforms.co.uk