

MLC

**Outcome-led Cloud Delivery:
Programme, Technical & Agile
Delivery (including Rapid
Discovery and Silo Smasher)**

G-CLOUD 15

SERVICE DESCRIPTION

Service name

Outcome-led Cloud Delivery: Programme, Technical & Agile Delivery (including Rapid Discovery and Silo Smasher)

Service summary

This service provides **project and programme management, technical delivery, and agile delivery** for cloud-based services. It is designed to help public sector organisations move from idea to delivery quickly, reduce duplication across portfolios, and achieve measurable cost savings.

The service combines **Rapid Discovery as a Service** to accelerate early decision-making with outcome-based delivery and portfolio-wide optimisation through **Silo Smasher**. Work is delivered through fixed-price or time-boxed milestones, aligned to user-centred design (UCD) and product-centric ways of working.

What the service provides

1. Rapid Discovery as a Service

A short, focused discovery phase designed to save time, effort, and cost by rapidly clarifying scope, options, and delivery approach.

Typical characteristics:

- 10–15 day discovery delivered by a lean, senior team
- Rapid understanding of user needs, policy constraints, technology landscape, and delivery risks
- Clear options appraisal and recommended approach for cloud-based services
- A prioritised backlog and delivery roadmap
- Defined outcomes, acceptance criteria, and delivery milestones ready for call-off

This approach avoids lengthy and costly traditional discovery phases, enabling faster progression to delivery with confidence.

2. Silo Smasher – portfolio-wide optimisation

Silo Smasher is used as part of the service to operate across the **entire portfolio**, not just individual teams or programmes.

It helps organisations to:

- Identify duplication of work, documents, and activity across programmes
- Surface opportunities for reuse and consolidation
- Track time and cost savings in real time
- Evidence benefits and efficiencies as delivery progresses

By making duplication visible and measurable, Silo Smasher supports better investment decisions and helps organisations stop paying multiple times for the same work.

Scope of services

A. Discovery and shaping

- Rapid Discovery as a Service
- User needs analysis and service scoping
- Cloud options appraisal and delivery approach selection
- Outcome definition with clear success measures and evidence requirements

B. Scoping and mobilisation

- Definition of delivery scope, milestones, and acceptance criteria
- Shaping multidisciplinary teams around outcomes rather than roles
- Mobilisation of delivery teams with minimal client overhead
- Establishment of governance, reporting, and commercial clarity

C. Delivery of cloud-based services

- Programme and project management
- Agile delivery leadership (Scrum, Kanban, hybrid)
- Technical delivery management for cloud services
- Product management and product-centric delivery
- Embedded user-centred design (UCD) throughout the delivery lifecycle

D. Portfolio optimisation and benefits realisation

- Deployment and operation of Silo Smasher across programmes
- Portfolio-level insight into duplication, dependencies, and opportunities
- Real-time tracking and reporting of savings and efficiencies

Delivery approach

Delivery is structured around **fixed-price or time-boxed milestones**, each with clearly defined outcomes and acceptance criteria. Progress is measured by evidence of delivery rather than time spent.

Key features:

- Outcome-led milestones with clear deliverables
- Transparent progress and objective acceptance
- Changes managed by re-scoping outcomes rather than inflating day rates
- Lean governance that supports rapid decision-making

This approach provides greater cost certainty, reduces delivery risk, and improves auditability.

User-centred and product-focused delivery

User-centred design and product thinking are embedded throughout discovery and delivery. Services are designed, built, and iterated based on real user needs and feedback, aligned to modern product lifecycle management.

This ensures that cloud-based services are usable, sustainable, and deliver measurable value.

Pricing approach

The service is offered through modular G-Cloud call-offs, typically priced as:

- Fixed-price milestone outcomes, or
- Capped, time-boxed phases where scope cannot be fully defined upfront

This enables buyers to pay for outcomes rather than capacity, with clear visibility of cost, progress, and value delivered.

Key benefits

- Faster progression from idea to delivery
- Reduced discovery time and effort
- Improved cost certainty through outcome-based pricing
- Reduced duplication and waste across portfolios
- Real-time visibility of savings and benefits
- Strong alignment with agile, UCD, and product-centric ways of working