



Transformation – Functional Approach Service Definition Document

G-Cloud 15
Lot 3 Cloud Support

Transformation – Functional Approach

Introduction

Civiteq supports public sector organisations to deliver targeted transformation within defined business functions, service lines or capability areas. We specialise in digital and service transformation and ERP-enabled change, supporting clients from early discovery and business case development through to implementation, adoption and post-live optimisation.

Our Functional Transformation approach enables organisations to focus on improving specific areas, such as HR, Finance, Payroll or Procurement, while maintaining alignment with wider organisational priorities. This provides measurable improvement where it is needed most, without losing sight of enterprise-wide dependencies and outcomes.

What we do

Civiteq's Functional Transformation service delivers holistic change within a defined scope, such as a single business function or a small number of related functions. It integrates strategy, operating model design, governance, technology enablement and change management so improvements are sustainable and deliver long-term value.

Organisations typically engage this service when they need to:

- Improve performance, compliance or service quality within a specific function
- Modernise processes, data and systems within a defined operational area
- Prepare a function for ERP or digital enablement
- Address known issues without undertaking full organisation-wide transformation
- Deliver focused change while maintaining business-as-usual elsewhere

Buyers may select a single functional area or multiple areas to be delivered sequentially or in parallel, depending on priorities, capacity and risk appetite.

Our Functional Transformation services typically include:

- **Governance and assurance**
Establishing proportionate governance, reporting and decision-making structures to support confident delivery within the agreed scope.
- **Process and operating model design**
Understanding current processes and pain points, validating requirements and designing future-state workflows and operating models appropriate to the function.
- **Data management and readiness**
Assessing data quality, governance and ownership, and defining approaches to cleansing, migration and validation where required.
- **Change management and adoption**
Undertaking change impact assessment, communications and engagement planning, learning needs analysis and training design to support adoption.

- **Solution and integration support**
Supporting solution design, integration planning and assurance so functional changes align with wider systems and architecture.
- **Testing, quality assurance and cutover support**
Defining proportionate testing approaches, planning cutover activity and supporting transition to new ways of working.
- **Benefits realisation and continuous improvement**
Defining and tracking functional benefits, capturing lessons learned and developing enhancement roadmaps to support ongoing optimisation.

In practice, this service allows organisations to deliver meaningful, focused transformation while maintaining alignment with broader organisational strategies. It can be delivered independently or alongside other Civiteq G-Cloud services, including Phased Transformation, ERP Transformation and Change Management.

How we do it

Civiteq delivers Functional Transformation using a structured lifecycle that balances strategic design with practical delivery. The approach is tailored to the agreed scope and priorities, whether a single function or multiple related areas.

Our delivery stages typically include:

1. **Mobilise and discover**
Establish governance, confirm scope and priorities, and assess the current state to understand constraints and opportunities.
2. **Define and design**
Develop target operating models, process designs and functional requirements aligned to organisational objectives.
3. **Prepare and enable**
Build readiness through stakeholder engagement, change planning, learning preparation and capability development.
4. **Implement**
Deliver transformation initiatives, integrating new processes, systems and ways of working within the defined scope.
5. **Embed and optimise**
Monitor adoption and benefits, stabilise outcomes and refine approaches through continuous improvement.

Throughout delivery, we apply robust governance, risk, issue and dependency management, supported by readiness checkpoints to keep progress controlled and aligned to agreed outcomes.

Outcomes you can expect

Buyers using Civiteq's Functional Transformation service can expect:

- **Clear strategic alignment and governance**
Proportionate governance and decision-making frameworks that enable confident delivery within the chosen functional scope.
- **Improved operational efficiency and service quality**
Streamlined processes and improved workflows that reduce duplication, improve compliance and enhance service performance.
- **Improved data quality and insight**
Stronger data governance and integrity, supporting accurate reporting and informed decision-making.
- **Effective change adoption and workforce engagement**
Increased stakeholder buy-in and adoption of new ways of working through targeted communication, learning and support.
- **Sustainable improvement and resilience**
Embedded capability, cultural change and agreed enhancement roadmaps that support ongoing optimisation beyond the initial change.

Timescales

Delivery timescales depend on the scope and complexity of the functional area(s) selected. As a guide, typical phases include:

- **Mobilise and discover (2–4 weeks)**
Confirming scope, engaging stakeholders and assessing current processes, data and readiness.
- **Define and design (4–8 weeks)**
Designing future-state processes, operating models and functional requirements.
- **Prepare and enable (4–6 weeks)**
Building readiness through change planning, communications and learning preparation.
- **Implement (variable)**
Delivering agreed changes, with timelines dependent on solution complexity and integration requirements.
- **Embed and optimise (ongoing)**
Supporting adoption, tracking benefits and refining approaches, typically beginning within 4–6 weeks post-implementation.

Detailed timelines are agreed during mobilisation to reflect priorities and resource availability.

Buyer dependencies

To deliver at pace, buyers are expected to provide:

- A named senior owner with decision-making authority
- A day-to-day delivery lead and access to relevant stakeholders
- Timely access to documentation, systems and environments
- Availability for workshops, validation, testing and sign-off
- Clear approval routes and decision timescales

Where dependencies are not met, Civiteq will highlight impacts and agree revised plans rather than allowing unmanaged drift.

Resources

Functional Transformation engagements are delivered by multi-disciplinary teams, scaled to the size and complexity of the scope.

Typical roles may include:

- **Delivery Lead** – Manages scope, governance, reporting and coordination.
- **Enterprise or Solution Architect** – Shapes design, integrations, non-functional requirements and assurance.
- **Business Analyst** – Leads discovery, process design and requirements validation.
- **Data Lead** – Covers data assessment, cleansing, migration planning and governance.
- **Change Lead** – Oversees impact assessment, communications, learning and adoption tracking.
- **Test Lead** – Defines assurance approaches, coordinates testing and manages defect resolution where required.
- **Subject Specialists** – Provide expertise in areas such as security, integration, reporting or cutover planning.

Roles and effort are tailored to the engagement, with rates as per the published rate card.

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