



Transformation – Phased Approach Service Definition Document

**G-Cloud 15
Lot 3 Cloud Support**

Transformation – Phased Approach

Introduction

Civiteq supports public sector organisations to deliver complex, organisation-wide transformation through a structured, phased approach. 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 phased approach enables organisations to deliver transformation progressively, embedding systems and meaningful change while maintaining operational continuity. This provides leaders with confidence in delivery, clear governance and measurable benefits at each stage of the journey.

What we do

Civiteq's Phased Transformation service provides structured support for large-scale, multi-service or enterprise-wide change programmes. It is designed for organisations that need to manage complexity, reduce risk and deliver change incrementally rather than through a single, high-risk "big bang" implementation.

Organisations typically engage this service when they are:

- Delivering organisation-wide or multi-service transformation
- Managing complex dependencies across people, processes, data and technology
- Seeking greater control, assurance and visibility across long-running programmes
- Requiring measurable benefits and learning at each stage of delivery
- Needing to maintain business-as-usual services while transformation is underway

The service supports transformation from early shaping through to delivery and embedding, providing a clear roadmap, readiness checkpoints and governance controls throughout.

Our Phased Transformation services typically include:

- **Programme governance and assurance**
Establishing delivery structures, decision-making forums, roles, responsibilities and reporting to support controlled, auditable delivery across all phases.
- **Transformation roadmap and phase planning**
Defining a clear transformation roadmap, prioritising phases based on strategic objectives, capacity and dependencies, and applying readiness gates before progression.
- **Process and operating model design**
Understanding current processes and services, identifying pain points and designing future-state workflows and operating models that can be delivered progressively.

- **Data management and insight**
Assessing and improving data quality, governance and ownership across the programme lifecycle to support reliable reporting and informed decision-making.
- **Change management and adoption**
Developing phased communications, engagement and learning approaches aligned to each stage of delivery, supporting cultural and behavioural change.
- **Solution and integration support**
Supporting solution design, integration planning and assurance across phases, maintaining security, performance and interoperability.
- **Testing, quality assurance and cutover planning**
Defining proportionate testing and assurance approaches, planning cutover activities and supporting early-life stabilisation for each phase.
- **Continuous improvement and optimisation**
Capturing lessons learned, applying them to subsequent phases and developing enhancement roadmaps to sustain and extend benefits.

In practice, this service enables organisations to deliver transformation safely and progressively, balancing ambition with operational reality. It can be delivered independently or alongside other Civiteq G-Cloud services, including ERP transformation, functional transformation and change management.

How we do it

Civiteq delivers transformation through a structured, phased methodology that provides clarity, control and progressive benefits realisation. Each phase is designed to reduce delivery risk, maintain operational continuity and build confidence before moving forward.

Our delivery stages typically include:

- **Mobilise and discover**
Establish governance, confirm scope and priorities, and assess organisational readiness.
- **Define and design**
Develop target operating models, process designs and prioritised phase plans aligned to strategic objectives.
- **Prepare and enable**
Build readiness for the next phase through stakeholder engagement, change planning and capability development.
- **Implement (phase by phase)**
Deliver transformation initiatives in sequenced stages, integrating new processes, systems and ways of working while maintaining service continuity.
- **Embed and optimise**
Monitor adoption and benefits, stabilise delivery outcomes and apply learning to subsequent phases.

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

Outcomes you can expect

Buyers using Civiteq's Phased Transformation service can expect:

- **Strong governance and reduced delivery risk**
Clear governance structures and readiness gates provide controlled progression and early visibility of risks and issues.
- **Clear strategic alignment and roadmap clarity**
A prioritised transformation roadmap aligned to organisational objectives, enabling informed decisions on sequencing and investment.
- **Progressive benefits realisation**
Tangible improvements delivered incrementally, supporting early wins, stakeholder confidence and continuous improvement.
- **Improved data quality and insight**
Stronger data governance and integrity, enabling accurate reporting and better decision-making.
- **Operational continuity and effective change adoption**
Reduced disruption through staged implementation and structured readiness planning, supporting adoption of new ways of working.
- **Sustainable, future-proof transformation**
Embedded cultural and behavioural change that supports long-term optimisation and organisational resilience beyond the programme lifecycle.

Timescales

Delivery timescales depend on scope, number of phases and overall complexity. As a guide, typical phases include:

- **Mobilise and discover (2–4 weeks)**
Establishing governance, confirming scope, engaging stakeholders and assessing readiness.
- **Define and design (6–10 weeks)**
Designing future operating models, processes and phase plans aligned to strategic objectives.
- **Prepare and enable (4–8 weeks per phase)**
Building readiness through change planning, communications and capability development.
- **Implement (phase by phase)**
Timelines vary depending on solution complexity and number of phases, with each phase having its own agreed delivery plan.

- **Embed and optimise (ongoing)**

Optimisation typically begins within 4–6 weeks after each phase completes, supporting adoption and continuous improvement.

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 appropriate stakeholders
- Timely access to documentation, systems and environments
- Availability for workshops, validation, testing and sign-off
- Clear decision-making and approval routes

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

Resources

Phased Transformation engagements are delivered by multi-disciplinary teams, scaled to the size and complexity of each phase.

Typical roles may include:

- **Delivery Lead** – Accountable for scope, governance, reporting and coordination across phases.
- **Enterprise or Solution Architect** – Shapes solution design, integrations, non-functional requirements and assurance.
- **Business Analyst** – Leads discovery, process design and requirements validation.
- **Data Lead** – Assesses data quality, migration readiness 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 each phase, with rates as per the published rate card.

Civiteq Trading Limited
86-90 Paul Street
London, EC2A 4NE

civiteq.co.uk
hello@civiteq.co.uk

Company registration number: 09571840

VAT number: GB214513642

civiteq