



Digital and Service Transformation Service Definition Document

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Digital and Service Transformation

Introduction

Civiteq supports public sector organisations to design and deliver digital and service transformation that improves outcomes for citizens, service users and staff. We work across the public sector, delivering end-to-end transformation from early discovery and business case development through procurement, delivery, adoption and post-live optimisation.

Our approach integrates digital enablement, service design, operating model change and benefits realisation. We focus on clarity in planning, practical delivery and sustainable improvement, for transformation that is grounded in evidence and delivers measurable value.

What we do

Civiteq's Digital and Service Transformation service provides flexible, modular support across strategy, delivery and adoption. It is designed for organisations seeking to modernise services, improve performance and embed digital ways of working, whether as a standalone initiative or as part of a wider transformation or ERP programme.

We design services and systems with interoperability in mind, supporting collaboration across organisations, partners and shared services.

Organisations typically engage this service when they need to:

- Improve the design and performance of public services
- Use digital and technology more effectively to support service delivery
- Redesign operating models, processes or capabilities
- Build a clear, evidence-based roadmap for transformation
- Improve adoption, productivity and benefits realisation
- Reduce cost, complexity or risk across the digital estate

Our Digital and Service Transformation services typically include:

- **Strategic transformation consultancy**
Providing clarity and direction at the outset of transformation, including problem definition, options appraisal, prioritisation and development of evidence-based recommendations.
- **Service transformation and operating model design**
Undertaking end-to-end service reviews, Target Operating Model (TOM) design and service redesign, aligned to measurable outcomes and benefits.
- **Business systems and digital enablement**
Supporting strategy, discovery and transition planning for digital and business systems, including options appraisal and business case development (including Green Book where required).

- **Digital estate rationalisation**
Reviewing applications and platforms, developing technology roadmaps and supporting implementation to reduce cost, risk and technical debt.
- **Digital maturity assessment**
Assessing current digital capability, defining a future ambition and producing prioritised improvement plans with delivery oversight.
- **Agile service improvement**
Delivering rapid reviews, future-state design, readiness assessment and iterative implementation to accelerate improvement.
- **Benefits identification and realisation**
Defining benefits, baselines and success measures, and establishing tracking frameworks to support value realisation.
- **Change and adoption enablement**
Providing change strategy and planning, impact and readiness assessment, communications and engagement, learning and development, and cultural and behavioural change support.
- **AI and automation**
Considering the responsible use of automation and AI, including data readiness, governance and assurance requirements.

In practice, this service acts as a flexible entry point to transformation. It can be delivered independently or alongside other Civiteq G-Cloud services, including Phased Transformation, Functional Transformation and ERP Transformation.

How we do it

Civiteq applies a structured, phase-based delivery approach that balances strategic design with practical delivery. This means transformation activity is well governed, evidence-led and aligned to organisational priorities.

Our delivery stages typically include:

1. **Mobilise and discover**
Confirming scope, objectives and constraints, engaging stakeholders and establishing an evidence-based understanding of the current state.
2. **Define and design**
Designing future services, operating models and digital approaches aligned to strategic objectives and user needs.
3. **Prepare and enable**
Building readiness through change planning, communications, learning preparation and capability development.
4. **Deliver and adopt**
Implementing agreed changes, iteratively where appropriate, and supporting adoption through structured change and learning.

5. **Stabilise and optimise**

Reviewing outcomes, tracking benefits and embedding continuous improvement.

Across all phases, we apply proportionate governance, risk and dependency management, with clear outputs and decision points.

Outcomes you can expect

Buyers using Civiteq's Digital and Service Transformation service can expect:

- **Improved service outcomes and sustainability**
Services redesigned to be more efficient, resilient and responsive to user needs.
- **Clear transformation roadmaps and reduced delivery risk**
Prioritised, evidence-based plans supported by proven methods and transparent governance.
- **Stronger investment decisions and return on investment**
Robust business cases and benefits tracking supporting confident decision-making and value realisation.
- **Higher adoption, productivity and capability**
Structured change and learning approaches that improve uptake of new services, processes and tools.
- **Reduced cost and risk exposure**
Rationalised digital estates, improved integration and stronger supplier and delivery management.

Timescales

Timescales vary depending on scope, complexity, organisational capacity and procurement route. As a guide:

- **Strategic consultancy (4–8 weeks)**
Defining problems, options, priorities and recommendations.
- **Discovery and service design (4–8 weeks for a single service; 8–12+ weeks for multi-service or ERP-enabled change)**
Understanding current services, designing future models and defining delivery approaches.
- **Procure and prepare (6–12 weeks)**
Market engagement, procurement activity and mobilisation, aligned to Crown Commercial Service frameworks where required.
- **Delivery and adoption (3–9 months for focused improvement; 9–18+ months for large-scale or ERP-enabled transformation)**
Implementing change iteratively, with adoption and readiness support.

- **Stabilisation and optimisation (4–12 weeks post go-live)**
Supporting transition, benefits tracking and continuous improvement.

Detailed timelines are agreed during mobilisation, aligned to priorities and constraints.

Resources

Digital and Service Transformation engagements are delivered by multi-disciplinary teams, scaled to the scope and complexity of the work.

Typical roles may include:

- **Engagement Lead** – Provides overall leadership, portfolio governance and senior stakeholder engagement.
- **Programme Director / Manager** – Leads complex transformation delivery, including multi-supplier and ERP-enabled programmes.
- **Transformation / Change Lead** – Designs and delivers change strategy, communications, learning and cultural change.
- **Business Architect / Service Designer** – Leads end-to-end service and operating model design using user-centred approaches.
- **Business Analyst** – Supports discovery, process mapping, requirements definition and validation.
- **PMO Lead / PMO Analysts** – Establish and operate programme controls, reporting, planning, risk and financial management.

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

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