



Crown Commercial Services G-Cloud 15 Framework

Service Definition | Lot 3 – Cloud Support Services

Operating Model and Organisation Design

Introduction to Stellarmann

Bespoke built, expert led, delivery driven

Stellarmann is a specialist technology and business transformation consultancy, supporting public and private sector organisations to deliver complex change with confidence.

We launched in 2020 to help clients access exceptional expertise while putting stronger accountability behind delivery, supported by clear governance in a rapidly evolving delivery landscape.

Since then, we've supported multi-million-pound programmes for major government departments and organisations, including HMRC and The Crown Estate, by building and leading high-performing outcome-focused teams matched to each engagement.

Our shared-risk commercial approach keeps delivery anchored to agreed outcomes and measurable progress, while our Engagement Delivery Management team provides hands-on oversight shaping robust Statements of Work, maintaining alignment to deliverables and acceptance criteria and reducing the operational burden on client-side leaders.

Trusted Supplier for Change & Innovation

Crown
Commercial
Service
Supplier

TS4
DOS7
DALAS
G-Cloud 15



psr:SOW
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Operating Model and Organisation Design

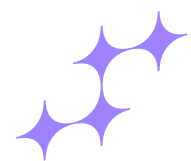
Service Description

Organisations struggle when delivery relies on personal networks, informal decisions and unclear ownership. Operating models drift over time, especially during transformation, cloud adoption or supplier change. The result is slow decisions, duplicated effort and inconsistent controls.

Stellarmann designs operating models that make delivery easier to run day to day. We start by mapping how work actually flows now: who owns what, where decisions sit, how teams interact and where handoffs fail. We baseline capability and identify gaps that create risk or friction.

We then co-design a target operating model that is clear and adoptable. This includes service ownership, accountabilities, decision rights, governance cadence, supplier interfaces and proportionate controls across security, data, change and architecture. We keep the model as simple as possible while still producing the evidence leaders need for assurance and audit.

We finish by supporting implementation: playbooks, onboarding materials, leadership coaching and a practical transition plan. The outcome is a model teams can operate without dependency on Stellarmann—clear ownership, faster decisions and predictable delivery without unnecessary complexity.

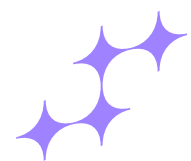


Features

- ✦ Practical operating model principles that improve delivery flow
- ✦ Capability and maturity baseline across teams, services and suppliers
- ✦ Governance cadence and decision pathways that speed decisions
- ✦ Service ownership and accountability mapped across functions and partners
- ✦ Role expectations, responsibilities and team interfaces clarified
- ✦ RACI defined across internal teams and suppliers
- ✦ Lightweight controls aligned to policy (security, change, data, architecture)
- ✦ Performance and KPI framework covering value, risk and cost
- ✦ Design authority and assurance patterns established for consistent decisions
- ✦ Playbooks and onboarding materials to embed the model

Benefits

- ✦ Clear ownership reduces gaps, overlap and escalation
- ✦ Clear decision routes reduce delay and rework
- ✦ Fewer handoffs and clearer interfaces improve delivery flow
- ✦ Evidence is easier to find, test and defend
- ✦ Agile routines create steady progress and visibility
- ✦ Shared expectations align suppliers, artefacts and measures
- ✦ Teams build confidence and reusable ways of working
- ✦ Clear controls and ownership reduce avoidable incidents
- ✦ Clearer transitions between teams reduce errors and delays
- ✦ Playbooks and onboarding reduce reliance on individuals



How this enables better outcomes

Operating model design provides the clarity that makes programme governance, digital delivery, cloud, data and change services work together. It sets ownership and decision paths so delivery is predictable, controls are proportionate and teams can sustain transformation without unnecessary complexity.

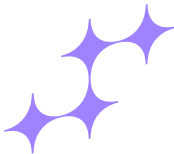
Common triggers
✦ Ownership and decision making are unclear or inconsistent
✦ Delivery is slow due to handoffs and duplicated governance
✦ Suppliers and internal teams are misaligned on responsibilities
✦ Assurance findings highlight gaps in evidence or controls
✦ New platforms require new roles, processes and governance

Service Constraints

Requires access to relevant stakeholders and service documentation. Build, platform implementation and long term management are out of scope unless separately commissioned.

Delivered remote first; onsite workshops by agreement.

Out-of-hours support can be arranged for critical events.



Engaging Stellarmann

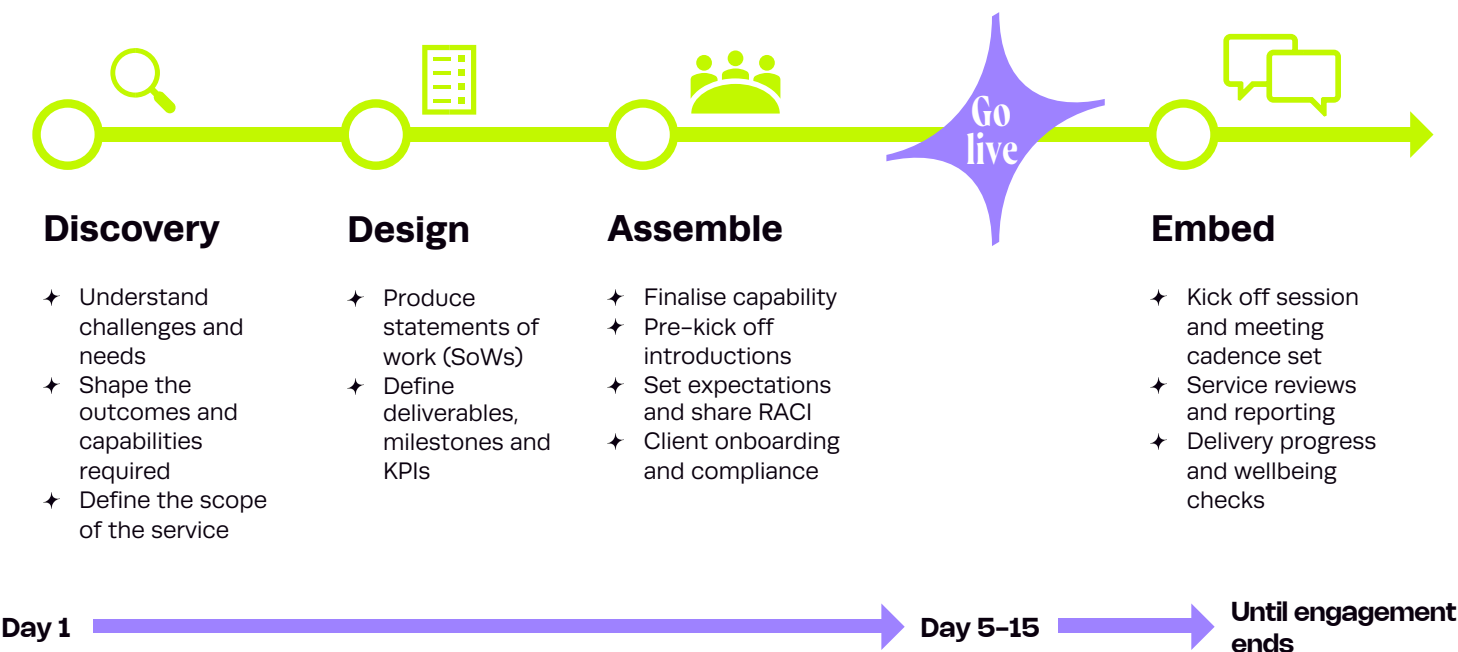
Ordering

Our services can be engaged inline with the G-Cloud 15 framework call off terms. Please get in touch initially by emailing gcloud@stellarmann.com

Service Delivery

We assign each of our clients a dedicated, free of charge engagement delivery manager who will be responsible for shaping the services, outcome and deliverables as well as for ensuring the quality-of-service delivery.

We will guide you through our comprehensive four stage service delivery process that takes our buyers from initial discovery to the end of the engagement.

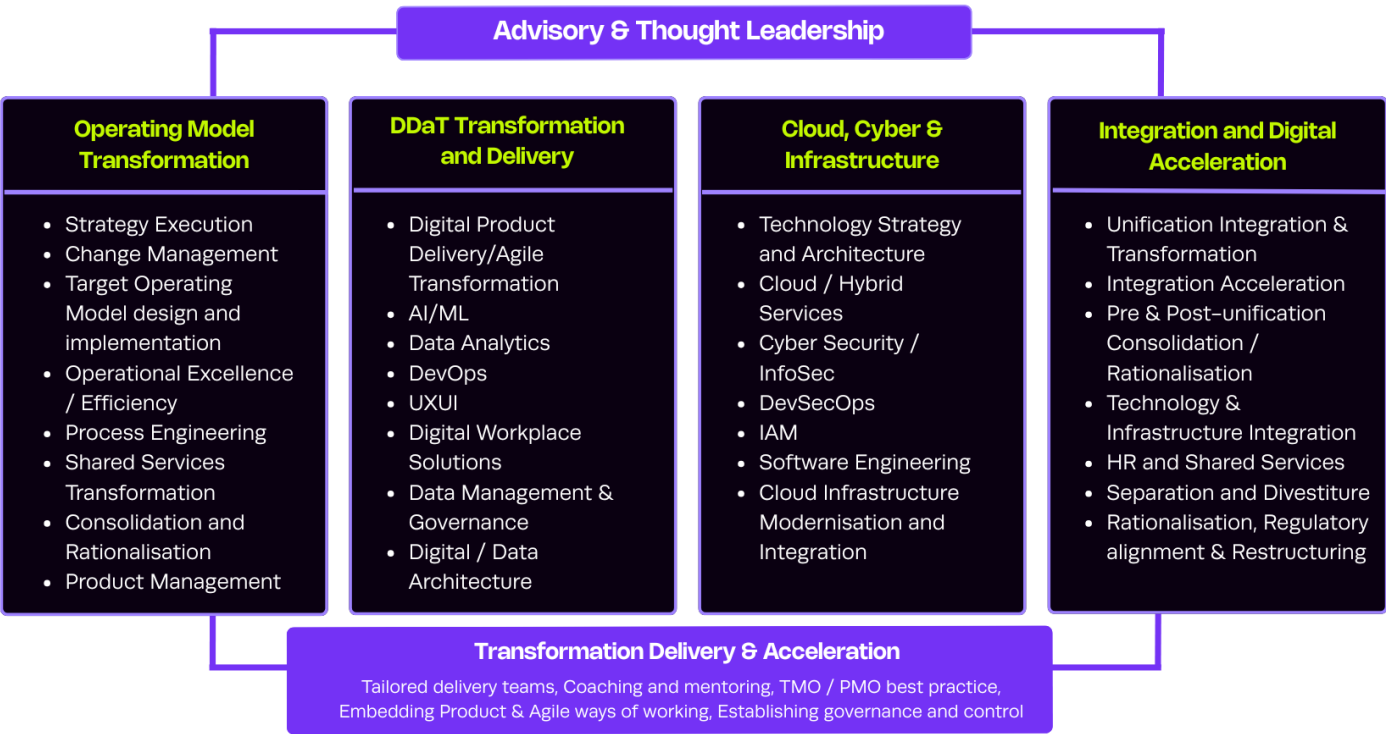


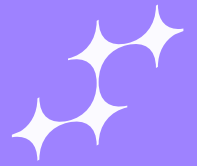
Stellarmann Services Overview

Our breadth of capability across technology and business transformation enables us to build long-term partnerships and support customers in achieving strategic outcomes, whether you need targeted expertise for a critical workstream or end-to-end delivery across a complex programme. We help organisations lean on exceptional expertise while putting stronger accountability behind delivery, supported by clear governance in a rapidly evolving delivery landscape.

Services are designed to accelerate progress while minimising unnecessary complexity: we mobilise quickly (often within 10–15 working days) embed as “one team” with client and supplier stakeholders and transfer knowledge so capability remains with your organisation. Every engagement involves a shared-risk commercial approach, anchored to agreed deliverables and acceptance criteria, supported by dedicated Engagement Delivery Management to provide delivery assurance, governance and clear reporting.

We do the hard yards of delivery alongside you. Bringing clarity, momentum and execution to every stage of the journey.





Get in touch

To find out more or request our public sector reference case studies

Email | gcloud@stellarmann.com

Call | 0203 393 6960

Visit | www.stellarmann.com



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