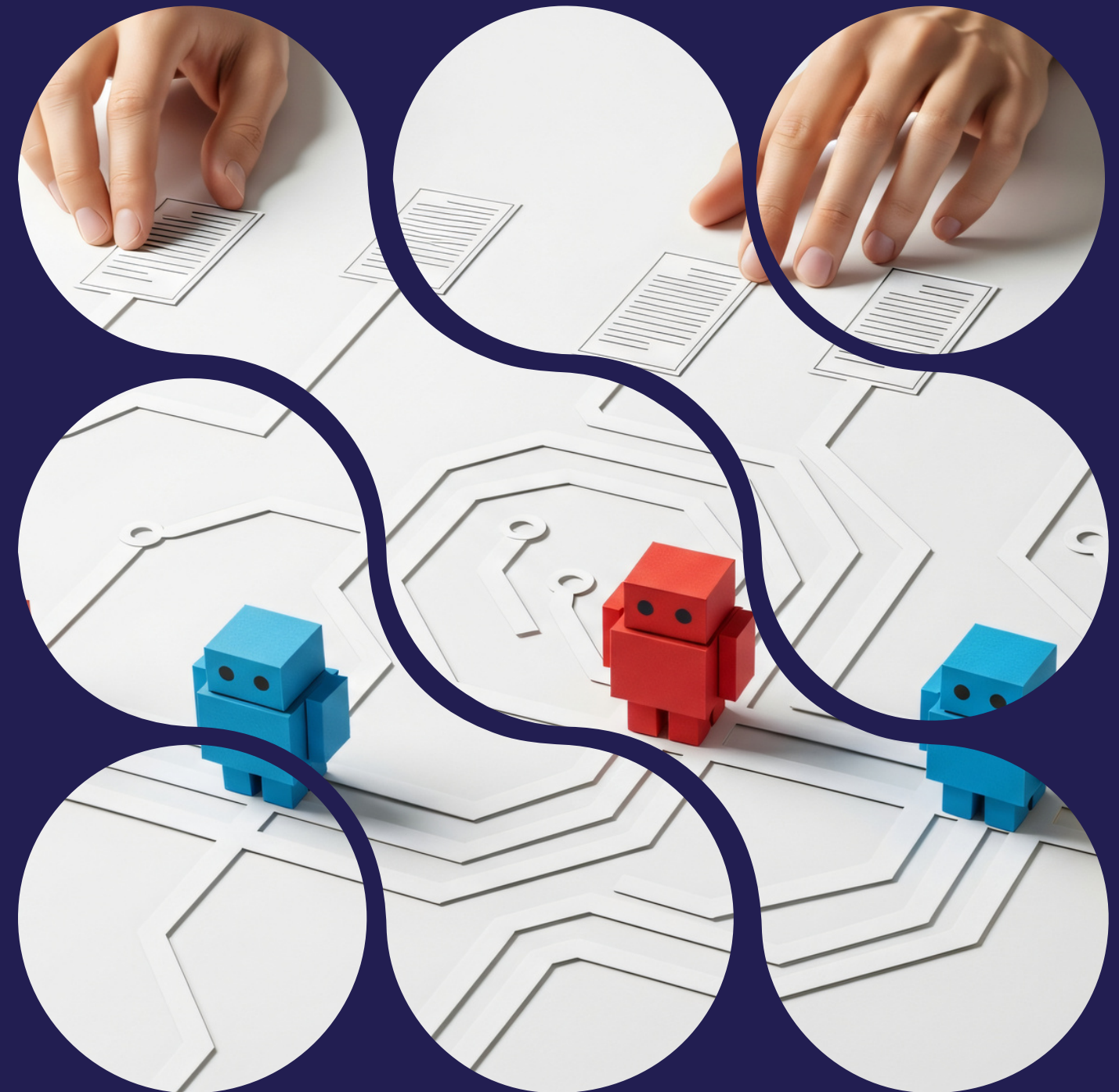


# Service definition

G-Cloud 15 • 2026  
Lot 3 (Cloud Support)

Data Innovation & Product  
Acceleration Sprint (DIPAS)



# We Don't Just Deliver Data and Analytics.

# We Build Capability.

## **Our Mission is Clear**

To deliver modern, cloud-ready data solutions that empower your organisation.

Every engagement is designed not only to deliver outcomes, but to upskill your people, strengthen your internal capability, and create a future-proof data ecosystem

## **Building Skills That Last**

As we guide your data journey, we also embed internal capability at every step through collaborative design, hands-on training, and real world application. Your teams don't just consume data, they innovate, build, and become integral to shaping your data roadmap.

**Driving greater ROI and creating a sustainable data ecosystem that empowers smarter decisions and long-term growth**

# Service Overview

## Data Innovation & Product Acceleration Sprint (DIPAS)

**The Data Innovation & Product Acceleration Sprint (DIPAS)** is a rapid, structured sprint that helps public-sector organisations identify, prioritise and blueprint high-value data products, producing actionable roadmaps and sustainable capability. Using Dataframe’s proven discovery frameworks, product blueprints and evaluation methods, DIPAS delivers clarity, feasibility and momentum while aligning opportunities and use-cases with organisational priorities, constraints and AI-driven ambitions.

We help teams shape scalable, user-centred data products by refining problem statements, defining value drivers and mapping dependencies, establishing repeatable design practices that support long-term innovation. Delivered through modular, cost-effective discovery and product-thinking activities that generate early value, DIPAS adapts as needs and resources evolve—allowing pace, depth or thematic focus to shift without losing direction or delivery flow. The engagement is outcomes-led, powered by expertise in product strategy, data innovation, design, governance and value realisation.

We strengthen data-product operating models, refine prioritisation, develop coherent product blueprints and elevate understanding of data value—enabling teams to design actionable, sustainable data products that enhance intelligence and decision-making. DIPAS integrates seamlessly with existing programmes and partners, promoting transparency, co-ownership and structured knowledge transfer to build durable internal capability and confident long-term stewardship of your data product portfolio.

# Our Team

## Building Skills That Last



Our team isn't a group of consultants. We are a close-knit, **family of data specialists** who have worked together across multiple projects, grown together, and developed a strong, unified way of working.

Over the years, we've built **deep trust, shared delivery patterns**, and a consistent approach that allows us to collaborate seamlessly and bring clarity, momentum, and confidence to every engagement.

All members of our team hold BPSS security clearance as a minimum, and we are willing to progress to higher levels of vetting, including DV, where a call-off requires it.

We **actively invest in our people** through continuous learning, structured development pathways, and dedicated time for innovation. This means the expertise you access is always evolving, always improving, and always grounded in real-world delivery experience.

Because our team grows and learns collectively, they bring that mindset into every partnership, openly sharing knowledge, **strengthening capability within your teams**, and helping them develop, enhance, and innovate with the tools and platforms we build together.

We believe the strongest data ecosystems are **built by empowered people**. That's why we invest deeply in our own specialists and why we're committed to developing capability within yours.



# Features & Benefits

Data Innovation & Product Acceleration Sprint  
(DIPAS)

# DIPAS - 8 STEP PROCESS

**Dataframe's Data Innovation & Product Acceleration Sprint (DIPAS)** provides a structured, accelerated approach to defining high-value data products. Using proven discovery methods, product blueprints and sector-informed design patterns, DIPAS enhances clarity, feasibility and speed. Our eight-step process identifies opportunities, prioritises product concepts and builds actionable roadmaps, enabling trusted, high-impact data products while preparing organisations for future analytics and AI-driven innovation

## Opportunity & Challenge Discovery

Identifies priority service challenges, user needs and high-value opportunities through rapid, structured discovery aligned to organisational objectives.

## Data Landscape & Feasibility Scan

Assesses data availability, quality, constraints and readiness to validate which opportunities can be delivered and where dependencies exist.

## Public-Sector Product Framing

Defines clear product scopes, value cases, user groups, outcomes and measurable benefits, grounded in public-sector realities and policy context.

## Evidence-Led Prioritisation & Scoring

Applies value, feasibility and impact criteria to rank opportunities and determine the highest-value data products for design.

## Accelerated Product Blueprinting

Develops structured product blueprints covering features, dependencies, data inputs, delivery pathways and expected outcomes using repeatable frameworks.

## Roadmap Design & Delivery Planning

Creates a sequenced, cost-sensitive product roadmap outlining phases, responsibilities, milestones and integration with existing programmes.

## Governance & Alignment Gateways

Establishes decision processes, ownership, roles and cross-team touchpoints to ensure transparency, accountability and delivery confidence.

## Enablement & Future AI Alignment

Builds internal capability through curated guidance, templates and knowledge transfer while aligning future AI opportunities to the roadmap for enhanced value.

# Value Proposition

## Data Innovation & Product Acceleration Sprint (DIPAS)

### **Rapid Discovery to Outcome Clarity**

- Uncovers high-value public-sector data opportunities quickly, translating complex service problems into clear product directions and measurable outcome pathways.

### **Accelerated Data Product Blueprinting**

- Converts validated opportunities into ready-to-deliver data product blueprints and roadmaps using proven accelerators tailored to public-sector needs.

### **Sector-Informed Design for Real-World Constraints**

- Applies deep public-sector data-product expertise to ensure every design accounts for policy, governance, funding cycles, and operational realities.

### **Evidence-Driven Prioritisation & Value Assurance**

- Provides transparent, value-based prioritisation that helps teams justify investment, secure stakeholder buy-in, and reduce delivery risk.

### **Establishing Permanent Product-Thinking Capability**

- Embeds auditable, standardised KPI logic and governed workflows that enhance trust, scrutiny and assurance across council services.

### **Future-Ready Alignment of AI and Analytics**

- Integrates forward-looking AI capabilities into the analytics roadmap, ensuring emerging models, automation and predictive intelligence enhance product value, usability and long-term strategic impact.

# Data Innovation & Product Acceleration Sprint (DIPAS)

|                                 | Features                                                                 | Benefits                                                    |
|---------------------------------|--------------------------------------------------------------------------|-------------------------------------------------------------|
| Rapid Opportunity Discovery     | Accelerated discovery frameworks identify high-value opportunities fast. | Fast clarity on impactful data products.                    |
| Blueprint-Driven Product Design | Proven blueprinting methods create structured product designs rapidly.   | Reduced uncertainty and clearer delivery direction.         |
| Public-Sector-Informed Patterns | Sector-aligned design patterns address government realities.             | Stronger alignment with policy and operational constraints. |
| Evidence-Led Prioritisation     | Value-based scoring prioritises highest-impact products.                 | Better investment decisions and stakeholder confidence.     |
| AI-Ready Roadmapping            | AI-aligned roadmap integrates future capabilities early.                 | Improved long-term value and product usability.             |

# Data Innovation & Product Acceleration Sprint (DIPAS)

|                                              | Features                                                                                                                                                                     | Benefits                                                                                                                                                              |
|----------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Reusable Product Templates</b>            | Standardised design templates ensure consistent development.                                                                                                                 | Enhanced consistency across teams and departments.                                                                                                                    |
| <b>Standardised Patterns &amp; Templates</b> | Supplies repeatable frameworks, templates, and knowledge assets enabling faster delivery, consistent quality, and simpler onboarding across teams and long-term initiatives. | Reduces time-to-value by implementing reusable assets, automated workflows and consistent engineering patterns that speed up delivery without compromising stability. |
| <b>Transparent Decision Frameworks</b>       | Clear governance pathways support accountable decisions.                                                                                                                     | Increased trust, auditability and oversight.                                                                                                                          |
| <b>Capability Uplift &amp; Enablement</b>    | Embedded product-thinking practices develop internal expertise.                                                                                                              | Stronger internal capability for future products.                                                                                                                     |
| <b>Cross-Department Collaboration</b>        | Structured engagement improves multi-team alignment.                                                                                                                         | Better coordination and shared ownership of outcomes.                                                                                                                 |



# Service Management, Performance & Transition

Data Innovation & Product Acceleration Sprint  
(DIPAS)

# Onboarding & Initial Setup

## Day 1–2: Kick-Off & Alignment

- Formal service initiation meeting
- Introductions to key stakeholders, product owners, and technical leads
- Review of organisational objectives, priorities, and existing work programmes
- Agreement of communication channels and escalation paths

## Day 3–4: Access & Environment Readiness

- Setup of required user accounts, identity/access permissions, and secure connectivity
- Validation of source system access (APIs, databases, file shares, cloud resources)
- Review of existing documentation, architectures, governance standards, and backlog materials

## Day 5–7: Planning & Backlog Formation

- Joint working sessions to review, refine, or establish the product backlog
- Confirm capacity model (team size, roles, cadence)
- Define acceptance criteria, quality gates, and documentation expectations
- Confirm reporting, sprint structure, and performance metrics

## Day 8–10: Mobilisation & Go-Live

- Squads embedded into customer teams or delivery streams
- Delivery ceremonies initiated (stand-ups, planning, reviews, retros)
- First sprint or workload cycle starts
- Early value activities (quick-win analyses, pipeline fixes, or dashboard improvements) begin immediately

### (Typical Squad Activities for Illustration)

Our onboarding process provides a fast, low-risk start, giving organisations immediate clarity and delivery momentum. The Service is operational within days, using a repeatable setup process that quickly establishes access, governance, scope, and ways of working.

### Onboarding Objectives

The onboarding phase ensures:

- Required access, environments, and prerequisites are in place.
- Delivery squads align to organisational priorities.
- Governance, approvals, and communication channels are confirmed.
- Risks and dependencies are understood early.
- Internal teams understand how the service operates.
- A shared value roadmap is defined from the outset.

This reduces friction and enables measurable value from the first sprint.

# Offboarding & Exit Management

## Day 1–2: Exit Kick-off & Planning

- Formal exit initiation meeting
- Agree exit scope, timeline, and required activities
- Confirm stakeholders, responsibilities, and communication channels
- Review remaining backlog, risks, and dependencies

## Day 3–5: Knowledge Transfer & Handover

- Deliver structured knowledge-transfer sessions
- Walkthrough of pipelines, dashboards, models, and technical components
- Handover of operational runbooks, documentation, patterns, and architecture diagrams
- Review of outstanding actions and closure plan

## Day 6–8: Data, Artefact & Access Transition

- Provide all code, documentation, configuration, and datasets in agreed formats
- Confirm data ownership, retention, and any required deletion steps
- Transfer or revoke access credentials, accounts, and permissions
- Validate that internal teams can operate independently

## Day 9–10: Finalisation & Service Closure

- Final backlog reconciliation and handover report
- Confirmation that all artefacts, knowledge, and data have been transferred
- Sign-off from the customer that exit criteria are met
- Optional transition into short-term hypercare, if required

(Typical Squad Activities for Illustration)

Our offboarding process delivers a smooth, secure transition that gives organisations full ownership of all data, artefacts, and knowledge. It is structured and repeatable, ensuring a clean service closure with minimal disruption.

### Offboarding Objectives

The offboarding phase ensures:

- All documentation, code, data, and artefacts are fully handed over.
- Internal teams gain the knowledge needed to operate independently.
- Access rights are safely transferred or revoked.
- Remaining risks, dependencies, and recommendations are captured.
- Data ownership, retention, and deletion requirements are confirmed.
- A complete exit pack is provided for future continuity.

This ensures a controlled, low-risk transition and leaves the organisation with a stable, well-understood data ecosystem.

# Service Levels (SLAs)

Our service levels provide clear expectations, consistent delivery standards, and transparent performance management. We operate with defined response targets, structured service management, and predictable support to ensure continuity and quality across all engagements.

## SLA Objectives

The SLA framework ensures:

- Clear response and resolution targets for all priority levels.
- Agreed support hours and escalation routes.
- Regular reporting on progress, risks, and performance.
- Consistent delivery governance through stand-ups, reviews, and retrospectives.
- Reliable communication channels for fast decision-making.
- These standards give organisations confidence in service stability, rapid issue handling, and predictable delivery outcomes.



# Service Levels (SLAs)



| Priority Level | Description                                                                        | Response Target | Resolution Targets                           |
|----------------|------------------------------------------------------------------------------------|-----------------|----------------------------------------------|
| P1 – Critical  | Complete service outage or major failure causing severe operational impact.        | 1 Hour          | 4 Hours                                      |
| P2 – High      | Significant degradation or data pipeline failure impacting essential services.     | 2 Hours         | 1 Business Day                               |
| P3 – Medium    | Non-critical issues, partial degradation, reporting issues, or functional defects. | 4 Hours         | 3 Business Days                              |
| P4 – Low       | Minor issues, small fixes, documentation requests, enhancement requests.           | 1 Business Day  | 5-10 Business Days (depending on complexity) |

## Support Hours:

Our default support hours are:

- 09:00–17:00, Monday–Friday (excluding UK public holidays)
- Extended or out-of-hours support is available by prior agreement at call-off.

# Service Governance

## Escalation, Reporting & Service Assurance

### Escalation Paths

To ensure timely resolution, clear escalation routes are provided.

- Level 1 – Delivery Squad Lead
- Handles day-to-day issues, queries, and operational blockers.
- Level 2 – Service Manager
- Escalation point for repeated issues, service performance concerns, or delays.
- Level 3 – Head of Delivery / Leadership Team
- Used for critical escalations, service breaches, or major programme risks.
- Customer escalation contacts will be agreed during onboarding.

### Service Credits / Financial Recompense

- No financial recompense or service credits are offered as part of this service unless explicitly agreed in the order form under Call-off Schedule 14 (Performance Levels)

### Reporting Cadence

We provide structured and transparent reporting throughout the engagement:

- Daily stand-ups – Progress, blockers, priorities
- Fortnightly sprint reviews – Demonstrate completed work and agree next sprint focus
- Monthly service report – SLAs, risks, performance, delivery metrics, completed work, forward plan
- Quarterly roadmap review – Re-confirm priorities, capacity, and strategic direction

Additional reporting can be added as required at call-off.

# Scope, Accessibility & Constraints

## (Lot 3 – Cloud Support)

### Scope & Constraints

This service is delivered within the customer’s cloud tenant using least-privilege access and customer-approved tools. It provides cloud support and enablement activities (advisory, configuration, engineering, analytics, governance, training) and does not include software resale, hosting, long-term managed operations or staff augmentation. Timely access to environments, data sources and decision-makers is required. Dependencies on third-party vendors or data availability may require re-planning and can impact timelines and deliverables. Where relevant, exit/transition will follow the applicable Call-off Schedules in the G-Cloud 15 pack

### Accessibility

- We provide documentation and training materials in accessible formats on request, and we design reporting and dashboard layouts in line with WCAG 2.1 AA principles where applicable to the service, supporting inclusive public-sector delivery and buyer evaluation requirements.

### Security & Data Protection

The customer remains data controller; Dataframe acts as data processor only during the engagement. All work is performed in the customer’s environment; no data is exported outside the tenant without written agreement. Access follows least-privilege and customer security baselines; data in transit/at rest uses encryption supported by the customer platform. We can support DPIA inputs and assurance reviews where required. Security and responsibilities at call-off will be governed by the appropriate Security schedules (e.g., Call-off Schedule 9a–9e) and other relevant schedules (e.g., IPR, BC/DR, Performance Levels).



Modernising Public Sector Operations  
Through Trusted Expertise  
When You Need It

# Thank you

