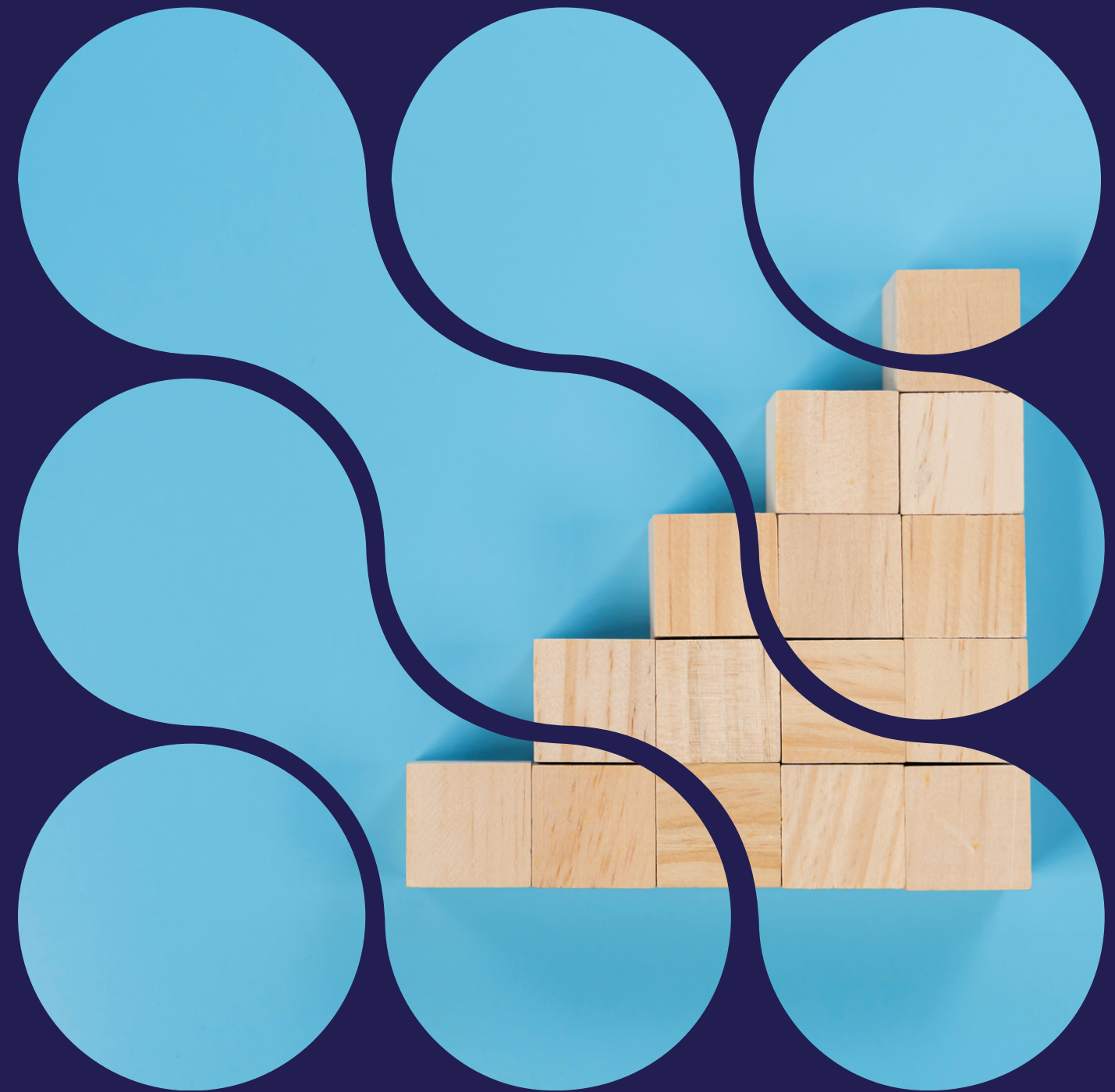


Service definition

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

Data Foundation & Intelligence
Enablement (DFIES)



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 Foundation & Intelligence Enablement (DFIES)

Dataframe's Data Foundation & Intelligence Enablement service provides a structured, end-to-end review of your current-state data ecosystem, aligning platforms, processes and governance with organisational goals and future AI aspirations. We help organisations establish a scalable, modern data foundation by assessing architecture, data flows, quality, and controls to create a trusted environment capable of supporting advanced analytics and future innovation.

Delivered through modular, cost-effective capability building that demonstrates value early and sustainably. As transformation priorities shift or budgets evolve, you can scale focus areas up or down without losing momentum, strategic alignment, or architectural integrity.

The service is an outcomes-led engagement delivered through blended expertise spanning data architecture, engineering, governance, BI/reporting, analytics and change enablement.

We strengthen strategy and operating models, modernise data platforms, establish governed pipelines and semantic layers, and uplift data quality so organisations can deliver reliable insights that improve services, decision-making and operational performance. Engagements integrate seamlessly with your existing programmes and partners, prioritising collaboration, transparency and deep knowledge transfer, ensuring your internal teams gain durable capability and long-term confidence in their data foundations.

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 Foundation & Intelligence Enablement
(DFIES)

DFIES - 8 STEP PROCESS

Dataframe's Data Foundation & Intelligence Enablement Service (DFIES) provides a structured, end-to-end approach to modernising your data ecosystem and establishing the trusted foundations needed for effective public service delivery. We strengthen architecture, governance, quality and operational capability so your organisation gains the clarity and readiness required for advanced analytics and future AI. Our Eight-step framework outlines how we assess, modernise and uplift your data environment to build a resilient, scalable and insight-driven foundation.

Current-State Discovery

Assesses existing data platforms, governance, quality and architecture to understand gaps, pain points and alignment with organisational goals.

Maturity & Capability Assessment

Evaluates data processes, people, skills, security and stewardship to determine readiness for modern analytics, automation and future AI capabilities.

Target Operating Model

Defines a scalable, cloud-ready data architecture, governance model, and clear roles, responsibilities and processes for sustainable long-term operations.

Governance & Quality Framework

Establishes semantic models, data standards, lineage, ownership, and quality controls to strengthen trust, compliance and enterprise-wide consistency.

Foundation Modernisation

Implements core pipelines, integrations, models and automation patterns that reduce fragmentation, remove technical debt, and create reliable data flows.

Enablement & Knowledge Transfer

Provides structured skills development, documentation, coaching and adoption support to empower internal teams with durable, repeatable capability.

Roadmap & Prioritisation

Delivers a clear, phased roadmap outlining priority improvements, sequencing, capability milestones and the investments required to strengthen data foundations over time.

AI-Readiness Acceleration

Identifies the controls, data quality improvements, governance mechanisms and platform capabilities needed to safely progress toward predictive analytics and responsible AI adoption.

Value Proposition

Data Foundation & Intelligence Enablement (DFIES)

Strategic, Trusted Foundations for Public Sector

- Provides expert architecture, governance and data-quality guidance that strengthens trust, improves compliance, and ensures information used for public decisions is accurate, secure and reliable.

Designed for Government Pressures and Constraints

- Aligns data platforms, models and governance with statutory requirements, transparency obligations, budget pressures and the operational realities of councils, healthcare, education and central bodies.

Accelerates Data Maturity and Modernisation

- Rapidly identifies weaknesses, technical debt and fragmentation in legacy environments, creating clear pathways toward modern, coherent, well-governed data foundations that enable digital and AI transformation.

Consistent, High-Quality Reporting and Insight

- Establishes standardised models, definitions and governed pipelines so departments can produce consistent, comparable, audit-ready reporting that supports service improvement and informed policy-making.

Strengthens Governance, Stewardship and Compliance

- Introduces practical, sustainable governance processes that embed accountability, ensure regulatory alignment, and improve the integrity of data used for public services, audits and statutory returns.

Establishes an AI-Ready Public Sector Data Platform

- Creates trusted, high-quality, well-governed foundations that enable safe, responsible use of predictive analytics, automation and future AI capabilities across services and departments.

Data Foundation & Intelligence Enablement (DFIES)

	Features	Benefits
Ecosystem Alignment	A structured assessment mapping your data landscape to strategic objectives, identifying capability gaps, improvement opportunities, and foundations required for long-term organisational intelligence.	Identifies improvement opportunities with clear direction. Provides actionable insight into gaps, risks and priorities, enabling leadership to make confident, informed decisions about future transformation investment and sequencing.
Scalable Architecture Design	Creates a flexible enterprise architecture blueprint supporting expansion, interoperability, security, and performance across analytical workloads and future AI adoption	Creates a foundation capable of supporting expanding data volumes, new services, broader analytics needs, and evolving technology requirements across the enterprise.
Standardised Enterprise Modelling	Establishes consistent modelling frameworks ensuring trusted definitions, governed data consumption, and cross-department alignment that simplifies reporting, analytics, and enterprise understanding.	Improves clarity and comparability of information across teams by standardising definitions, metrics and models, reducing confusion and enhancing decision accuracy organisation-wide.
Modern Data Pipeline Engineering	Deploys efficient, cloud-native data pipelines with automation, version control, monitoring and reliability patterns to improve quality, stability and delivery predictability.	Streamlines legacy processes, replaces outdated tooling, and simplifies fragmented data flows, significantly improving operational speed and reducing long-term maintenance burden.

Data Foundation & Intelligence Enablement (DFIES)

	Features	Benefits
Governance & Stewardship Foundations	Introduces clear ownership, policies, standards and quality controls which strengthen trust, maintain compliance, and create sustainable accountability across enterprise data assets.	Enhances quality, lineage and governance controls, ensuring data remains reliable, well-managed and compliant with statutory, regulatory and internal policy requirements.
Reusable Standards & Assets	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.
Structured Skills Enablement	Provides targeted upskilling through workshops, playbooks, coaching and shadowing, accelerating internal capability and empowering teams to take ownership confidently.	Builds durable enterprise skills, empowering teams to sustain, extend and evolve data foundations independently while reducing reliance on external partners.
AI-Ready Data Foundations	Delivers platform, governance and data maturity required for advanced analytics, predictive modelling, automation, and safe, responsible deployment of future AI capabilities.	Establishes trusted, high-quality data foundations enabling adoption of predictive analytics, automation, and future AI initiatives with confidence and minimal rework.



Service Management, Performance & Transition

Data Foundation & Intelligence Enablement
(DFIES)

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

