DATAFRAME

# Service definition

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

Data Intelligence-Led Analytics Development (DILAD)

# 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 Intelligence-Led Analytics Development (DILAD)

**Data Intelligence-Led Analytics Development (DILAD)** provides a structured, accelerator-driven approach to developing modern analytics products, using Dataframe's reusable metric libraries, logic catalogues and proven design patterns to ensure consistency, accuracy and speed. The service evaluates your current analytical landscape, aligning models, definitions and insight workflows with organisational priorities and future AI-enabled ambitions. We help organisations build scalable, governed analytical assets by formalising business logic, standardising KPIs, improving modelling practices and establishing transparent, repeatable development frameworks capable of supporting advanced analytics and long-term innovation.

Delivered through modular, cost-effective capability building that demonstrates tangible value early and continuously. As analytical needs evolve or budgets fluctuate, you can scale the pace, depth or domain focus without losing coherence, delivery momentum or architectural alignment.
The service is an outcomes-led engagement powered by blended expertise across analytics engineering, BI development, semantic modelling, data governance, design standards and organisational change enablement.

We enhance analytical operating models, modernise reporting approaches, standardise KPI logic, and uplift data literacy so teams can confidently deliver accurate, repeatable insights that improve organisational intelligence and performance. Engagements integrate seamlessly with existing programmes and partners, promoting collaboration, transparency and structured knowledge transfer, ensuring internal teams gain durable capability and sustainable ownership of their analytics environment.

# 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.

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# Features & Benefits

## Data Intelligence-Led Analytics Development (DILAD)

# DILAD - 8 STEP PROCESS

**Dataframe's Data Intelligence-Led Analytics Development (DILAD)** service provides a structured, accelerator-driven approach to developing modern, scalable analytics. Leveraging reusable metric libraries, logic catalogues and cross-industry design patterns, DILAD improves consistency, accuracy and speed across analytical products. Our eight-step process outlines how we assess, standardise and modernise analytical capability to deliver trusted, transparent insights while preparing organisations for advanced analytics and AI-enabled innovation.

| | |
|---|---|
| Analytical Landscape Discovery | Assesses existing dashboards, data models, KPIs and logic to identify duplication, inconsistencies, bottlenecks and alignment with organisational priorities. |
| Maturity & Capability Assessment | Evaluates analytical processes, data literacy, skills, tooling and governance readiness to determine the foundation required for modern analytics and future AI. |
| Insight Operating Model | Defines a scalable analytics operating model, standardised roles, responsibilities, workflow governance and development processes for sustainable long-term delivery. |
| Metrics & Logic Standardisation | Establishes reusable metrics, KPI definitions, logic catalogues and data standards to strengthen trust, transparency and organisation-wide consistency. |
| Accelerator-Model Development | Implements semantic models, reusable design patterns and cross-industry accelerator templates to streamline modelling, reduce duplication and uplift insight quality. |
| Insight Product Modernisation | Modernises dashboards, reports and analytical assets using standardised layouts, governed definitions, performance improvements and accessible design principles. |
| Enablement & Knowledge Transfer | Provides structured training, paired development, documentation and coaching to empower internal teams with repeatable capability and independent delivery confidence. |
| AI-Readiness & Innovation Enablement | Identifies controls, data quality improvements, design patterns and governance mechanisms required to support predictive analytics, automation and responsible AI adoption. |

# Value Proposition

## Data Intelligence-Led Analytics Development (DILAD)

**Strategic, Insight-Driven Value for Public Sector**

- Delivers fast, accurate, trusted insights using reusable metric libraries, logic catalogues and proven analytical patterns.

**Designed for Government Constraints and Pressures**

- Provides pre-tested, sector-aligned analytical models that support transparency, compliance and operational efficiency for public bodies.

**Accelerates Modern, High-Quality Analytics Development**

- Rapidly develops consistent, high-quality dashboards and semantic models using accelerators that reduce duplication and delivery time.

**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 Accountability**

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

**Builds Sustainable Analytics Capability for Public Sector**

- Equips internal teams with reusable assets and knowledge, enabling independent delivery and long-term progression toward AI-enabled insight.

# Data Intelligence-Led Analytics Development (DILAD)

| | Features | Benefits |
|---|---|---|
| **Cross-Industry Logic Reuse** | Reuses cross-industry metrics and logic catalogues for accelerated analytical development. | Delivers faster insights using proven accelerators already validated across multiple sectors. |
| **Accelerator-Driven Modelling** | Provides accelerator-driven semantic modelling templates for consistent analytical structures. | Improves reporting consistency across departments through standardised, reusable modelling patterns. |
| **Multi-Sector Design Patterns** | Applies proven multi-sector design patterns for repeatable, reliable insight delivery | Strengthens transparency with clear, auditable KPI and metric definitions. |
| **Governed Logic Management** | Supplies transparent, version-controlled calculation repositories for governed logic management. | Enhances service decisions by providing trusted, well-structured analytical information. |
| **AI-Ready Analytics Structures** | Builds AI-ready analytical structures using accelerators designed for future innovation. | Enables progression toward predictive, AI-enhanced decision-making and service improvement. |

# Data Intelligence-Led Analytics Development (DILAD)

| | Features | Benefits |
|---|---|---|
| **Capability Uplift Toolkit** | Delivers reusable training, guidance and enablement materials for capability uplift. | Builds internal capability sustainably through repeatable methods and structured enablement. |
| **Standardised Patterns & Templates** | 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. |
| **Aligned Domain Frameworks** | Ensures consistent KPI definitions across services to reduce confusion and misalignment. | Improves operational performance with coherent, comparable KPIs across directorates. |
| **Rapid Insight Development** | Supports rapid dashboard and model development using pre-built accelerators. | Builds internal capability sustainably through repeatable methods and structured enablement. |
| **Standardised KPI Definitions** | 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. |

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# Service Management, Performance & Transition

Data Intelligence-Led Analytics Development (DILAD)

# 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.

**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.

**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)

# 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

**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).

**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.

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Modernising Public Sector Operations
Through Trusted Expertise
When You Need It

# Thank you




www.thedataframe.co.uk