

Service Definition

Digital Operating Model,
Workforce & Capability
Review (OD-Led)

Service Overview

A focused advisory service to help public sector organisations modernise their **digital operating model**, strengthen **workforce capability**, and accelerate **digital maturity**.

Why organisations use it

- Digital teams under pressure to deliver more with limited capacity
- Skills, roles and structures misaligned to modern delivery
- Operating models not ready for AI, data and emerging technologies
- Limited visibility of productivity, efficiency and savings opportunities

What it delivers

- Clear view of current and future digital capability
- Practical recommendations grounded in organisational reality
- Board-ready roadmap for action, investment and change

Key Focus Areas

- Digital operating model and target operating model (TOM)
- Workforce capability and skills assessment (industry-aligned)
- Organisational development and change readiness
- Digital maturity acceleration
- AI, data and emerging technology readiness

Core Outputs

- Evidence-based assessment of current state
- Identified capability, structure and governance gaps
- Prioritised improvement opportunities
- Board-ready recommendations and roadmap
- Clear view of productivity, efficiency and savings opportunities

How it feels to work with us

- Rapid, focused and low-burden
- Collaborative and OD-led
- Pragmatic, not theoretical
- Designed to build internal capability, not dependency

Who It's For & When to Use It

Who is this service for

- NHS trusts and integrated care organisations
- Central government departments
- Local and regional government
- Arm's-length bodies and public agencies

When this service is most valuable

- Preparing for major digital, data or technology change
- Resetting or modernising digital operating models
- Addressing delivery bottlenecks or skills gaps
- Getting ready for AI, automation and data-driven services
- Seeking confidence before investing in new technology

What success looks like

- Clear, scalable digital operating model
- Workforce aligned to current and future needs
- Improved digital maturity and readiness
- Stronger delivery focus and decision-making
- A credible, actionable roadmap owned by leaders

A practical starting point for modern digital delivery

This service provides a clear, [independent view](#) of where you are today and what needs to change to deliver modern, sustainable digital services with [your people, structures and capabilities](#) at the centre.

Who We Are



A world where organisations
are not left behind in their
desire to progress

Offering end to end bespoke delivery from first contract to final delivery, KCL Digital combines proven leading edge thinking, design and digital approaches with decades of experience from the frontline of healthcare and the public sector.

From discrete, tailored work to large national programmes, KCL Digital puts our client's interests first, always with a driven focus on putting people at the centre of what we do. Our approach means that we can confidently deliver what we commit to, with close monitoring in a structured, adaptable, pragmatic, and seamless way.

What We Do

OUR OUTLINE CONSULTANCY & PROFESSIONAL SERVICES OFFERS



Better EPR/ERP/Core System
Journeys (Implementation &
Optimisation)



Developing Digital Leadership
& Change Improvement



Bringing Strategy
to Life



Effective Disruptive Tech
Evaluation & Market Intelligence



Unlocking Working
Differently

OUR CORE CAPABILITIES



Value and Digital
Strategy



Leadership & Cultural
Change Advisory



Design



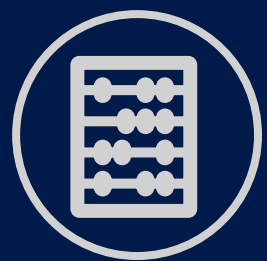
Deployment &
Delivery Services



HealthTech &
MedTech Advisory



Maturity Assessment &
Planning (Digital & Change)



Funding & Governance
Advisory



Talent Development &
Management



EPR/ERP/System
Features and
Configurations



User Research &
Business Analysis



Capability
Architectures

Our Outline Offers



Better EPR/ERP/Specialist/Core System Journeys (Implementation & Optimisation)

From the moment you start on your journey the challenge to making sustainable improvement to really achieve your vision begins. Using practical, real-world experience and proven approaches we can accelerate the achievement of the outcomes you are after through a rounded support model tailored for your organisation and context.



Developing Digital Leadership & Change Improvement

Digital is more about people than technology. We focus on understanding your context as we then build on user-centred design and sustainable behavioural change approaches exploring creating the environment for your people to thrive. Our services cover capability and multidisciplinary team development, governance and structure reviews, and culture reviews and leadership development.



Bringing Strategy to Life

Helping clients reimagine their organisation, market and ecosystem for the digital age, through practical holistic approaches to make plans achievable in the context of your organisation, leading the transformation, to deliver the best impact and outcomes.



Effective Disruptive Tech Evaluation & Market Intelligence

Ever wonder whether the buzz of AI and clinical technologies could work in your context? Conversely are you a manufacturer that is looking to enter or find sustainable growth in a complex public sector and health markets? Our services explore clinical operational needs and align technologies and assessment of the market for both providers and manufacturers.

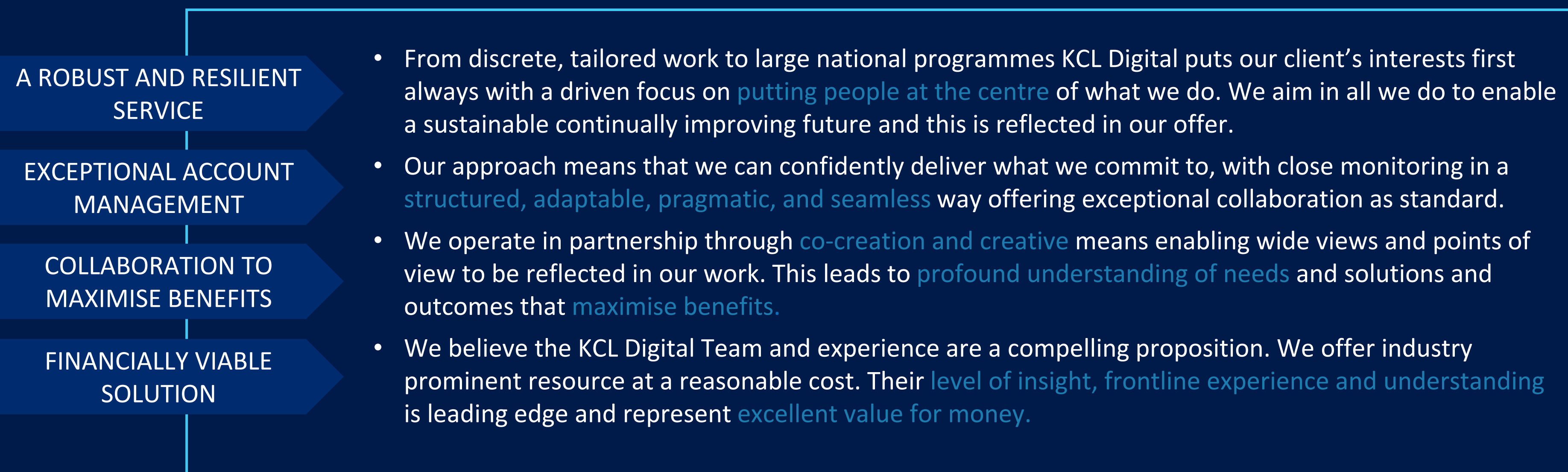


Unlocking Working Differently

Covid catalysed a generation to think differently about work, but this was part of a longer-term trend. We can help you use the right technologies through understanding your workforce and the way they work and could work. Our personal driven approaches enable a more sustainable look at the choice, cost and effectiveness of technology use aligned to productivity increase and value/cost optimisation.

Why KCL Digital?

KCL Digital is well placed to support you with your digital journey as we bring the experience of working across health and social care, local and regional government, and the third sector all together with a depth of leading expertise and collaborative approaches to support sustainable continuous improvement.



Our People

KCL Digital is its people: We take the team thing seriously, pulling diverse minds together in our distinctive [spirit of helping people thrive](#). We value the principles of ‘working in the open’; sharing of ideas, insights, challenges, best practices, and emerging trends as [core to our delivery](#).

Whether on-site with clients, remotely or in our studio in Richmond, our approach to [matching the best talent as standard](#) delivers the kind of insightful problem solving that offers more than just delivery.

Our Core Industries & Focus

NHS Providers

From Primary to specialist care, technology and data has often become a burden, our teams can explore a way of doing things differently to unlock the true potential of the digital era for health.

Local & Regional Government

Government leaders face an ever-evolving landscape of increased expectations and productivity challenges. Our experienced team can help imagine and explore a path to realising your vision.

Voluntary, Charities and Social Enterprise

VCSE leaders face a daunting number of challenges, potential threats but also opportunities. Our experienced team will help you envisage and construct a pathway to success.

Social Care Providers

Digital can dramatically improve the quality and safety of care. Our teams can explore, from both a care and health system view, the opportunities and the actions to energise your plans.

Integrated Health Systems

Sizable shifts abound across Health and Care. Our multi-disciplinary approach helps systems stay in the know and ahead of the curve.

With our real-world specialist, specific knowledge and experience, we can tailor our offer to your needs driven by making a difference.

HealthTech & MedTech

Today, in health and care, emerging technology and science stands as one of the greatest opportunities. Our wide array of capabilities and experience help innovative companies tackle the challenges of thriving in a complex market and regulatory setup.

Private and Retail Health and Care

Finding a way to engage, improve experience and stay in touch with customers and patients is a major business issue. Our adaptable approaches, putting people at the centre, unlock ways to get these users clicking, talking and connected.

A flexible offer tailored for your need

BUILD A COLLABORATIVE PARTNERSHIP WITH YOU	UNDERSTAND THE REQUIREMENT & SUCCESS CRITERIA	DETERMINE WHAT SPECIALIST SERVICES ARE REQUIRED	FACILITATE OPEN DISCUSSIONS TO ENSURE ALL VOICES ARE HEARD AND INCLUDED
MANAGE & ASSUME RESPONSIBILITY TO PROVISION RELEVANT SERVICES	BE INCLUSIVE, SHADOW ALONGSIDE EXISTING WORK FORCE WHERE POSSIBLE TO PROVIDE SILENT MENTORING AND UPSKILLING	BRING IMPROVEMENTS TO GOVERNANCE, PROCESS, STRUCTURE, DOCUMENTATION	ENABLE INDIVIDUALS & TEAMS TO DEVELOP BY WORKING ALONGSIDE THEM IN ALL WE DO
BRING NEW WAYS OF WORKING THAT MAY NOT HAVE BEEN CONSIDERED BEFORE	OFFER ADVICE & SPECIALIST EXPERTISE IN RELEVANT WORK AREAS	HELP CLIENTS SOLVE PROBLEMS WITH A RANGE OF SOLUTION OFFERINGS	PROVIDE TALENT AND SKILLED RESOURCE WHO ARE QUALIFIED AND CAPABLE