



G-Cloud 15

Service Definition Document

IT and Digital Operating Model Design

Service type: Lot 3: Cloud Support

Service name: IT and Digital Operating Model Design

Service description: Human Engine works with organisations to design IT and digital operating models that are efficient, scalable and aligned to strategic goals. We assess current structures, capabilities and processes, then co-create an optimised model that improves performance, clarifies roles, strengthens governance and ensures your technology function is set up to deliver better outcomes for users and the organisation.

Service features

- End-to-end digital and IT operating model design
- Capability and skills assessment aligned to future digital needs
- Enterprise architecture review and cloud-readiness assessment
- Digital maturity evaluation using best practice frameworks
- Functional scope and service catalogue definition
- Target-state service design including processes and workflows
- Prioritised improvement roadmap and delivery plan
- Options appraisal and architecture/topography modelling
- Stakeholder engagement and co-design workshops
- Implementation support for mobilisation and transition

Service benefits

- A clear, future-ready digital and IT operating model
- Improved alignment between technology, business strategy and user needs
- Accelerated adoption of cloud and digital solutions
- Greater efficiency and reduced duplication of effort
- Enhanced decision-making through clearer governance
- Improved capability, capacity and workforce planning
- Stronger service accountability and customer experience
- A scalable model that adapts to organisational growth and demand
- Reduced risk through structured transition planning
- Greater value from digital and cloud investments