



Service Definition Document

Data and Analytics

About us

ea Consulting Group Ltd (trading as ea Change) is a trusted transformation partner with over 25 years' experience supporting public sector and regulated organisations. We help clients make better use of their data to improve services, inform decisions and deliver sustainable digital and cloud-enabled transformation.

Service Overview

Our Data and Analytics service supports organisations to manage, analyse and use data effectively across digital, data and cloud-based services. We provide end-to-end support spanning data strategy, architecture, governance, analytics and migration, helping organisations turn data into actionable insight while meeting public sector standards for security, quality and governance.

What we deliver

Our data specialists work alongside policy, digital, operational and technology teams to support live services and transformation programmes.

Core capabilities include:

- Analysis of organisational and user data requirements
 - Data landscape review and assessment
 - Data strategy development and delivery roadmaps
 - Target and future-state data architecture
 - Data governance, quality and information management
 - Reporting, dashboards and analytical insight
 - End-to-end data migration support, including planning, testing and cutover
 - Support for data use, retention and destruction in line with policy
 - Knowledge transfer and internal capability development
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Service Benefits

- Improves decision-making through timely, reliable data and insight
 - Supports successful delivery of digital, data and cloud initiatives
 - Maximises value from existing data assets
 - Improves data quality, governance and compliance
 - Enables consistent, repeatable reporting and analysis
 - Flexible and scalable delivery aligned to programme and service needs
 - Builds sustainable internal data and analytics capability
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Working Approach

We work flexibly to align with client delivery models and governance structures. Our data and analytics specialists can embed within multi-disciplinary teams or provide targeted support as required.

We support activity across Discovery, Alpha, Beta and Live, with particular focus on improving insight, reporting and performance for live digital and cloud-based services.

Delivery can be remote, on-site or hybrid, subject to Buyer requirements.

Service Outputs

Depending on scope, typical deliverables may include:

- Data strategies and roadmaps
 - Data landscape and architecture assessments
 - Reporting frameworks, dashboards and metrics
 - Analytical insight and performance reports
 - Data governance models and standards
 - Migration plans and cutover support documentation
 - Data quality and assurance outputs
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What sets us apart

- **Public sector–focused data expertise** — extensive experience working within government data, security and governance constraints
 - **Insight-led approach** — we focus on actionable insight that supports service improvement and operational decision-making
 - **Integrated delivery** — our data specialists work alongside BAs, service designers and delivery managers
 - **Capability uplift built in** — we prioritise knowledge transfer to reduce long-term dependency
 - **Quality and consistency** — supported by communities of practice and proven delivery approaches
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Service Onboarding

We use a structured onboarding approach covering objectives, success measures, data access, governance, security requirements and delivery cadence. Knowledge transfer is planned from the outset.

Service Offboarding

We support smooth transition through structured handover, documentation transfer, data artefact sharing and capability uplift to ensure continuity after engagement ends.

Standards & Compliance

- Alignment with the Government Digital Service (GDS) Service Standard
- Compliance with UK GDPR and data protection obligations
- Experience working within public sector data governance frameworks
- Security and data handling aligned to Buyer requirements

Get in touch, we would love to hear from you!

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