



Service Definition Document

Discovery

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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 organisations make informed investment decisions by providing clear, evidence-based insight at the earliest stages of digital, data and cloud-enabled change.

Service Overview

Our Discovery service helps organisations clearly understand the problem they are trying to solve before committing to delivery. We use user-centred, evidence-led approaches to assess user needs, policies, systems, processes and constraints, enabling informed decisions about whether and how to proceed to Alpha.

What we deliver

Our Discovery work is delivered by experienced multi-disciplinary teams, aligned to the Government Digital Service (GDS) Service Standard.

Core capabilities include:

- User research to identify and validate user needs
 - Business needs analysis and problem definition
 - Stakeholder mapping and engagement
 - Analysis of current ('as-is') policies, systems and processes
 - Identification and assessment of technical, organisational and policy constraints
 - Concept testing and viability assessment
 - Alignment to GOV.UK design patterns and service standards
 - GDS assessment preparation and support
 - Clear recommendations and options for next steps
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Service Benefits

- Ensures change is driven by real user needs and evidence
 - Reduces risk of investing in the wrong solution
 - Provides a clear, shared understanding of the problem space
 - Supports confident investment and prioritisation decisions
 - Produces a clear and achievable Alpha roadmap
 - Sets services up for successful GDS assessments
 - Provides actionable insight and recommendations
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Working Approach

We work collaboratively with client teams to ensure Discovery findings are grounded in operational reality. Our teams embed alongside policy, digital, data and operational colleagues to build a shared understanding of challenges and opportunities.

Discovery activity is typically time-bound and outcome-focused, providing rapid insight while maintaining rigour. Delivery can be remote, on-site or hybrid, subject to Buyer requirements.

Service Outputs

Depending on scope, typical deliverables may include:

- User research findings and personas
 - Clearly defined problem statements and user needs
 - Stakeholder and service maps
 - Current-state ('as-is') assessments
 - Constraints and risks analysis
 - Concept options and viability assessments
 - Discovery report with recommendations
 - Alpha roadmap and next-step options
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What sets us apart

- **Evidence-led decision-making** — we focus on insight that enables confident investment choices
 - **Strong public sector alignment** — deep experience of GDS standards and government discovery practice
 - **Multi-disciplinary delivery** — combining user research, business analysis, digital and change expertise
 - **Practical recommendations** — clear, actionable outputs rather than theoretical reports
 - **Capability uplift** — we involve client teams throughout to build understanding and confidence
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Service Onboarding

We use a structured onboarding approach covering objectives, scope, stakeholders, governance, access to information and delivery cadence. Expectations and success measures are agreed from the outset.

Service Offboarding

We support smooth transition by providing clear documentation, knowledge transfer and recommendations to enable effective progression to Alpha or alternative next steps.

Standards & Compliance

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

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

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