

Service Definition Document

Digital Leadership & Cloud Capability Coaching

Supplier	Francioni Limited
Service ID	FRAN-LEAD-009
Framework	G-Cloud 15
Lot	Lot 3: Cloud Support
Version	1.0
Date	January 2026

1. Service Summary

Executive coaching and capability development for digital and technology leaders. We help CIOs, CTOs, and digital directors build the skills, strategies, and teams needed to drive successful digital transformation.

2. Service Categories

- Cloud Support Services
- Set Up and Migration

3. Service Features

- One-to-one executive coaching for digital leaders
- Cloud and digital strategy formulation
- Technical team capability assessment and development
- Digital delivery operating model design
- Strategic vendor management approach
- Technology investment roadmaps
- Change leadership guidance

4. Service Benefits

- Clear strategic direction for transformation
- High-performing technical teams
- Confident technology decision-making
- Peer network connections
- Sustainable internal capability building

5. Technologies

Strategy Frameworks, Capability Maturity Models, Cloud Architecture Patterns, Leadership Development

6. Delivery Model

Remote-first delivery using industry-standard collaboration tools. On-site presence available within the UK when required (London at no extra cost, other locations at travel cost).

- Agile delivery with regular demos and feedback cycles
- Flexible engagement: full-time embedded, part-time, or project-based
- Knowledge transfer to your team throughout engagement

7. Security

- BS7858:2019 personnel screening for all staff
- Security Clearance (SC) available for eligible projects
- Cyber Essentials Plus certified organisation
- GDPR compliant data handling

8. Support

Standard support included with all engagements:

- Email response within 4 business hours (Mon-Fri, 9am-5:30pm UK)
- 30-day warranty on delivered code

Extended and Premium support tiers available - see Pricing Document.

9. Constraints

- Minimum engagement: 5 days
- Notice period: typically 2-4 weeks
- SC cleared staff: limited availability, confirm at call-off
- Services delivered in English

10. Contact

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