

Advisory Service Definition

Introduction

This document provides an overview of the services offered by FuturOrg Consultancy through our Advisory service. While this document outlines the core services on offer the specific definition and terms of service will be determined on a contract basis and tailored to meet the unique requirements of each client.

Service description

FuturOrg provides digital, business and strategic advisory consultancy services to support organisations delivering strategic transformation. We help organisations design better services, improve customer access, shape ICT/digital operating models and organisational structures, and develop practical strategies and roadmaps aligned to organisational objectives.

Our approach is user-centred and outcomes-led. We work in a tool and method agnostic way, applying recognised industry best practice (including GDS-aligned service design approaches and relevant organisational design standards) and tailoring deliverables to your operating model and ways of working.

Out of scope: FuturOrg does not provide cyber security consultancy or security advisory services under this offer.

Background

Organisations are under pressure to modernise services, improve customer access, and demonstrate measurable outcomes while managing constrained budgets, legacy processes, and fragmented governance. Common challenges include stalled transformation, complex or confusing operating models, misalignment between organisational strategy and delivery, and inconsistent service delivery.

This service provides expert consultancy to diagnose root causes, define strategic direction, design services and operating models that work in practice, and support mobilisation and implementation so transformation can progress with confidence.

Scope of services

The service can be procured as standalone advisory support or as an end-to-end engagement covering discovery, design and implementation support.

Organisational structure and operating model design

- organisational structure design including, ICT/digital and customer access (roles, capabilities, interfaces)
- Operating model design (ways of working, governance, cadences and decision routes)
- Portfolio/PMO alignment (ownership, prioritisation, reporting)
- Capability development plan (skills, roles, training and transition approach)

Strategy development, alignment and transformation roadmaps

- Full strategy development (current state, future state, objectives and principles)
- Strategy alignment and refresh (including stakeholder alignment and narrative)
- Prioritisation frameworks and portfolio shaping
- Transformation roadmaps with sequencing, dependencies, milestones and measures

Service design and customer access

- Service discovery, user needs analysis and stakeholder research
- Service journey mapping, blueprinting and pain-point analysis
- Customer access and channel design (including assisted digital considerations)
- Service performance measures, success metrics and improvement recommendations

Development support for transformation

- Options appraisal and outcome-based business cases
- Requirements shaping and service specifications (including procurement support where required)
- Delivery mobilisation support (governance, plans, roles and reporting)
- Change and adoption planning (stakeholders, communications, training needs)

Best practice alignment

- Working in line with recognised best practice such as GDS service design approaches and relevant organisational design standards
- Templates and playbooks to embed consistent delivery, decision-making and benefits tracking

Service benefits

1. **Unblocks stalled transformation** with clear direction and priorities
2. **Improves customer access** through user-centred service design
3. **Simplifies operating models** to enable faster decision-making
4. **Aligns strategy to delivery** with actionable roadmaps
5. **Improves value for money** through prioritisation and business cases
6. **Reduces delivery risk** by clarifying dependencies and ownership
7. **Builds internal capability** through coaching and knowledge transfer
8. **Accelerates service delivery** with practical mobilisation support

Service outcomes

While we work with each client to understand their unique requirements and desired outcomes typical outcomes include;

1. **Service designs and improvement plans** based on user needs
2. **Improved customer access and channel strategy** with measurable metrics
3. **Target operating model** and organisation design
4. **Full strategy and aligned roadmap** with dependencies and milestones
5. **Business cases and options appraisal** for priority initiatives
6. **Mobilised governance** and delivery approach for implementation
7. **Improved clarity** on roles, ownership and decision-making

Delivery approach

We recognise each client has their own ways of working and we work with clients to ensure we engage them in a way which best meets their needs. We have extensive experience of delivering programs using agile, waterfall and hybrid approaches using industry best practice, and, delivering remotely or in person.

Pre Engagement

Purpose

Confirm scope, stakeholders and success measures to start delivery smoothly.

Activities

- Kick-off meeting to confirm objectives, scope, success measures and ways of working
- Stakeholder mapping and engagement plan
- Initial artefact request as needed (strategies, org charts, service performance data, portfolio plans, policies/processes, existing service designs and delivery artefacts)
- Confirm delivery plan, cadence and review/sign-off approach

Discovery and diagnosis

Purpose

Establish baseline understanding and priorities.

Activities

- Workshops and interviews, artefact review and data review
- Service discovery and user needs discovery where appropriate
- Define problem statements, constraints, quick wins and priority opportunities

Design and recommendations

Purpose

Co-design target state and recommendations that are implementable.

Activities

- Operating model and organisational design (structures, governance, cadences)
- Strategy development/alignment and roadmap creation (sequencing, dependencies)
- Service design (journeys, blueprints, measures)
- Options appraisal and business case development where required

Implementation support

Purpose

Support mobilisation and early delivery to reduce risk.

Activities

- Governance setup and delivery planning
- Procurement/specification support where required
- Change and adoption planning (communications, training and enablement)
- Support transition to BAU and continuous improvement approach

Engagement handover

Purpose

Handover outputs and knowledge to enable sustained delivery and improvement.

Activities

- Formal handover of agreed deliverables and artefacts
- Walkthrough and knowledge transfer sessions
- Optional continuity plan for implementation and benefits tracking

Pricing

Through the scoping and ordering process we will work with you to get a detailed understanding of your requirements and the estimated effort needed. The final pricing will use the SFIA rate card below (full details attached) and will be based on the optimal combination of resources needed to meet your needs. Our services can be delivered remotely or on site in your offices. On site delivery may incur additional expenses which will be charged at cost and agreed as part of the scoping phase.

	<i>Strategy and architecture</i>	<i>Change and Transformation</i>	<i>Development and implementation</i>	<i>Delivery and operation</i>	<i>People and skills</i>	<i>Relationships and engagement</i>
1: Follow			£350			
2: Assist			£500			
3: Apply			£700			
4: Enable			£800			
5: Ensure			£900			
6: Initiate			£1000			
7: Set strategy			£1200			

Security and data handling

Information shared is treated as confidential and handled appropriately within the engagement. FuturOrg will align to buyer information governance requirements where applicable.

Constraints

We aim to provide comprehensive service delivery and ongoing support. If specific constraints are identified during the scoping and ordering process, they will be documented as part of the final proposal provided.

Typical constraint considerations include timely access to stakeholders and requested artefacts. Delivery activities require appropriate access to data, environments, and necessary licences. Specialist testing (e.g., penetration testing) and legal advice are excluded unless separately agreed. Delivery is typically business hours unless otherwise agreed.

Social Value

FuturOrg Consultancy Limited is committed to delivering measurable social value. Our commitments are designed to be relevant, proportionate, deliverable through how we operate, and, tracked using appropriate light-touch measures.

[MAC1] COVID-19 Recovery

- We support public bodies to stabilise and improve digital services and ways of working, enabling faster, more reliable access to services.
- We deliver work in a way that protects continuity, helping organisations maintain progress during disruption.

[MAC2] Tackling Economic Inequality

- We support local secondary schools and community partners with career events, providing CV advice, mock interviews, and career sessions.
- We provide digital inclusion sessions to support digital confidence and access, prioritising community groups, schools, and VCSE partners where there is known need.
- We prioritise local SMEs for business support services and ensuring prompt payment.

[MAC3] Fighting Climate Change

- We operate remote first delivery, using on-site activity only where it materially improves outcomes.
- Paperless by default working: We use a digital collaboration approach to deliver all outcomes and e-signatures as standard, printing is by exception only.
- Responsible technology lifecycle (reuse and refurbishment): We prioritise refurbishment and redeployment internally; use reputable refurbishment/reuse providers; where reuse is not possible, we use WEEE-compliant recycling via an approved provider.

[MAC4] Equal Opportunity

- We have adopted inclusive recruitment standards including structured scoring against role criteria, standardised interview questions, and anonymised shortlisting.
- We provide adaptive technologies and reasonable adjustments where needed and offer flexible working to support staff with health conditions or disabilities.

[MAC5] Wellbeing and social action

- Support for charitable fundraising for charities picked by our staff with match funding up to £1,000.
- Up to 2 paid volunteering days per employee per year, supporting causes chosen by staff.
- Mental health awareness training for staff and managers.

Sectors we cover

At FuturOrg Consultancy we have the experience and capability to be able to offer our services to Local Authorities, Central Government, Charities and Education.

Contact

We are always happy to talk with no obligation and we look forward to working closely with you, developing a bespoke approach to support your next steps.

Email: contact@futorg.co.uk

Website: futorg.co.uk