



BLACKSTONE&

G-Cloud 15 | Lot 3 – Cloud Support Services

Workforce Knowledge Transition Service

Service Description

Managed service to assess, document and transition critical operational knowledge held within technical teams. Reduces organisational dependency on individual expertise through structured capability mapping, knowledge capture and transition planning. Transfers coordination overhead to specialist provider, improving operational resilience, continuity and enabling evidence-based workforce planning.

Service Overview

The Workforce Knowledge Transition Service helps organisations manage the risk of critical knowledge being concentrated in individual team members, particularly during periods of workforce change.

Many organisations face significant operational risk from knowledge dependencies on specific individuals. When key people leave, retire, or are reassigned, they often take institutional knowledge with them that is difficult or impossible to replace. This creates continuity risk, delays, and increased costs.

Our service addresses this through systematic approaches to identifying, documenting, and transitioning critical knowledge:

Capability Assessment:

We assess technical workforces to identify where critical knowledge resides, evaluating which dependencies pose genuine risk and which are manageable.

Knowledge Mapping: We map critical knowledge areas, documenting what is known, by whom, and how essential it is to operations. This creates visibility that enables informed planning.

Knowledge Capture: We work with knowledge holders to document critical information in usable formats. This includes technical documentation, process guides, and structured handover materials.

Transition Planning: We develop and execute transition plans that move knowledge from individuals to teams and documentation, reducing dependency risk.

Ongoing Assurance: We monitor knowledge health over time, ensuring captured knowledge remains current and new dependencies don't emerge unmanaged.

Blackstone& has developed a set of AI powered tools that support this service and can be transferred to our customers as part of our exit. The tooling helps to quietly capture the tangible aspect of dependency mapping whilst our teams focus on the human element of change.

Service Features

- Comprehensive capability and skills assessment across technical workforce
- Knowledge dependency mapping identifying critical information holders
- Categorisation framework: critical, interim and transitional dependencies
- Institutional knowledge documentation and structured capture programmes
- Bespoke knowledge transfer and transition roadmap development
- Managed workforce coordination reducing client administrative burden
- Risk-based prioritisation of knowledge transfer activities
- Progress tracking dashboards and dependency reduction metrics
- Structured redeployment planning maximising ongoing resource value
- Continuous knowledge assurance and operational resilience monitoring

Service Benefits

- Reduces organisational risk from undocumented critical knowledge dependencies
- Improves operational resilience through systematic knowledge capture
- Immediately decreases administrative burden of managing distributed expertise
- Enables evidence-based workforce planning through capability visibility
- Protects institutional knowledge through structured documentation programmes
- Provides clear transition pathways reducing key-person dependencies
- Supports headcount optimisation targets through informed planning
- Transfers management overhead to experienced specialist provider
- Creates redeployment opportunities retaining valuable specialist skills
- Delivers measurable dependency reduction against agreed milestones

Available through G-Cloud 15 Framework | Lot 3 – Cloud Support Services