

Service Name

Service Mobilisation (Initiation, Discovery, Alpha)

Description

We provide experienced practitioners to launch digital services the right way from day one. Following GDS service standards our teams lead initiation, discovery and alpha phases, embedding knowledge transfer throughout. We work alongside your people from the start, ensuring capability remains when we leave.

Categories

This service focuses on Setup & Migration:

- Mobilisation coordination
- Project management and governance
- Engagement and communication planning
- Service optimisation / right sizing
- Other

Key Service Features

- Experienced practitioners leading GDS-aligned service phases
- Discovery team provision including user researchers and service designers
- Embedded knowledge transfer to permanent staff throughout engagement
- Hypothesis development and validation with your teams
- Alpha prototyping with hands-on delivery support
- Team mobilisation working alongside existing staff
- Technology options analysis through practical experimentation
- Co-delivery model sharing expertise from day one
- Structured handover ensuring capability retention
- Transition planning with your team for beta readiness

Key Service Benefits

- Experienced practitioners reduce risk of building wrong services
- Knowledge transfer ensures capability stays when we leave
- Co-delivery model builds your team confidence and skills
- Early phase expertise without permanent headcount commitment
- Validates assumptions before significant resource investment
- Your teams learn by doing alongside experienced practitioners
- Creates evidence base while developing internal capability
- Structured handover prevents knowledge walking out the door
- GDS assessment readiness built through practical experience
- Accelerates time-to-value with immediate delivery capacity

Constraints

We provide practitioners to lead and deliver early service phases. Client must provide access to users, stakeholders, and subject matter experts.

Discovery and alpha phases require genuine organisational commitment to act on findings.

Knowledge transfer requires client team members to work alongside our practitioners. Minimum engagement duration is 8 weeks.

Service assessments remain client responsibility although we will facilitate.

Service Support

We provide highly personalised support levels, and response times can be tailored to meet specific engagement requirements or regulatory/governance requirements. A dedicated technical account manager is always available to support and advise. As standard, support for this service is as follows:

- Email/telephone support with personal account manager
- Tickets raised and managed through Jira Service Desk
- Due to the nature of this service, webchat is not available or useful

Priority	Response Time	Rationale
P1 - Critical	4 business hours	Urgent strategic blockers requiring immediate input
P2 - High	1 business day	Significant issues affecting progress
P3 - Standard	2 business days	General queries, clarifications, non-urgent matters

Jira Service Desk meets WCAG 2.2 A although is currently focused on achieving AA certification.

Staff Security Levels

All staff will achieve the desired security clearance levels with our screening approach conforming to BS7858:2019 standard.

Government security clearance up to DV is possible depending on engagement requirements.

Service Discounting

Discounts are available for educational establishments.