

DIGITAL SERVICE ASSESSMENT - SERVICE DEFINITION

1. SERVICE OVERVIEW

Lean-Agile Digital Services (LADS) provides independent Digital Service Assessments for UK public sector organisations, ensuring compliance with GDS Service Standard and reducing delivery risk. Our approach combines Lean-Agile principles, pragmatic governance, and actionable recommendations to accelerate transformation and assure successful service delivery across Discovery, Alpha, Beta, and Live phases.

2. KEY FEATURES AND BENEFITS

- Independent assessment aligned with GDS Service Standard.
- Evaluation of Discovery, Alpha, Beta, and Live phases.
- Risk and compliance analysis for digital services.
- Actionable recommendations for improvement and assurance.
- Integration with multi-supplier governance frameworks.
- Rapid mobilisation of assessment team.
- Remote-first delivery with optional on-site sessions.
- Access to Lean-Agile Practitioner Toolkit for structured evaluation.

Benefits

- Ensures compliance with GDS and public sector standards.
- Reduces delivery risk through early identification of issues.
- Improves predictability and transparency of service outcomes.
- Accelerates transformation by providing clear improvement actions.
- Enhances stakeholder confidence and governance assurance.
- Supports successful cloud adoption and digital service delivery.

3. SERVICE SCOPE

Included

- Digital Service Assessments aligned with GDS standards.
- Risk and compliance evaluation for digital services.
- Stakeholder engagement and governance reporting.
- Recommendations for improvement and assurance.
- Integration with multi-supplier governance frameworks.

Excluded

- Hosting or infrastructure services.
- Software development outside agreed scope.
- Non-digital transformation activities.

4. ONBOARDING AND OFFBOARDING

Onboarding

- Initial discovery workshop to confirm scope and objectives.
- Rapid mobilisation of delivery team and governance setup.
- Access to Lean-Agile Practitioner Toolkit and templates.

Offboarding

- Knowledge transfer and documentation handover.
- Transition planning for internal teams or other suppliers.
- Post-engagement review and lessons learned.

5. PRICING

Pricing details, including any applicable discounts for educational organisations, are provided in the separate Pricing Document as required by G-Cloud 15. Our pricing model is transparent SME-friendly, and designed to deliver value for money.

6. SERVICE LEVELS AND SUPPORT

- Standard support via email and phone during UK business hours.
- Optional enhanced support packages available.
- SLAs tailored to engagement scope and agreed at contract stage.

7. SECURITY AND COMPLIANCE

- Fully compliant with UK GDPR and public sector security standards.
- Accredited by Bloom Procurement Services.
- Holds SE+ Certification for security and ethical delivery practices.
- All personnel are vetted and adhere to government security clearance requirements.

8. TECHNICAL REQUIREMENTS

- No proprietary technology lock-in.
- Compatible with common public sector collaboration tools (Microsoft 365, Jira, Trello).
- Requires access to relevant client systems for assessment and reporting.

9. ACCESSIBILITY AND SUSTAINABILITY

- All deliverables meet WCAG 2.1 AA accessibility standards.
- Commitment to environmental sustainability through remote-first delivery and reduced travel.
- Promotes inclusive practices and diverse team engagement.

10. DIFFERENTIATORS

- Lean-Agile Practitioner Toolkit – proven, practical guidance for service assessments.
- Extensive experience in GDS-aligned assurance and governance.
- Independent, outcome-focused approach to risk reduction and compliance.

11. ABOUT LEAN-AGILE DIGITAL SERVICES

Lean-Agile Digital Services (LADS) is a UK-based SME specialising in Lean-Agile delivery, product leadership, and digital transformation for complex public sector environments. Our mission is to enable government and public bodies to deliver user-centred, secure, and sustainable digital services. We are accredited by Bloom Procurement Services, hold SE+ Certification, and actively contribute to social value through skills development and SME-friendly pricing. Learn more at <https://www.lean-agile.co.uk/>