

# AGILE PRODUCT TEAM PROVISION - SERVICE DEFINITION

## 1. SERVICE OVERVIEW

Lean-Agile Digital Services (LADS) provides Agile Delivery Management for UK public sector organisations, enabling successful delivery of digital services aligned with Government Digital Service (GDS) standards. Our approach combines Lean-Agile principles, pragmatic governance, and outcome-focused delivery to reduce risk and accelerate transformation.

## 2. KEY FEATURES AND BENEFITS

- Agile Delivery Management for complex programmes and projects.
- Expertise in GDS-aligned delivery, including Discovery, Alpha, Beta, and Live phases.
- Lean-Agile Practitioner Toolkit – a lightweight, practical framework for product and delivery managers.
- Lean-Scrum – a streamlined approach to Scrum tailored for public sector environments.
- Rapid mobilisation and onboarding of delivery teams.
- Risk reduction through service assessments and assurance.
- Support for multi-supplier environments and integration with existing governance.

### Benefits

- Faster delivery of user-centred services.
- Reduced delivery risk and improved compliance.
- Lower overhead compared to traditional programme management.
- Enhanced collaboration and transparency.

## 1. SERVICE SCOPE

### Included

- Agile delivery leadership and coaching.
- Delivery planning and roadmap management.
- Stakeholder engagement and governance reporting.
- Risk and dependency management.
- Integration with GDS standards and assurance processes.

### Excluded

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

## 2. 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.

## 3. 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.

## 4. 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.

## 5. 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.

## 6. TECHNICAL REQUIREMENTS

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

## 7. 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.

## 8. DIFFERENTIATORS

- Lean-Agile Practitioner Toolkit – proven, practical guidance for product and delivery managers.
- Lean-Scrum – a simplified, outcome-focused approach to Scrum for public sector.
- Extensive experience in regulated environments and multi-supplier delivery.

## 9. 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/>