

LEAN-AGILE COACHING AND TRAINING - SERVICE DEFINITION

1. SERVICE OVERVIEW

Lean-Agile Digital Services (LADS) provides Lean-Agile coaching and training for UK public sector organisations, enabling teams and leaders to adopt Agile practices effectively. Our approach combines practical workshops, embedded coaching, and the Lean-Agile Practitioner Toolkit to build capability, reduce delivery risk, and accelerate organisational transformation.

2. KEY FEATURES AND BENEFITS

- Tailored Lean-Agile coaching for teams and leadership.
- Practical training workshops aligned with GDS standards.
- Access to Lean-Agile Practitioner Toolkit for structured guidance.
- Embedded coaching during live delivery phases.
- Support for multi-supplier environments and governance integration.
- Continuous improvement through retrospectives and metrics.
- Remote-first delivery with optional on-site sessions.
- Flexible engagement models for short-term or long-term support.

Benefits

- Builds internal Agile capability and reduces reliance on external suppliers.
- Improves delivery predictability and compliance with GDS standards.
- Enhances collaboration and transparency across teams.
- Accelerates organisational transformation and cultural adoption of Agile.
- Reduces delivery risk through structured coaching and assurance.
- Supports sustainable, long-term agility and continuous improvement.

3. SERVICE SCOPE

Included

- Lean-Agile coaching for delivery teams and leadership.
- Training workshops tailored to public sector needs.
- Stakeholder engagement and governance support.
- Integration with GDS standards and assurance processes.
- Capability building for internal teams.

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 coaching and training delivery.

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 cloud-native delivery managers.
- Lean-Scrum – a simplified, outcome-focused approach to cloud development for public sector.
- Extensive experience in regulated environments and multi-supplier delivery.

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/>