

Capability Analysis service definition

Overview

Our Capability Analysis service is designed specifically for local authorities in the public sector, providing a comprehensive evaluation of an organisation's current operational capabilities in the context of digital transformation and cloud migration. This service goes beyond surface-level assessments by employing rigorous, data-driven methodologies to uncover strengths, pinpoint gaps and determine readiness for adopting cloud-based solutions. It aligns closely with UK government frameworks such as the Government Digital Service (GDS) standards, the National Cyber Security Centre (NCSC) guidelines, and local authority priorities like cost efficiency, citizen service improvement, and regulatory compliance. By focusing on holistic capability mapping, we enable clients to make strategic decisions that support sustainable growth, reduce operational risks and optimise resource allocation in an increasingly digital public sector landscape.

Service Scope and Approach

The service begins with a thorough discovery phase, where we collaborate with key stakeholders, including IT leaders, department heads, and frontline staff, to gather qualitative and quantitative data on existing processes, systems and skills. This includes reviewing documentation, conducting interviews, and utilising assessment tools to map capabilities across dimensions such as people, processes, technology, and governance.

A core component of our approach is the inclusion of a tailored Digital Data and Technology (DDaT) Skills & Capability Survey. This standardised yet customisable survey, aligned with the GDS DDaT Profession Capability Framework, is distributed to relevant staff across the organisation. The survey results help identify precise skills gaps, highlight areas of strength, and reveal opportunities for targeted development that directly support the achievement of digital initiatives and cloud migration goals.

Key elements of our approach include:

- **Strengths Identification:** We highlight areas of excellence, such as robust legacy systems or skilled teams, that can be leveraged as foundations for migration. This involves benchmarking against industry best practices and peer organisations within the public sector.
- **Gap Analysis:** A detailed examination of deficiencies, such as outdated infrastructure, skill shortages (informed directly by DDaT survey insights), or process inefficiencies, is performed using gap matrices and SWOT frameworks.

We quantify gaps where possible, estimating impacts on service delivery, costs and risks.

- **Migration Readiness Evaluation:** We assess readiness through a multi-faceted lens, including technical compatibility, data maturity, security posture, and change management capabilities, augmented by survey findings on workforce readiness. This incorporates scoring models to provide a readiness index, helping prioritise actions.

Deliverables

Clients receive a suite of actionable outputs, including:

- A comprehensive report detailing findings, with visual aids like gap charts, DDaT survey analysis summaries and readiness dashboards.
- Prioritised recommendations, including quick wins, long-term strategies, and targeted skills development plans based on survey-identified gaps.
- Workshop summaries and stakeholder feedback logs to ensure transparency.
- A finalised comprehensive report on digital skills and capabilities.

All deliverables are presented in accessible formats, compliant with WCAG standards and can be integrated into broader digital strategies.

Engagement Model

Engagements typically span 4-8 weeks, depending on the organisation's size, survey response rates, and complexity, and can be delivered remotely, on-site, or in a hybrid format. We emphasise collaborative workshops to foster knowledge transfer, ensuring that local authority teams are equipped to act on insights independently. Pricing is based on a fixed-fee model, scoped during initial consultations, with options for phased delivery.

Value Proposition

This service that is enriched by the DDaT Skills & Capability Survey, not only mitigates risks associated with cloud migration but also empowers organisations to build the internal expertise needed for long-term success. By pinpointing where teams can grow, it directly supports the delivery of digital initiatives, leading to improved service outcomes, greater innovation and possible cost reductions in IT operations. Our track record in the public sector demonstrates tangible, sustainable improvements while maintaining the highest standards of data protection under GDPR and other regulations.

This service is advisory in nature, focusing on analysis and recommendations without including implementation or technical execution, allowing seamless integration with other G-Cloud services for end-to-end support.

