

Service Definition – Digital Maturity Assessment and Advisory Service

1. Service Overview

The Digital Maturity Service provides consultancy-led, independent assessment and advisory support to help organisations understand and improve their digital capability. The service focuses on people, processes, governance, and effective use of digital systems to support service delivery. The service is advisory only and does not include system implementation, configuration, or managed services.

2. Scope of Service

The service includes assessment of digital strategy, governance, leadership, business processes, digital ways of working, skills and capability, system usage, and change and adoption practices. Delivery may include documentation review, stakeholder interviews or workshops, gap analysis against recognised digital maturity models, and development of a prioritised digital improvement roadmap.

3. Service Exclusions

The service does not include system implementation, software development, configuration, procurement, managed services, or operational ownership of digital systems. Responsibility for implementation remains with the customer.

4. Onboarding and Offboarding

Onboarding includes confirmation of scope, delivery approach, and access to relevant stakeholders and documentation. Offboarding includes provision of assessment outputs, documentation handover, and knowledge transfer as required.

5. Service Levels and Support

Support requests are logged and triaged based on impact and urgency. Tickets are acknowledged within one business day, with urgent issues prioritised for same-day response. Service levels relate to consultancy responsiveness only.

6. Service Constraints

Delivery depends on timely access to information and stakeholders. Scope is limited to agreed areas and findings represent a point-in-time assessment. Services are delivered during agreed business hours, with remote delivery preferred unless otherwise agreed.

7. Security and Confidentiality

All work is conducted in line with industry-standard information governance practices, including confidentiality, secure handling of information, and least-privilege access.

8. Dependencies and Customer Responsibilities

The customer retains responsibility for digital systems, data, and compliance. Delivery depends on customer engagement and provision of accurate information.

9. Exit and Data Access

On completion, all assessment outputs are provided to the customer. No customer data is hosted or retained as part of this service.