



G-Cloud 15: Service Definition

January 2026

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1. Service Definition Document Purpose

This document describes Seren Delta Consulting Limited's Service, provided under the G-Cloud 1 framework.

2. About Seren Delta Consulting Limited

Seren Delta Consulting Limited is a UK-based IT consultancy providing advisory, delivery support and operating model services to public and private sector organisations. We support organisations undertaking technology-enabled change, from early strategy and planning through to delivery and operational transition. We take a holistic approach to transformation, focussing on the People and Process impacts as well as Technology.

We work with senior leaders, transformation programmes and delivery teams to provide clarity across complex technology estates. Our services include technology estate discovery, architecture and landscape assessment, and the development of evidence-based strategies to support investment decisions, risk reduction and long-term sustainability.

Seren Delta supports major transformation programmes and projects by helping organisations understand the impact of change, align technology decisions to business objectives, and establish governance and assurance that enables progress rather than slowing it down. This includes supporting cloud transformation, legacy modernisation, and changes to operating models, suppliers and delivery approaches.

We provide independent advice on software and supplier selection, helping organisations assess options, define requirements and make informed, defensible procurement and commercial decisions. Our work spans enterprise architecture, digital and data, cloud platforms and core technology services.

Our consultants operate at executive and programme level, working alongside client teams and delivery partners to shape strategy, support transformation and embed sustainable ways of working. Services are flexible, proportionate and designed to integrate with existing organisational structures, standards and policies.

3. Our Delivery Approach (Applies to All Services)

Seren Delta delivers services using a pragmatic, collaborative and outcomes-focused approach. Engagements are tailored to organisational context, delivery constraints and architecture maturity.

We work alongside client teams to ensure services are embedded into existing governance, delivery and operating models. Outputs are designed to be practical, usable and sustainable beyond the life of the engagement.

Where appropriate, we use recognised industry standards and frameworks, including TOGAF and ArchiMate, combined with practical experience from large-scale public sector and regulated environments.

4. Service 1 – Enterprise Architecture Insights Service

Seren Delta's Enterprise Architecture Insights Service supports organisations to understand, manage and evolve their technology estates through trusted architectural insight. The service focuses on creating a clear, evidence-based view of current architectures across business, application, data and technology domains, and using that insight to inform strategic planning, transformation priorities and risk management.

The service is delivered using a pragmatic, collaborative and outcomes-focused approach, working alongside leadership and delivery teams to ensure insights are embedded into governance, planning and decision-making processes. Outputs are practical, reusable and designed to support ongoing architecture maturity, investment decisions and sustainable change.

4.1. Service Scope

- Business architecture and capability modelling
- Enterprise architecture strategy, vision and operating model design
- Solution and data architecture support for programmes and projects
- Current, transition and target state architecture definition
- Architecture options analysis and technology decision support
- Architecture governance, standards, principles and assurance
- Roadmaps and transition planning aligned to organisational priorities
- Architecture support to cloud, digital and transformation programmes
- Augmentation of in-house teams with experienced architecture practitioners

4.2. Delivery Approach and Operating Model

Seren Delta works collaboratively with customer teams, stakeholders and suppliers.

Delivery approaches may include:

- Discovery and assessment workshops
- Embedded architecture practitioners working within customer teams
- Architecture leadership and governance support
- Structured architecture deliverables and decision artefacts
- Coaching and mentoring of internal architecture capability
- Services are delivered using recognised industry practices and tailored to the customer's delivery context.

5. Service 2 – LeanIX as a Service

Seren Delta's LeanIX as a Service provides organisations with managed access to SAP LeanIX, combined with enterprise architecture insight, governance and delivery support. The service enables organisations to establish, operate and mature their use of LeanIX as part of a sustainable enterprise architecture capability rather than a standalone tooling deployment.

The service includes the Enterprise Architecture Insights Service, ensuring that LeanIX is populated with trusted architecture data across business, application, data and technology domains. Seren Delta works with client leadership and delivery teams to define architecture use cases, establish modelling standards, and embed LeanIX outputs into strategic planning, portfolio management, transformation governance and investment decision-making.

Delivery is pragmatic and collaborative, with Seren Delta working alongside client teams to onboard the platform, support adoption, improve data quality and ensure insights are actively used. The service supports a range of use cases including estate discovery, target state planning, risk and obsolescence management, transformation roadmapping and architecture assurance.

LeanIX as a Service may be delivered as advisory support, embedded practitioners, or outcome-based work packages, depending on organisational need and maturity. Services are aligned to existing governance and delivery models and are designed to leave clients with a sustainable capability that continues to deliver value beyond the engagement.

5.1. Service Scope

- Managed access to SAP LeanIX environments
- LeanIX onboarding, configuration and workspace setup
- Definition and prioritisation of LeanIX use cases
- Population and management of architecture data
- Modelling across business, application, data and technology domains
- Delivery of Enterprise Architecture Insights using LeanIX
- Support for planning, roadmapping, risk and obsolescence management
- Integration of LeanIX outputs into governance and delivery processes
- Advisory support and configuration assistance
- Embedded architecture practitioners where required

5.2. Delivery Approach and Operating Model

LeanIX as a Service is delivered using a pragmatic, collaborative and outcomes-focused approach. Engagements are tailored to organisational context, delivery constraints and architecture maturity.

Seren Delta works alongside client leadership, architecture and delivery teams to embed LeanIX into existing governance, portfolio management and delivery operating models. The service is designed to complement, not replace, internal teams and ways of working.

Delivery typically combines:

- Defined onboarding and setup phases
- Iterative delivery of architecture insights aligned to agreed use cases
- Regular working sessions with client teams to support adoption and data quality
- Governance touchpoints aligned to portfolio, design and assurance forums

The operating model may include advisory support, embedded practitioners, or outcome-based work packages, depending on client need. Responsibilities, decision rights and escalation routes are agreed at the outset and documented in the Statement of Work.

Where appropriate, recognised industry standards and frameworks such as TOGAF and ArchiMate are applied pragmatically, informed by Seren Delta's experience delivering enterprise architecture services in large-scale public sector and regulated environments.

6. Service 3 – Solution Discovery Service

Seren Delta's Solution Discovery Service supports organisations to define, shape and de-risk technology change initiatives before delivery begins. We work with senior stakeholders, delivery teams and users to develop a shared understanding of problems, opportunities, constraints and outcomes, enabling confident decision-making and effective downstream delivery.

Our approach is collaborative, structured and technology-agnostic, ensuring discovery outputs are robust, actionable and aligned to organisational strategy.

6.1. What the service does

The Solution Discovery Service provides structured discovery and analysis to support transformation programmes, projects and strategic initiatives. It focuses on understanding business needs, defining solution options, and establishing clear foundations for delivery.

Typical activities include:

- Framing the problem space and defining discovery objectives
- Understanding organisational context, constraints and dependencies
- Exploring solution options across business, technology and delivery models
- Defining current and target states at an appropriate level of detail
- Producing decision-ready artefacts to support investment and delivery planning

6.2. Service Scope (Features & Benefits)

Features

- Structured problem framing and discovery facilitation
- Business, user and stakeholder needs analysis
- Solution and architecture options analysis
- Requirements discovery and traceability mapping
- Current and target state definition
- Delivery approach and roadmap definition
- Technology and supplier option assessment
- Risk, dependency and constraint identification

Benefits

- Clear, shared understanding of the problem and solution space
- Reduced risk of rework, scope creep and technical debt
- Confident decision-making supported by evidence
- Clear foundations for delivery planning and mobilisation
- Improved alignment between business objectives and technology solutions
- Early identification of risks, dependencies and constraints
- Better cost, effort and delivery predictability

6.3. Delivery Approach and Operating Model

Solution Discovery includes structured planning activities to support transition from discovery into delivery. This may include delivery roadmaps, high-level migration or transition approaches, resource assumptions, and delivery risks. Outputs are tailored to the organisation's governance and assurance requirements.

7. Service 4 – Enterprise Architecture Service

Seren Delta provides enterprise architecture services supporting organisations to design, govern and evolve their business, data, application and technology architectures. We work with leadership, delivery teams and suppliers to align architecture with strategy, enable transformation programmes, and provide practical architecture capability, governance and delivery support across public and private sectors.

This service provides flexible Enterprise Architecture support covering business, enterprise, solution and data architecture. Seren Delta supports organisations at strategic, portfolio and delivery levels, combining architecture leadership, hands-on delivery and team augmentation. Services can be provided as advisory support, embedded practitioners, or outcome-based architecture deliverables aligned to transformation programmes and change initiatives.

7.1. Service Scope

- Business architecture and capability modelling
- Enterprise architecture strategy, vision and operating model design
- Solution and data architecture support for programmes and projects
- Current, transition and target state architecture definition
- Architecture options analysis and technology decision support

- Architecture governance, standards, principles and assurance
- Roadmaps and transition planning aligned to organisational priorities
- Architecture support to cloud, digital and transformation programmes
- Augmentation of in-house teams with experienced architecture practitioners

7.2. Delivery Approach and Operating Model

Seren Delta works collaboratively with customer teams, stakeholders and suppliers. Delivery approaches may include:

- Discovery and assessment workshops
- Embedded architecture practitioners working within customer teams
- Architecture leadership and governance support
- Structured architecture deliverables and decision artefacts
- Coaching and mentoring of internal architecture capability
- Services are delivered using recognised industry practices and tailored to the customer's delivery context.

8. Planning and Onboarding

Planning and onboarding activities are tailored to the service and engagement scope and typically include confirmation of objectives, prioritisation of use cases, stakeholder identification, onboarding of relevant tools or data, and agreement of delivery approach and success measures. Planning ensures services are aligned to organisational context, delivery constraints and desired outcomes.

9. Training and Knowledge Transfer

Training and knowledge transfer are embedded throughout delivery. Activities may include tool or method training, architecture standards and modelling guidance, governance coaching, and collaborative working sessions with client teams. The approach ensures capability is transferred and outcomes are sustainable beyond the engagement.

10. Ongoing Support

Ongoing advisory, assurance or governance support may be provided where agreed in a Statement of Work. Services are delivered as consultancy support and do not constitute an operational or managed service unless explicitly defined and contracted.

11. Security and Data Protection

Seren Delta complies with UK GDPR and the Data Protection Act 2018. Personnel are screened in accordance with the Baseline Personnel Security Standard (BPSS). All client data remains the property of the client and is handled securely in accordance with contractual obligations and agreed information assurance requirements.

12. Service Constraints

Services are provided on a consultancy basis. Seren Delta does not provide managed services, hosting, or software resale unless explicitly stated in the service description or Statement of Work. Delivery is limited to the scope, assumptions and dependencies agreed with the customer.

13. Pricing and Commercial Model

Pricing is based on SFIA-aligned day rates or fixed-price work packages where appropriate. Details are provided in the Seren Delta G-Cloud Pricing Document.

14. Exit and Offboarding

On completion or termination of an engagement, Seren Delta will support orderly exit and offboarding. This may include knowledge transfer, handover of deliverables and artefacts, and the secure return or deletion of client data in accordance with contractual requirements.