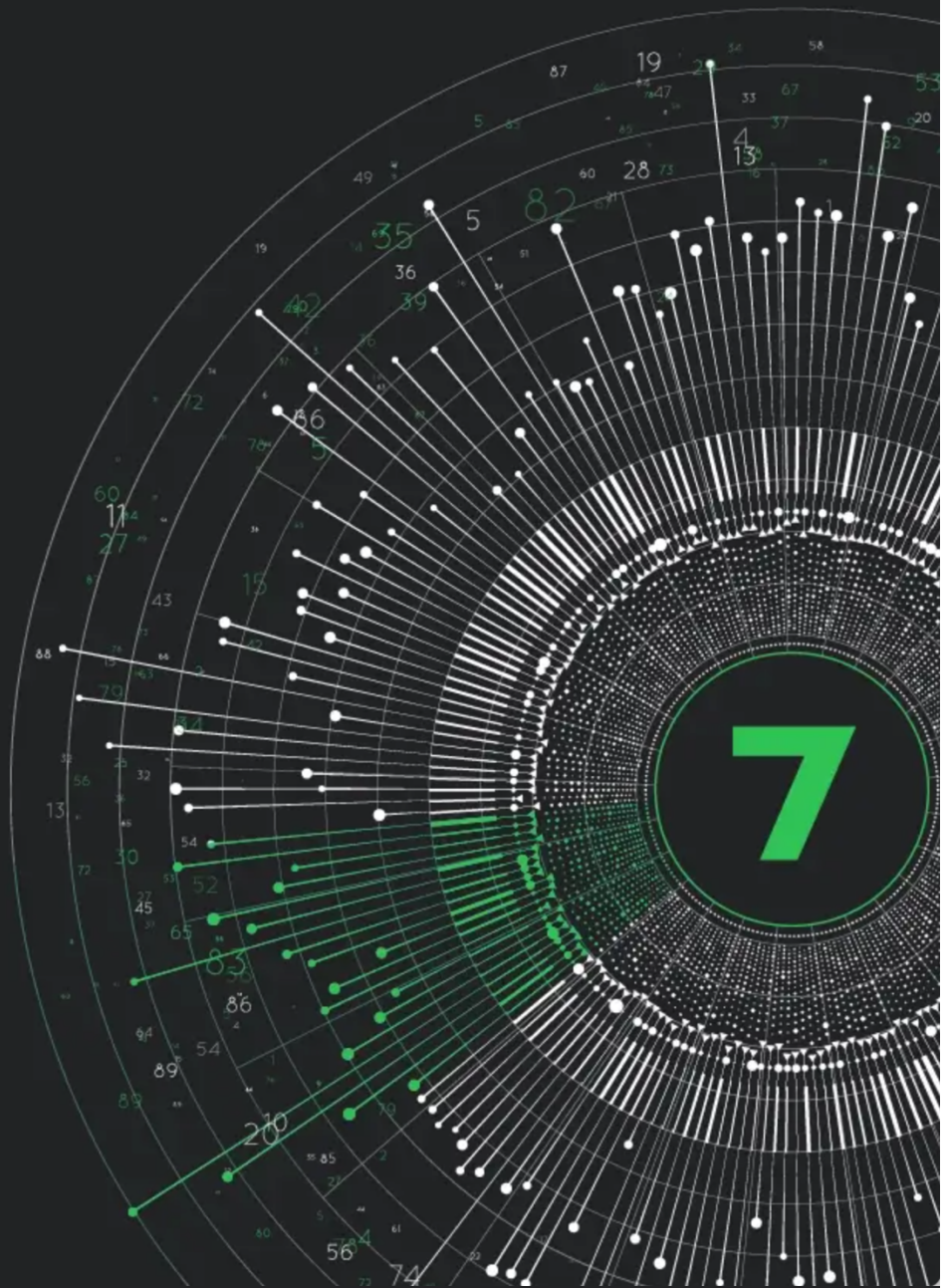


Data & AI Maturity Assessment & Strategic Roadmap Service Definition G-Cloud 15 Lot 3 Services



Registered Address

142 Cromwell Road
London
SW7 4EF

Contact information

Phone: +44 20 3151 0307
Email: info@7Dxperts.com

Company Details

Company Reg	07515669
VAT	109841900

Document Control

Purpose

This Service Definition describes the Data and AI Maturity Assessment and Strategic Roadmap (Fixed-Price Discovery) service offered by 7Dxperts UK Limited under G-Cloud 15, Lot 3 (Cloud Support). It sets out the scope, approach, deliverables, assumptions, responsibilities and commercial model for the standard 6-week engagement.

It is written to help public sector buyers understand what is included in the fixed-price service, what information and access is required to deliver it, and how the outputs can be used to plan and govern subsequent delivery.

How to use this document

Buyers can use this document to:

- Confirm that the service meets their needs and that the scope aligns to their intended outcomes.
- Understand the delivery approach, timetable and the effort required from buyer stakeholders.
- Review the deliverables and acceptance approach for the 6-week fixed-price engagement.
- Identify assumptions, dependencies and constraints that may need to be clarified in the call-off contract.

Where buyer requirements differ (for example, specific technology platforms, governance standards, or additional workshops), variations can be agreed and documented in the call-off contract and may affect price and timescales.

Document conventions

In this document:

- “Buyer” means the contracting authority procuring the service. “Supplier”, “we” and “our” mean 7Dxperts UK Limited.
- “Call-off contract” means the contract placed under the G-Cloud framework. “Engagement” means the specific call-off for this service.
- Week-by-week timings are indicative for a standard 6-week delivery and may be refined once access, stakeholders and scheduling are confirmed.
- The terms “must” “should” and “may” are used as follows: “must” indicates a mandatory requirement; “should” indicates a strong recommendation; “may” indicates an optional approach.
- Unless stated otherwise, times are UK time and wording uses UK English.

Version

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1 Service Overview

This service provides a structured, evidence-based assessment of an organisation's data and analytics maturity, and produces a practical, prioritised roadmap to improve governance, culture, operating model and enabling technology. It is designed to help public sector organisations understand where they are today, define a target state, and plan a sequenced set of initiatives that deliver measurable value and reduce delivery risk.

The engagement is delivered as a time-boxed discovery and assessment. It does not include platform hosting or ongoing managed service. Implementation and delivery support can be provided under a separate call-off.

2 Who this service is for

- Public sector organisations that need an independent view of their current data capability and priorities
- Teams with fragmented reporting, inconsistent definitions, and low confidence in data quality
- Organisations implementing or modernising cloud data platforms (for example, Lakehouse, data warehouse, integration tooling)
- Leadership teams needing a clear business case, delivery plan and governance model for data and AI investment
- Organisations preparing for regulatory reporting, audit scrutiny, or major transformation programmes

3 Outcomes and Benefits

3.1 Typical Outcomes

- A maturity baseline across key dimensions (governance, culture, architecture/technology, data quality, delivery capability)
- A set of prioritised recommendations and quick wins to improve confidence, compliance and delivery predictability
- A target-state operating model for Data and Analytics (roles, responsibilities, processes, decision forums)
- A phased roadmap (workstreams, milestones, dependencies, resourcing and indicative sequencing)
- A KPI / metrics hierarchy aligned to organisational objectives (optional as part of core scope or add-on)
- Executive-ready summary pack to support approvals and funding decisions

3.2 Typical Benefits

- Improved data quality and reduced duplication and reconciliation effort
- Clearer ownership and accountability for critical data assets
- Faster delivery of trusted reporting and analytics
- Reduced security and compliance risk through clearer controls and governance
- A practical plan that enables incremental value delivery rather than a single 'big bang' transformation

4 Scope of Core Fixed Price Engagement

The fixed-price engagement includes the following activities and deliverables, subject to the assumptions and constraints in section 11.

4.1 Assessment dimensions

- Data governance and management: policies, standards, stewardship, ownership, control framework, decision rights
- Culture and literacy: attitudes to data, behaviours, adoption barriers, training needs and change approach
- Architecture and technology: current platform landscape, integrations, reporting stack, security and access patterns
- Data quality (high-level): key issues, root-cause patterns, and pragmatic controls to improve reliability
- Delivery capability: ways of working (e.g., agile/dataops), demand intake, prioritisation and value tracking

4.2 Engagement approach

We use a repeatable approach combining document review, stakeholder interviews, workshops and artefact analysis.

- Kick-off and discovery planning (stakeholder map, interview plan, access requirements)
- Targeted interviews and workshops with business, IT, security and data teams
- Review of current artefacts (strategy, architecture diagrams, data catalogues/metadata, reporting inventory, governance documents)
- Maturity scoring and evidence capture to support objective findings
- Recommendations and roadmap design with leadership validation checkpoints

5 Delivery Plan and Timeline

The timeline below is typical. The final plan is confirmed in the call-off and may be tailored to organisational availability.

Week	Focus	Key outputs
Week 1	Mobilisation and discovery	Kick-off; stakeholder engagement plan; information request list; interview schedule; initial artefact review
Week 2	Current-state assessment (governance and culture)	Interview notes; governance/culture findings; initial maturity scoring
Week 3	Current-state assessment (architecture/technology and delivery)	Platform/integration landscape view; delivery process findings; risk and control observations
Week 4	Synthesis and validation	Draft maturity assessment; draft recommendations; validation workshop with key stakeholders
Week 5	Target state and operating model	Target-state principles; operating model options; roles and responsibilities; draft roadmap structure
Week 6	Roadmap finalisation and exec read-out	Final roadmap; executive summary pack; handover session; optional board briefing (if included)

6 Deliverables

6.1 Core Deliverables

- Data and AI maturity assessment report (evidence-based scoring, findings, risks and recommendations)
- Stakeholder engagement plan and discovery log (who was engaged, what was reviewed)
- Current-state operating model assessment (roles, processes, governance and delivery practices)
- Target operating model design (best-practice aligned roles, responsibilities, decision forums and delivery processes)
- Phased roadmap (workstreams, milestones, sequencing, dependencies, resourcing assumptions and risks)
- Executive summary presentation suitable for senior leadership approval

6.2 Optional Deliverables (add-ons)

- KPI hierarchy and supporting metrics aligned to organisational objectives
- Board / Audit & Risk Committee briefing (lunch-and-learn style)
- Detailed technology options appraisal (tooling selection, reference architecture variants, cost drivers)
- Initial business case pack (value hypothesis, costs, benefits, risk treatment and investment options)

7 Service Features

- Public-sector aware assessment approach (governance, auditability, regulatory reporting, security-by-design)
- Focus on actionable recommendations and pragmatic sequencing
- Clear distinction between current state, target state and transition plan
- Evidence capture to support prioritisation and stakeholder alignment
- Optional deep dives into governance, operating model, and technology architecture

8 Service Pre-requisites and Customer Responsibilities

To deliver the assessment within 6 weeks, the customer provides:

- A named service owner and day-to-day point of contact for scheduling and decisions
- Access to relevant stakeholders for interviews/workshops (business, IT, security, data owners)
- Relevant documentation and artefacts (strategy, architecture diagrams, reporting inventory, governance and policies)
- Read-only access to agreed systems where required (e.g., documentation repositories, reporting catalogues). We do not require privileged access.
- Timely feedback on draft findings (typically within 3 working days)

9 Service delivery location

Delivery is remote by default using video conferencing and collaborative documentation tools. On-site workshops can be included by agreement (for example, 1-2 days) and may affect pricing to cover travel and time.

10 Service levels and support

During the engagement, support is provided via email and scheduled working sessions.

- Response target: within 4 business hours (Monday-Friday 09:00-17:00 UK time)
- Weekly checkpoint with the customer sponsor or delegate
- Issue and decision log maintained throughout delivery

11 Assumptions, constraints and exclusions

11.1 Assumptions

- The engagement is time-boxed to 6 weeks and relies on stakeholder availability for interviews/workshops
- The assessment focuses on high-impact areas agreed at kick-off; scope changes may require a change request
- Customer provides access to relevant artefacts and subject matter experts in a timely manner

11.2 Constraints

- The service is advisory and assessment-focused; we do not implement platform changes under the fixed-price scope
- Data profiling and detailed data quality remediation design are out of scope unless agreed as an add-on
- We do not process personal data unless explicitly required and agreed (see section 12)

11.3 Out of scope

The following are some examples of out-of-scope activities; unless agreed separately)

- Build and deployment of data pipelines, reports, dashboards or machine learning models
- Ongoing managed service, monitoring or operational support beyond the engagement
- Penetration testing or formal security certification activities
- Procurement activities beyond a high-level options appraisal

12 Security and data protection

We work to the customer's security policies and operate on a least-privilege basis. We prefer to work with anonymised or aggregated information during discovery. Where access to environments is required, it is normally read-only and time bounded.

- Information security: we follow secure working practices for remote delivery and protect customer information appropriately
- Data protection: if personal data processing is required, roles and responsibilities (controller/processor) and a DPA will be agreed in the call-off
- Access control: access requests are agreed up-front; credentials are not shared; customer-controlled accounts are preferred
- Retention: we return or securely delete customer data at the end of the engagement as agreed

13 Intellectual property

The customer owns the deliverables produced specifically for them under the call-off (for example, the assessment report and roadmap). 7Dxperts retains ownership of pre-existing materials, accelerators, templates and know-how used to deliver the service. The customer receives a perpetual licence to use any embedded background materials as necessary to use the deliverables for internal purposes.

14 Pricing

Core fixed price: £30,000 (ex VAT).

Optional items are to be priced separately (see the Pricing Document). Travel and expenses are excluded unless agreed.

15 Ordering and onboarding

- Order via a G-Cloud call-off contract under Lot 3 (Cloud Support)
- Kick-off meeting scheduled within 5-10 working days of contract signature (subject to stakeholder availability)
- Information request and stakeholder plan agreed in Week 1

16 Offboarding and handover

- Final deliverables shared in agreed formats (typically PowerPoint and/or Word)
- Handover session to walk through findings, roadmap and recommendations
- Optional transition workshop to plan next-phase delivery and procurement (if required)