

Service 2 – Product-Led Operating Model Design

Service description

Glowar provides product-led operating model design to help public sector organisations organise teams, funding and governance around outcomes rather than projects. The service supports the design of product, platform and portfolio models that improve accountability, decision-making and delivery performance, aligned to cloud-based and digital services.

What's included

- Product-led operating model assessment and design
- Design of product, platform and portfolio structures
- Capability mapping across teams, roles and responsibilities
- Governance and decision-making model design
- Alignment of funding and prioritisation to product outcomes
- Integration of delivery, architecture and assurance responsibilities
- Target operating model definition and transition approach
- Senior stakeholder facilitation and design workshops

What's not included

- Long-term organisational change management delivery
- Commodity delivery or engineering resourcing
- Managed or operational service provision
- Implementation ownership or line management responsibility

Service constraints

The service is primarily delivered remotely and is dependent on timely access to senior stakeholders, relevant organisational information and decision-makers. On-site engagement can be provided by agreement where required. Responsibility for implementation decisions remains with the client.

Security

The service is delivered in line with UK GDPR and public sector security expectations. Personnel involved in delivery meet Baseline Personnel Security Standard (BPSS) requirements. The service aligns to client security policies and governance frameworks and typically involves minimal personal data.

Support

Support is provided as part of agreed engagements through scheduled meetings, workshops and written outputs. The service does not include ongoing operational support, helpdesk services or incident management.

Pricing model

The service is provided on a time and materials basis using published day rates, with optional fixed-price discovery or design phases agreed in advance.