

Service 1 – Digital Transformation Advisory and Delivery

Service description

Glowar provides digital transformation advisory and delivery support to help public sector organisations modernise services, operating models, and technology platforms. The service focuses on turning strategic intent into practical, deliverable change, bridging the gap between senior leadership, delivery teams, and suppliers.

What's included

- Digital transformation strategy and roadmap development
- Service and portfolio assessment
- Operating model design aligned to product and platform approaches
- Transformation delivery planning and mobilisation
- Senior advisory support to leaders and boards
- Alignment of people, process, technology, and governance
- Supplier and partner model design and integration

What's not included

- Long-term programme or portfolio management office (PMO) services
- Commodity delivery resourcing
- Managed or operational service provision
- Procurement execution or contract award activities

Service constraints

The service is primarily delivered remotely and is dependent on timely access to senior stakeholders, relevant 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 typically involves minimal personal data and aligns to client security policies, governance frameworks and information assurance requirements.

Support

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

Pricing model

Time and materials (day rate), with optional fixed-price discovery or assessment phases agreed in advance.