

User Acceptance Assessment G-Cloud 15





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1 Service Overview

Capgemini's User Acceptance Assessment (UAA) service can provide Design, Consultation and Business Analysis in support of the design and implementation of Cloud based services.

Citizen experience is the embodiment of Government. It is about each and every interaction. The User Acceptance Assessment is a key pre-deployment activity that can help Government prepare for the adoption phase of a new technology solution by focusing on customer needs.

Targeted at situations where government are introducing centrally aligned solutions to locally diverse teams, the User Acceptance Assessment is conducted in each business unit and may comprise:

Presenting the harmonised process to key stakeholders and demonstrating how the new technology solution enables this way of working.

Capturing stakeholder feedback to help identify where the BU / team deviates from the harmonised process and / or can help to analyse gap between expectations and functionality provided by technology.

As a priority, can help to define how the BU / team can adopt the harmonised process and assessing the impact of this on HR, Operations, User Experience, Customer Experience, Q&R and Legal practices.

Where local processes can be aligned to the harmonised model, can help to identify supporting change management activities needed to make the new way of working successful (e.g. training, communications).

Where local processes cannot be changed and the harmonised solution needs to be updated instead, can work with key local stakeholders to help to craft new user stories and document supporting rationale.

Agreeing process changes with local leadership and feeding new user stories into the solution backlog for consideration and prioritisation by product owners.

Depending on the number and complexity of processes and the anticipated amount of change, the User Acceptance Assessment typically would take 4 to 5 days per BU / team. Results can then be consolidated to show where the change management challenge can be and to help the transformation team plan their change management activities in detail.

Cloud based products and services can be used as a key enabler to this service.

Capgemini has experience of working with the following technology vendors: Salesforce, SAP, IBM and Oracle.

2 Business Need

The Capgemini digital customer experience offer can be used by a Government department seeking to re-focus their service or organisation on the citizen, often in response to policy change, commercial constraints, citizen behaviour changes in trends, technology or organisational changes. Putting the citizen at the heart of Government service leads to better informed decision-making during periods of organisational change and supports the delivery of more effective services to the public.

Examples of the business needs for digital customer experience projects are:

- **Policy change:** new policy may lead to organisational change which will impact citizen experience. The digital customer experience offer can reduce the risk associated with business change, through enabling citizen's needs and wants to be clearly articulated and addressed throughout the project.
- **Launch of a new service:** the customer experience offer can shape the design of the organisation to support the new service by focusing processes, channels and organisation design on citizen needs. This approach reduces the risk of an associated change project and would enhance the return on investment.
- **Cost reduction:** migrating customers from more expensive paper and telephony channels to more cost-effective self-service channels can provide a cost reduction without compromising service quality. The customer experience offer can provide the basis for a channel shift programme, by designing the service to meet agreed contractual requirements and supporting the migration to self-service channels.



The outputs serve to guide project stakeholder planning, design and decision making throughout the programme. Example situations:

- **Citizen / customer experience focused projects / programmes:** citizens are interacting with organisations in new ways, both as private sector consumers and as customers of public services. Changing citizen demographic profiles lead to new behaviours, in many cases changing both the channels they use, as well as the level of service they expect to receive.
- **Technology driven solution implementation:** new technology can provide significant opportunity for organisations to improve customer service. Implementation of new technologies can have an impact on the citizen experience. The digital customer experience offer can help to maintain a focus on citizen needs during design and implementation.
- **Organisation re-alignment:** maintaining citizen focus when going through an organisational re-structure, enabling the new organisation.

Capgemini has experience in delivering digital customer experience projects across both the public and private sectors.

This service supports Cloud based projects and services.

The User Acceptance Assessment is designed for Government organisations with different ways of working in different BUs / teams but are trying to drive a harmonisation agenda through introduction of a single technology solution based on a common way of working.

The assessment focuses on harmonising processes so that teams, regardless of their initial degree of diversity, can make use of the same technology solution.

As Digital Transformation consultants, Capgemini resources can combine their deep understanding of process alignment, IT delivery and business change to successfully deliver these interventions.

3 Our Approach

Capgemini's standard UAA methodology can help accelerate the delivery of new technologies (including Cloud-based solutions and services). It can comprise the following:

3.1 UAA Design

- Agree UAA Objectives and outcomes.
- Design the standard UAA agenda and accompanying 'off the shelf' material.
- Agree the baseline Process documentation and update as required.
- Test the demo environment and prepare demo scripts (including master data).

The outcome of UAA design would be the agreed UAA approach.

3.2 Market/BU/Team Preparation

- Secure local management buy-in for the approach and outcomes.
- Tailor the standard UAA agenda to local market / BU / team needs (based on likely areas of complexity).
- Identify workshop participants, send invites and set prep work.
- Arrange logistics.

The outcome of the Market/BU/Team Preparation would be preparation of the local market/BU/Team for execution.



3.3 UAA Execution

- Identify deviations between global template & local process.
- Classify the deviations and determine how they can be mitigated.
- Identify what change management action is required concerning process change.
- Agree the action plan.

The outcome of UAA execution would be the local action plan as well as engagement with local stakeholders.

3.4 Action Plan Approval and Communication

- Approve local process changes with local management.
- Approve new User Stories with Product Owners.
- Review outputs with change management to feed into local change plans.
- Review the action plan with training to feed into the training needs analysis.
- Feed insights into deployment planning.
- Progress items for further investigation.

The outcome of this approval process would be the mitigation and minimisation of disruption at go live.

3.5 Project Delivery

- Change management plan amended to reflect process changes.
- New user stories created where approved.
- Process changes communicated and implemented.
- Role/Process based training amended as required.
- UAT scripts amended.

The outcome of project delivery led in this methodology would be that business sign-off is gained early to reduce impact to go-live as well as advance notice to users of process changes.

Depending on the options selected, the benefits of the approach can comprise of the following:

- Future change requests can be reduced by ensuring new functionality meets global process needs.
- Show-stoppers can be flagged and resolved early on to drive up adoption.
- Solution configuration elements can be identified (e.g. roles and queues per market).
- Business change interventions can be tailored to optimise user feedback / adoption.
- Testing can be enriched to eradicate post go-live issues and complaints.
- Post go-live support arrangements can be tailored.
- Benefit tracking can be more accurate.
- Visibility of future enhancements required by the markets can feed into roadmap planning.

4 Buyer Responsibilities

Please refer to the Supplier Terms listed with this service on the Platform. These may contain additional Buyer obligations/costs the Buyer is subject to that are not identified anywhere else in the Supplier's Application or on the Platform.



5 Service Management

Not applicable.

6 Protection of Data

This service is based on a security classification of 'Official', however should you have a requirement for a different security classification that you would like us to consider, please contact us to discuss.

7 On-boarding and Off-boarding

Prior to the execution of the Order, the Supplier and the Buyer will agree the scope of the exit plan for the Services and a timescale for delivering an exit plan to ensure continuity of service.

Capgemini shall undertake on-boarding and off-boarding activities agreed within the Order Form (including as a minimum an exit plan in line with the Call-Off Contract terms) which will be charged for in accordance with the Pricing section for this service.

8 Skills and Knowledge Transfer

Capgemini recognises that skills and knowledge transfer is a critical element in the provision of G-Cloud services to public sector clients. Where possible and applicable, this forms part of the delivery plan for the service agreed at the start of the engagement. Our consultants and engineers are experienced in providing skills and knowledge transfer for major private and public sector clients.

Where appropriate, we may use a standard approach, tailored to topic, skills-gap and individual, to ensure consistency and effectiveness. The approach, Capgemini's Assess-Plan-Implement framework, has been used repeatedly by our teams to structure the work involved in transferring skills and creating new teams capable of driving and sustaining change long after the end of the formal programme. The framework can be applied throughout a project to understand knowledge transfer objectives, plan training delivery methods and materials, and deliver and evaluate success.

9 Vendor Accreditations/Awards



For the 13th year in a row, Capgemini has been recognised as one of the World's Most Ethical Companies® by the Ethisphere® Institute. This is an acknowledgement of our ethical culture that makes us an employer of choice and responsible player in the eyes of our clients, shareholders, and the wider community.



ISO 9001 Quality Management for Management Consultancy and IT Implementation and services to the Public Sector



ISO 27001:2013 - Provision (Delivery) of IT services including business applications development, maintenance and Data, Digital and Cloud technologies.



NelsonHall has identified Capgemini as a Leader in its 2022 NEAT Vendor Evaluation for Learning Services due to its ability to meet future client requirements as well as its capability to deliver immediate learning benefits to them.



Capgemini is the first amongst consultancy and technology firms to be recognized six times in a row for its thought leadership reports.



2023 Ecovadis Platinum Rating: We maintained a platinum rating, recognising us as a responsible and sustainable business in the top 1% of companies assessed.



Better Society Awards: Our collaboration with Code Your Future to offer digital skills training won a Better Society Award in 2022. The awards celebrate efforts by commercial organisations to create a better society.



Inclusive Top 50 UK Employers List: We achieved second place in the Inclusive Top 50 UK Employers List 2022/23 – a list that assesses companies for best practice on diversity, equality and inclusion



UK Best Workplaces for Women: We were listed as a Best Workplace for Women by Great Place to Work®. This listing is based on responses from our team to an anonymous survey about their employee experience.



UK Best Workplaces for Wellbeing: We are listed by Great Place to Work® as a Best Workplace for Wellbeing



Great Place to Work: We were certified as a Great Place to Work® in 2023, reflecting our employees' experience of working at Capgemini in the UK.

10 Sub-contractors

Capgemini UK may use the following subcontractors to deliver this service:

- Capgemini Technology Services India Limited.

11 Business Continuity and Disaster Recovery

No disaster recovery plan is provided as part of these Services.

12 Pricing

This service is priced in accordance with the SFIA Rate Card attached. Capgemini can also provide offshore resources at reduced rates where appropriate. Projects can be priced either on a Time & Materials or Fixed Price basis.



All prices are in GBP and exclude VATF

13 Ordering and Invoicing

Please refer to the Supplier Terms for this service.

We would be pleased to arrange a call or meeting to discuss your requirements of our service in more detail.

14 Termination Terms

Please refer to the Supplier Terms for this service.

15 Further Information

For more information about this or any of our G-Cloud services, please contact our Public Sector Team.

Phone: 0370 904 4858

Email: publicsector.opps.uk@capgemini.com including the following information:

1. The name of this service.
2. The name of your organisation.
3. Your name and contact details.
4. A brief description of your business situation.
5. Your preferred timescales for starting the work.

About Capgemini

Capgemini is a global business and technology transformation partner, helping organizations to accelerate their dual transition to a digital and sustainable world, while creating tangible impact for enterprises and society. It is a responsible and diverse group of 340,000 team members in more than 50 countries. With its strong over 55-year heritage, Capgemini is trusted by its clients to unlock the value of technology to address the entire breadth of their business needs. It delivers end-to-end services and solutions leveraging strengths from strategy and design to engineering, all fueled by its market leading capabilities in AI, generative AI, cloud and data, combined with its deep industry expertise and partner ecosystem. The Group reported 2024 global revenues of €22.1 billion.

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