

Digital Operations Adaption

G-Cloud 15





Table of Contents

1	Service Overview	3
2	Business Need	3
3	Our Approach.....	4
3.1	The 5i's Framework	5
3.2	DOA Tools.....	5
4	Client Success - Proof of Value.....	7
5	Foundation Principles	7
6	Buyer Responsibilities	8
7	Service Management	8
8	Protection of Data	8
9	On-boarding and Off-boarding	8
10	Skills and Knowledge Transfer	8
11	Vendor Accreditations/Awards	9
12	Sub-contractors	9
13	Additional Associated Services	9
14	Business Continuity and Disaster Recovery	9
15	Pricing	10
16	Ordering and Invoicing	10
17	Termination Terms	10
18	Further Information	10



1 Service Overview

Digital Operations Adaptations (DOA) is a specialised framework designed to enhance client value beyond initial solution implementation. DOA supports the introduction of new technology by concentrating on the critical success factors required which are absent from the technical deployment issues. DOA is not intended to serve as a standalone implementation methodology. Rather, it is designed to complement a technical implementation, both during delivery and ongoing operations, by addressing the organisational challenges that often arise alongside technology deployments. These challenges are frequently overlooked in the pursuit of implementing new technology, and DOA ensures they are effectively managed.

It leverages Capgemini's unique 5 Is lifecycle model - Identify, Ideation, Interpret, Integrate and Improve to guide organisations through transformation journeys. Our DOA offering provides a structured approach, selecting the right tools for specific client contexts, ensuring sustainable outcomes and promoting continuous improvement.

The offering consists of nine modular tools, each deliverable individually or as part of a combined package:

- Impact Planning – Scoping and risk mitigation
- Process Integration – Mapping interfaces and ensuring seamless operations
- Persona Mapping – Understanding roles and cultural dynamics
- Customer Experience Perspective – Reviewing customer impact
- Knowledge Transfer & Adaptation – Building internal capability
- Training (incl. Train the Trainer) – Empowering teams for long-term success
- Cultural Modification – Driving adoption and embedding change
- Operational Integration – Delivering an overarching solution

Our DOA service offers these key benefits include:

- Risk mitigation and proactive issue identification
- Enhanced decision-making and operational efficiency
- Improved customer experience and cultural alignment
- Long-term partnerships and business growth

2 Business Need

Businesses are embarking on cloud transformation programmes fast, introducing new technologies and collaboration tools adapting to the immediate requirements of the changing markets. Therefore, digital operations is changing rapidly, meaning that the way business and IT functions come together to manage the effectiveness and generate successful outcomes for service consumers has to change. We find that organisations often face challenges when implementing cloud native and digital solutions, such as:

- Siloed processes and lack of integration
- Too much focus on tools and technology rather than value driven processes
- Resistance to change and cultural misalignment
- End users / customer experience has not been adequately assessed
- Knowledge gaps that hinder sustainability
- Customer pain points impacting adoption and satisfaction

Capgemini's DOA service includes the right methodologies and tools to successfully addresses these challenges by focussing on:

- Providing structured frameworks to manage complexity
- Offering tools to identify and mitigate risks early
- Ensuring knowledge transfer and capability building
- Embedding cultural change through targeted communication and role modeling



The result is improved process maturity, reduced operational risk, and empowered teams capable of adapting to future business needs. We see our DOA has real differentiators and these are summarised below



Capgemini Digital Operations Adaption – Key Differentiators

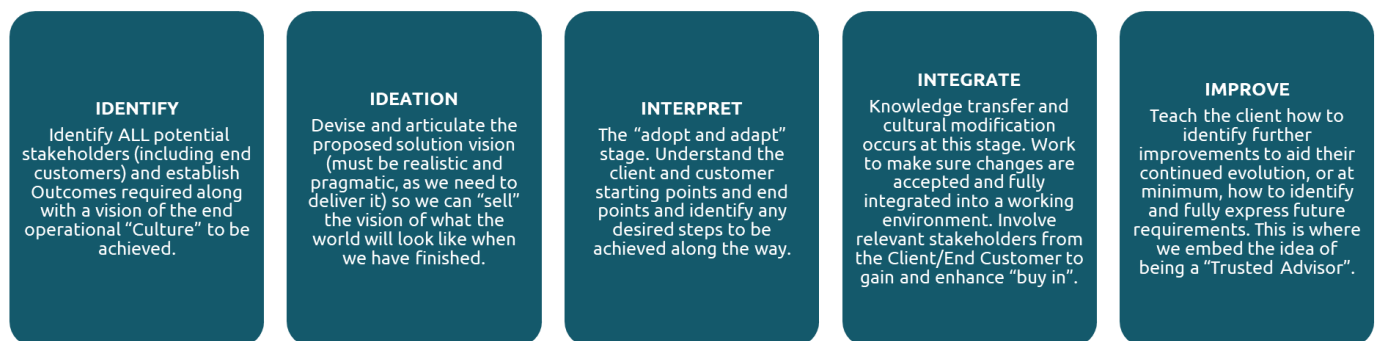
3 Our Approach

There is no fixed way of delivering DOA, we will individually tailor our approach to meet your requirements and support your individual digital transformation journey. This may mean that our engagement can cover a more targeted, tactical 'short sharp' deployment, or be delivered over a longer time frame to deliver a more comprehensive strategic package.

Our clients can take advantage of the 5i's framework to decide where on their journey they are, and along with guidance from our DOA consultants, decided which tool or combination of tools will deliver the greatest benefit at that point in time and going forward.

Our approach to Digital Operations Adaptations (DOA) is built on Capgemini's 5i's Framework, a structured lifecycle model that ensures transformation initiatives are practical, sustainable, and aligned with business objectives (see below). This framework is supported by nine specialised tools that can be deployed individually or in combination to meet client needs.

5i's Framework – What is it?



Capgemini DOA 5i's Framework



3.1 The 5i's Framework

The 5i's is our standard, structured and repeatable methodology for successful helping businesses to transform their IT / Digital operations and adapt to newer ways of working. Here's a summary of each step in the 5i's:

- **IDENTIFY** – We start by identifying all potential stakeholders—internal teams, external partners, and end customers. This includes mapping roles, responsibilities, and expectations. We define desired outcomes and establish a clear vision of the operational culture to be achieved.
- **IDEATION** – We then develop and articulate a realistic, pragmatic solution vision. This is not just about technology; it's about creating a compelling narrative of what the future state will look like. Collaborative ideation workshops are often used to shape this vision.
- **INTERPRET** – This is the adopt and adapt stage. We analyze the client's current state and desired future state, identifying gaps and defining steps to bridge them. Our approach is tailored to the client's context, ensuring adaptations are practical and aligned with business priorities.
- **INTEGRATE** – Integration focuses on embedding changes into the client's environment. This involves knowledge transfer, cultural modification, and stakeholder engagement to ensure acceptance.
- **IMPROVE** – Finally, we empower the client to sustain and evolve improvements. We teach them how to identify future opportunities and articulate new requirements effectively.

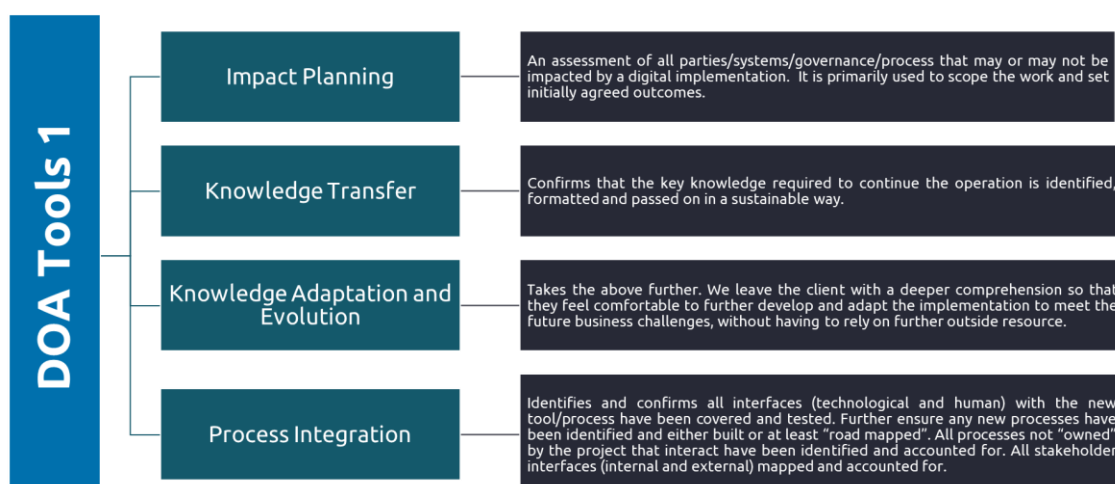
3.2 DOA Tools

Alongside the 5i's framework we have a set of 'tools' that can be used to address and resolve client's transformational issues. We have a portfolio of 9 DOA tools and we can offer each one individually, in its own right, or we can offer as a combination of them to meet the scale and scope of your particular needs.

Our DOA Tool Set includes these 9 tools:

- Impact Planning – Assesses all parties, systems, governance, and processes impacted by digital implementation.
- Knowledge Transfer & Adaptation – Delivers tailored sessions to preserve and improve critical knowledge.
- Process Integration – Confirms all technological and human interfaces with new tools/processes.
- Persona Mapping – Creates composite personas representing organizational roles.
- Customer Experience Perspective – Provides impartial reviews of customer views.
- Training (Including Train the Trainer) – Develops and delivers training programs and collateral.
- Cultural Modification – Ensures full adoption by addressing deeper cultural elements.
- Operational Integration – Combines all elements into an overarching product.

The following explains each of the tools in more detail.





Capgemini DOA Tool Set

The table below shows how we use our DOA tools within the context of each of the 5 i's illustrate how particular tools are aligned to a combination of 5 i's phases.

	IDENTIFY	IDEATION	INTERPRET	INTEGRATE	IMPROVE
Impact Planning	Y	Y	Y	Y	Y
Knowledge Transfer				Y	Y
Knowledge Adaptation & Evolution				Y	Y
Process Integration	Y	Y	Y	Y	Y
Persona Mapping	Y	Y	Y	Y	Y



	IDENTIFY	IDEATION	INTERPRET	INTEGRATE	IMPROVE
Customer Experience Perspective	Y	Y	Y	Y	Y
Cultural Modification		Y	Y	Y	Y
Training (including Train the Trainer)			Y	Y	Y
Operational Integration	Y	Y	Y	Y	

Capgemini DOA – 5 i's and Tools Usage Alignment

4 Client Success - Proof of Value

Demonstrating our success for clients:

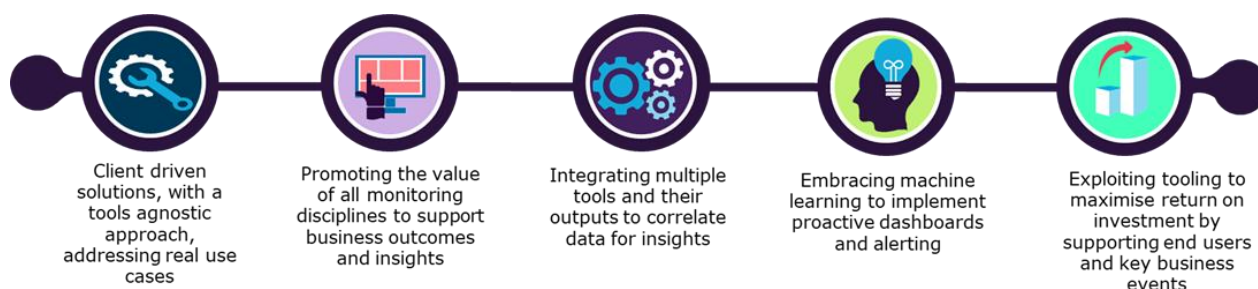
- **Government Institution** - Capgemini was engaged to support the Client in their ServiceNow transformation. This included developing comprehensive training materials and conducting essential training sessions for ServiceDesk personnel and business owners on the platform. Following a thorough training needs analysis, Capgemini recommended a train-the-trainer approach. The Client was highly satisfied with the delivered results and subsequently extended the contract for Phase 2 of the ServiceNow transformation.
- **Public Sector Nuclear Client** - Capgemini is currently undertaking a modern workplace transformation for a major nuclear client in the UK. This project involves migrating devices to the cloud, enabling OneDrive, and transitioning to Microsoft Teams, which includes decommissioning Skype as it reaches its end of life. Capgemini's Business Change team proactively conducted Persona Mapping to identify roles, forming the foundation for a communications plan and strategy. This approach was crucial for understanding stakeholder positions and identifying key decision-makers. Although the client was initially unfamiliar with this method, it was well-received and is currently in the approval stage.

5 Foundation Principles

Our DOA approach, like all of Capgemini's offerings, is based on the foundation principles of thought leadership, collaboration and iteration.

- **Thought leadership:** As experts in our field, we provide recommendations based on real world experience of what works best across all industries.
- **Collaboration:** We acknowledge our clients are the experts in their field and therefore ensure we collaborate to fully comprehend their requirements and provide solutions that drive maximum business value.
- **Iteration:** To ensure alignment along the solution journey, communication through iteration is key to success. With our clients, we will agree an iteration plan that ensures early understanding and alignment of the developing solution.

With a clear focus on;



6 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.

The key Buyer responsibilities as part of this service include the following:

- Access to Buyer stakeholders and SMEs
- Availability to review and approve iterations
- Points of contact to provide access to people, rooms, office facilities (such as printing)
- Sponsor/champion/escalation point

If these responsibilities do not match your expectations, then please contact us in order that we can explore options to vary our approach.

7 Service Management

Capgemini recognises that even the best technical solutions require underpinning with good process that help facilitate the tools are used and in a consistent and measurable way.

8 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. Additional requirements this may be subject to additional Charges in accordance with the SFIA Rate Card.

9 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 provide continuity of service.

Capgemini shall undertake on-boarding and off-boarding activities agreed within the Order Form and 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. .

10 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 provide 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.

11 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.



12 Sub-contractors

Where appropriate, and in agreement with each buyer, Capgemini UK may use the following sub-contractors to deliver this service:

- Capgemini Technology Services India Limited
- Capgemini Polska SP z O.O.

Where offshore resources cannot be used, Capgemini will deliver using UK-based resources.

13 Additional Associated Services

Additional associated services are available. They are:

- Enterprise Service Management/Digital SIAM: Maturity Assessment, Design, Implementation, Run and Transformation
- ServiceNow: Readiness Assessment, Planning, Platform Implementation, Upgrade Extension, Expansion and Maintenance
- Service Asset and Configuration Management (SACM).

14 Business Continuity and Disaster Recovery

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



15 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.

16 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.

17 Termination Terms

Please refer to the Supplier Terms for this service.

18 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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