

Target Operating Model & Future Work Design G-Cloud 15





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1 Service Overview

Capgemini's Target Operating Model & Future of Work Design service empowers public sector organisations to thrive in a cloud-first, digital era. We deliver more than operating model design—we embed strategic foresight, resilience, and sustainability into transformation journeys. Leveraging global expertise and proven frameworks, we help clients reimagine operations, integrate cloud technologies, and enable hybrid workforce models.

Drawing on Capgemini's heritage of delivering transformational change across sectors, we combine organisational design, process optimisation, and workforce transformation with cutting-edge technology enablement. Our approach is informed by decades of experience in rationalising complex environments and implementing sustainable IT landscapes. This ensures agility, compliance, and cost-effectiveness while driving citizen-centric outcomes.

2 Business Need

Public sector organisations face mounting pressures: rising citizen expectations, budget constraints, and the need to adopt cloud and digital technologies securely. Legacy operating models hinder agility and responsiveness, while hybrid work and sustainability mandates demand structural change. Tactical fixes are insufficient—strategic transformation is essential.

CIOs and business leaders often struggle to balance innovation with maintaining aging systems, leading to technical debt and operational risk. Without intervention, organisations risk failing to meet demand for modern services and losing opportunities to leverage emerging technologies such as AI and automation. Capgemini addresses these challenges by designing integrated operating models that align people, process, technology, and culture with future demands, enabling secure, sustainable, and citizen-focused services.

3 Our Approach

Capgemini's methodology is comprehensive, adaptive, and outcome-driven, structured into three phases: Strategy, Design, and Implementation. Our approach combines strategic visioning, detailed planning, and pragmatic execution to ensure clarity, flexibility, and measurable results. We integrate proven frameworks, global expertise, and innovation throughout, giving clients confidence that transformation will deliver on their needs.

3.1 Strategy Phase

Capgemini begins by defining organisational ambition aligned with government priorities, cloud-first principles, and ESG goals. We conduct organisational maturity assessments across people, process, technology, and culture, perform capability mapping and gap analysis, and establish governance frameworks and decision-making structures for TOM and Future of Work initiatives. This phase culminates in a strategic roadmap integrating cloud adoption, workforce transformation, and digital enablement.

Key Activities

- Conduct organisational maturity assessments across people, process, technology, and culture.
- Define business ambition and transformation objectives aligned with cloud-first principles and sustainability goals.
- Establish governance frameworks and decision-making structures for TOM and Future of Work initiatives.
- Perform capability mapping and gap analysis to identify areas for improvement.
- Develop a strategic roadmap integrating cloud adoption, workforce transformation, and digital enablement.



Deliverables

- Strategic vision document
- Maturity assessment report
- Transformation roadmap
- Governance framework.

Expected Outcomes

- Clear strategic direction
- Informed decision-making
- Reduced risk
- Alignment with cloud-first principles and sustainability objectives.

3.2 Design Phase

We create Target Operating Model components including organisational structure, governance, processes, and technology architecture. Hybrid workforce models, digital workplace solutions, and collaboration frameworks are designed to ensure flexibility and engagement. We apply industry reference models (e.g., TOGAF, SAFe) and Capgemini accelerators (D-GEM, IPA-TOM), define service management processes, KPIs, and performance dashboards for continuous improvement, and incorporate sustainability and ESG principles into TOM design.

Key Activities

- Create Target Operating Model components including organisational structure, governance, processes, and technology architecture.
- Design hybrid workforce models, digital workplace solutions, and collaboration frameworks.
- Apply industry reference models (e.g., TOGAF, SAFe) and Capgemini accelerators (D-GEM, IPA-TOM).
- Define service management processes, KPIs, and performance dashboards for continuous improvement.
- Incorporate sustainability and ESG principles into TOM design.

Deliverables

- Target Operating Model blueprint
- Process optimisation plan
- Workforce transformation strategy
- Technology architecture design.

Expected Outcomes

- Future-ready operating model
- Enhanced agility and resilience
- Improved employee experience
- ESG compliance embedded in design.

3.3 Implementation Phase

Execution transforms strategy into reality. We deploy automation, AI, and analytics platforms to enable intelligent operations, execute cloud migration and integration activities ensuring compliance and security, deliver change



management programmes, leadership alignment, and employee engagement initiatives, provide structured skills and knowledge transfer using Capgemini's Assess-Plan-Implement framework, and establish continuous improvement cycles supported by data-driven insights and governance reviews.

Key Activities

- Deploy automation, AI, and analytics platforms to enable intelligent operations.
- Execute cloud migration and integration activities, ensuring compliance and security.
- Deliver change management programmes, leadership alignment, and employee engagement initiatives.
- Provide structured skills and knowledge transfer using Capgemini's Assess-Plan-Implement framework.
- Establish continuous improvement cycles supported by data-driven insights and governance reviews.

Deliverables

- Implemented TOM
- Cloud migration plan executed
- Change management toolkit
- Performance dashboards and governance review schedule.

Expected Outcomes

- Operational efficiency gains
- Cost optimisation
- Cultural adoption of new ways of working
- Ongoing adaptability to emerging technologies.

Capgemini leverages proven methodologies, tools, and best practices throughout these phases, ensuring alignment with G-Cloud Lot 3 scope and delivering measurable outcomes such as cost optimisation, improved agility, and enhanced employee experience.

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

Priced per SFIA Rate Card. Available on Time & Materials or Fixed Price basis.

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 Partnerships/Alliances

This section is intentionally left blank.

10 Vendor Accreditations/Awards

Architecture Accreditation

- TOGAF 10.0
- SAFe Architect
- AWS Practitioner and Architect
- Azure Fundamentals
- Azure Solution Architect

11 Sub-contractors

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

Capgemini Technology Services India Limited.

12 Business Continuity and Disaster Recovery

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



13 Pricing

This service is priced in accordance with the 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.

14 Ordering and Invoicing

Please refer to the Supplier Terms for this service.

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.

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

All prices are in GBP and exclude VAT.

15 Termination Terms

Please refer to the Supplier Terms for this service.

16 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 "Target Operating Model & Future of Work Design".
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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