

Service Definition

User Centred Service Delivery

FUJITSU



G-Cloud 15

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User Centred Service Delivery Overview

Agile is the leading delivery approach for government digital services. It is flexible and responsive to change, and delivers iterative, incremental improvements over the lifespan of a service. Government's approach combines both user-centred and technology elements, delivered through multi-disciplinary agile delivery teams. Government's phased agile approach, spanning the full-service lifecycle from Discovery to Retirement, reduces risk by building a solid understanding of the problem space ahead of full service development.

Fujitsu will deploy service teams or individuals to deliver whole services or deliver defined phases (Discovery, Alpha, Beta, Live). Our roles align to the Government Digital and Data Profession Capability Framework, with delivery aligned to key standards and principles, including:

- Service Standard
- Technology Code of Practice (TCoP)
- Government Design Principles

We are flexible in our agile approach, commonly using Scrum and Kanban based methods adapted to the specific needs of the service delivery team. Teams operate using 1-3 week sprints, employing agile ceremonies including:

- Daily Stand Ups
- Sprint Planning
- Sprint Reviews
- Retrospectives

Our approach aligns to both department and Cabinet Office governance processes. We use a light-touch, continuous assessment to measure progress towards meeting all 14 points of the Service Standard, minimising disruption to delivery and ensuring comprehensive preparation for assessment. The team delivers to

an agreed delivery roadmap, with interested stakeholders encouraged to attend Sprint Review sessions.

We recognise that government services must meet the needs of all eligible service users. We conduct user research and testing throughout design and development, iteratively improving the service based on user insight. We deliver accessible services to WCAG 2.2 level AA requirements, and actively include users with disabilities in user research and testing. Our extensive user research approach and service mapping identifies assisted digital users; those who may have limited access, experience, confidence, or inclination to use digital services, and we design support based on their needs.

Service Delivery Approach

Typical service deliverables are listed below by delivery phase.

Discovery

Discovery sets a solid foundation for service development in later phases. Discovery seeks to understand the problem that the service is intending to solve, as well as the underlying policy intent, and potential service users. It also explores how current user needs are being met through existing services. Discovery assesses the feasibility of progressing service development. Expected deliverables include:

- Summary of business context and policy intent
- Defined user groups and personas
- Summary of user research activity and findings
- Definitions of service success and how this might be measured
- Service journey maps (end-to-end)
- Success Measures / Leading Indicators
- Key challenges and opportunities
- Assessment of cost effectiveness
- Roadmap for Alpha
- Recommendation on whether to proceed to Alpha

Alpha

Alpha explores different approaches to designing the service, with a focus on particular areas of uncertainty or risk. Alpha defines service scope and design and precedes development in the Beta phase. Expected deliverables include:

- Definition of service scope
- Prototyping of private beta (MVP) service
- Product backlog
- Functional roadmap
- Validated design ideas

Beta

Beta is divided into two stages, Private Beta and Public Beta, which include the development and launch of the core service. Expected deliverables include:

- Private Beta service: allowing the service to be tested with a representative subset of the total user base
- Public Beta service: available to all eligible users
- Accessibility audit
- Penetration testing

Live

Live covers the continued running and improvement of the service based on user insight from research, feedback, and performance analytics. This stage may also continue the development of additional functionality beyond the core service, as per the Public Beta phase.

Commercial

Minimum and maximum terms

N/A

Termination terms

N/A

Supplier termination

N/A

Consumer responsibilities

Successful delivery of the Service is subject to the following dependencies up the Customer:

- Appropriate communications and engagement within the Customer organisation
- The Customer will provide a “Product Owner” or “Service Manager” as the customer’s representative on the service team
- Any information available and required for the assessment will be shared with Fujitsu during (or within 5 working days after) the Alignment Meeting.
- Timely provision of ongoing data as requested by Fujitsu
- Timely access to appropriate/suitable resources
- Co-ordination and timely scheduling (and facilities) for workshops (and meetings), ensuring appropriate attendance and active participation.

The Customer acknowledges that the timely and adequate compliance with the obligations above is essential to the performance of the Fujitsu Service. Fujitsu will not be liable for any delay or deficiency in providing the Service if such delay or deficiency results from the Customer’s failure to fulfil these dependencies. Should a delay to the Service result from the Customer’s failure in relation to the above dependencies, for example, if there is not full attendance at the scheduled workshops, Fujitsu shall be entitled to amend the Service, Schedule and/or Charges with no liability and shall be entitled to charge the Customer for any cost incurred as a result. Should the Customer request (and Fujitsu agree) that Fujitsu consultants undertake and of the obligations described above Fujitsu reserve the right to amend the Charges.

Service constraints

N/A

Service exclusions

N/A

For further information please see the attached Terms & Conditions.

About Fujitsu

As one of the world's leading IT companies, Fujitsu is at the forefront of pioneering technology in the UK since we made our initial investment over 40 years ago. As a key strategic partner we deliver essential services, from our secure hybrid IT which underpins critical national infrastructure to our investment in emerging technologies to boost national capability. Drawing on our Japanese technology expertise we provide bespoke digital transformation solutions. This unrivalled expertise has allowed us to specialise in emerging focus areas; Hybrid IT, AI & RPA, Data analytics, Agile application development/transformation and Security. Together, we offer a full package of solutions to support the UK as a long-term industry supplier.

We believe in realising the significant alignment between the UK and Japan in emerging technologies and in creating a UK-Japan 'Innovation Bridge' to support the UK's science and technology superpower objectives. We are committed to investment in UK skills and research and development, driving customer outcomes and promoting social value. We employ 124,000 people around the globe, including around 8,000 people across the UK, promoting diversity and inclusion as a DWP Disability Confident Leader. We are recognised as a Times Top 50 employer for Women since 2017, a Stonewall Top 100 Employer for 2023 and were awarded an EcoVadis Silver Rating, the world's largest provider for sustainability ratings.

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