



HITACHI

Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

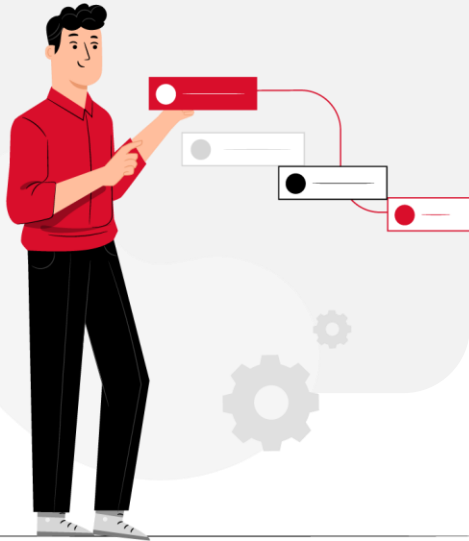
Target Operating Model Definition

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What the service is, what you get, and the benefits

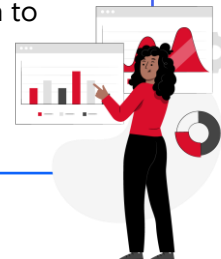
Service Description

Define a target operating model for digital, data and artificial intelligence services. We assess current capabilities, roles, governance and ways of working, then design the future model. Outputs include service taxonomy, organisation design, processes, controls, tooling and roadmap, supporting mobilisation, procurement and measurable transformation outcomes.



Service Features

- Current state assessment of operating model and capabilities.
- Target outcomes, principles and scope definition workshops.
- Service taxonomy for digital, data and artificial intelligence.
- Governance design: decision forums, accountabilities and controls.
- Organisation design, roles and workforce planning.
- End-to-end processes for delivery, change and support.
- Tooling and platform needs for delivery and operations.
- Service management model including support and incident processes.
- Measures and reporting for performance, value and risk.
- Implementation roadmap and transition plan to future state.



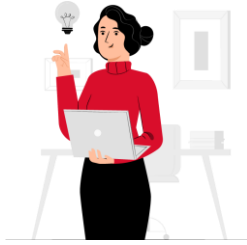
Service Benefits

- Clarify how services run end-to-end across teams.
- Reduce duplication by defining roles and responsibilities clearly.
- Improve decision making with clear governance and controls.
- Speed up mobilisation with a practical implementation roadmap.
- Support procurement with clear service definitions and requirements.
- Improve delivery consistency through standard processes and measures.
- Increase accountability with defined ownership and performance reporting.
- Reduce risk by embedding controls for security and assurance.
- Align technology, people and process around target outcomes.
- Provide a blueprint for scaling digital, data and AI.



Target Operating Model Definition

A practical blueprint for running digital, data and AI services well



What this service is for

Define the future operating model and the steps to get there

When teams scale digital, data and AI, the hardest part is often not the technology. It's unclear ownership, overlapping roles, inconsistent processes, and decisions that take too long. This service defines how services run end-to-end across teams, from delivery through change and support.

We assess your current capabilities, roles, governance and ways of working, then design a target operating model aligned to your outcomes. You get clear service definitions, controls and measures, plus a roadmap that supports mobilisation and procurement (where required).

Key outcomes: End-to-end clarity | Defined ownership | Decision-ready governance | Measurable performance | Roadmap to future state



Why this service is useful

Turn “how we work” into something clear, repeatable and auditable

Without a shared operating model, teams reinvent the basics: how services are defined, who approves what, how change is controlled, and how performance is measured. That creates delay, risk, and frustration for delivery teams and leaders alike.

This service makes the operating model explicit, so people can act with confidence. It supports faster mobilisation, clearer procurement requirements, and consistent delivery and support. It also helps embed controls for security and assurance, with reporting that links performance, value and risk.

Common triggers: Scaling digital/data/AI | Unclear roles and handovers | Slow decisions and approvals | Inconsistent delivery practices | Procurement needs clearer requirements | Audit and assurance pressure



Why this service is different

Evidence-led design that connects services, people, process and controls

We do not treat an operating model as a diagram exercise. We start with current-state evidence and work through how services operate end-to-end, including change, support, and incident management. That keeps the design grounded in what teams actually do.

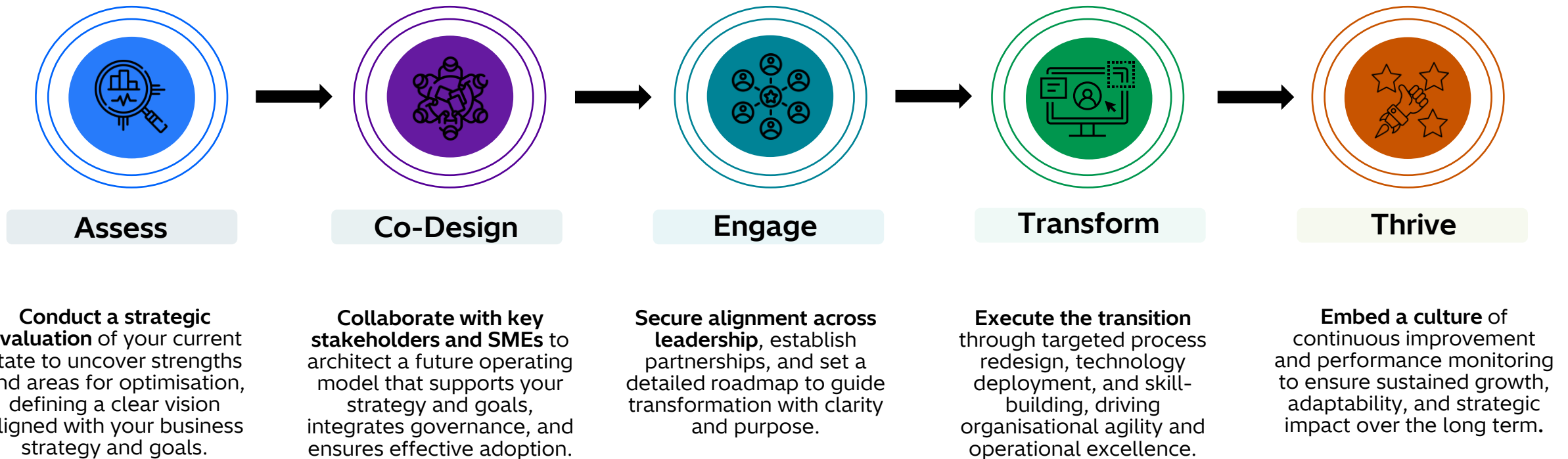
Our outputs are built to be decision-led and usable: a service taxonomy, governance forums, accountabilities, controls, measures and reporting, and a transition roadmap. Where required, we structure these for mobilisation and procurement, so you can move from “definition” to action.

Differentiators: End-to-end service view | Clear decision forums and controls | Measures for value, risk and performance | Roadmap designed for mobilisation | Procurement-ready service definitions (where required)

The Hitachi TOM Approach

Combining our expertise with your deep knowledge of your organisation, we will co-create an operating model that is efficient and adaptable, ensuring it aligns with both short-term objectives and long-term vision.

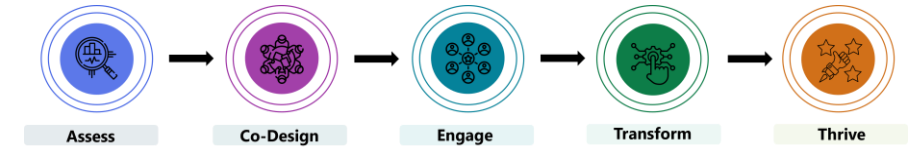
Together we will build a model that empowers your teams, drives sustainable outcomes, and delivers real value to your stakeholders.



Assess



Conduct a strategic evaluation of your current state to uncover strengths and areas for optimisation, defining a clear vision aligned with your business strategy and goals.



Key Activities

Strategy & Vision design and success measures

- * Assess Strategy and Business Goals
- * Vision to Gap Analysis
- * Industry Benchmarking and projection

Business Architecture

- * Review Organisational Structure, Roles, and Responsibilities
- * Benchmarking (Operating Model & Skills/Capability)
- * Conduct Maturity Assessment of Processes & Technology
- * Identify Pain Points and Inefficiencies

Change Management

- * Initial Maturity Assessment (light resource)
- * Stakeholder Mapping and Engagement Planning
- * High level stakeholder impact analysis
- * Employee and Team Feedback Loops

Programme Governance

- * Regulatory and Compliance Needs Identification
- * Data, Design and Solution Principles creation
- * Risk Identification and Initial Mitigation Planning

OUTPUTS

- ✓ KPIs, ROI and benefits planning Strategy Documentation (OKRs + Objectives)
- ✓ Vision Statement
- ✓ Clear Visions and Strategic Direction
- ✓ Increased ROI

- ✓ As-Is Process Maps
- ✓ As-Is Architecture
- ✓ As-Is Org Charts / Design
- ✓ Pain points register
- ✓ Lean Assessments Recommendations
- ✓ Improved Operational efficiency
- ✓ Better Decisions-Making

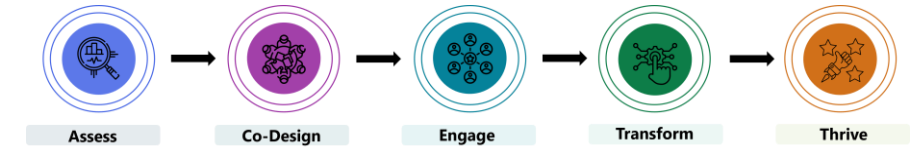
- ✓ Stakeholder Matrix and Engagement Plan
- ✓ Change and Adoption Strategy
- ✓ Maturity assessment
- ✓ Communication strategy
- ✓ Enhanced Stakeholder engagement

- ✓ Compliance Checklist and Monitoring Framework
- ✓ Data, Design and Solution Principles documented
- ✓ Playback: Decks & Reports
- ✓ Stronger Compliance and Risk Mitigation

Co-Design



Collaborate with key stakeholders and SMEs to architect a bespoke future operating model that supports your strategy and goals, integrates governance, and ensures effective adoption.



Key Activities

Business Architecture

- * Finalising Business Requirements and System Needs
- * Detailed Gap Analysis
- * Defining Future State (Target Operating Model)
- * Roadmap Development

Change Management

- * Quantifying Benefit Realisation
- * Capability development
- * Learning Needs assessment and plan
- * Communication and engagement plan
- * Benefits Assessment (Analysis/Indications)
- * Detailed Success Metrics Definition and Feedback Mechanisms
- * Impact assessment

Technology

- * Technology and Data Readiness Assessments
- * *Vendor Selection process kick off - brief, RFP (Activity owned by Client)*

Programme Governance

- * Define Governance and Risk Management Approach

OUTPUTS

- ✓ Value Streams
- ✓ User Personas and User Needs
- ✓ Phase-based KPI and Success Metrics; Feedback Collection Plan
- ✓ Organisational Design (Org Charts, R&RS, Resource Plans,)
- ✓ TOM Roadmap Documentation
- ✓ Process Landscape
- ✓ Definition of Business Capabilities
- ✓ Service Design Principles
- ✓ Business Requirements Documentation

- ✓ Phase-based KPI and Success Metrics; Feedback Collection Plan
- ✓ Skills Gap Assessments
- ✓ Operational KPI Definition (Enabling Performance Management)
- ✓ Change Impact Assessment
- ✓ Adoption Acceleration

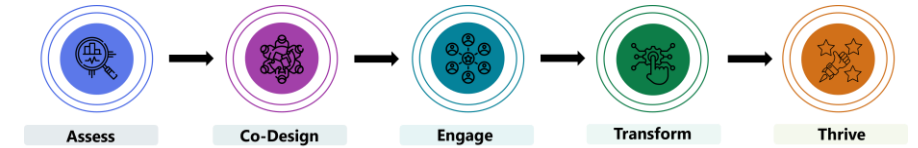
- ✓ Data Strategy
- ✓ Technology and Data Readiness Report
- ✓ Gap Assessments

- ✓ *Vendor selection criteria and decision documentation (Activity owned by Client)*

Engage



Secure alignment across leadership, establish partnerships, and set a detailed roadmap to guide transformation with clarity and purpose



Key Activities

Business Architecture

- * Target Operating Model Adaptions

Change Management

- * Engagement and Communications across leadership
- * Prepare detailed change and adoption plan
- * Employee and Team Feedback Loops

Technology

- * Fit Gap Assessment
- * *Vendor Selection (activity owned by client)*

Programme Governance

- * Define Governance and Risk Management Approach
- * Establish clear reporting framework

OUTPUTS

- ✓ TOM Adaption Documentation
- ✓ Finalised requirements document

- ✓ Detailed change plan
- ✓ Leadership alignment
- ✓ *People Transition plan (activity owned by client)*

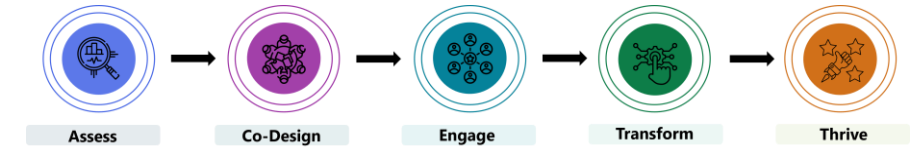
- ✓ Fit Gap Assessment document

- ✓ Risk management plan

Transform



Execute the organisational transition through targeted process redesign, technology design, and skill-building, driving organisational agility and operational excellence.



Key Activities

Business Architecture

- * Process alignment and implementation
- * Test and validate processes and systems

Change Management

- * Capability Development
- * Change management and adoption initiatives
- * Adoption and readiness analysis
- * Impact assessment against technology
- * Employee and Team Feedback Loops

Technology

- * *System and Technology Deployment (activity owned by client)*

Programme Governance

- * Define Governance and Risk Management Approach
- * Continuous risk management and mitigation during the transition

OUTPUTS

- ✓ Transition documentation
- ✓ Contingency plan documentation

- ✓ Change readiness report
- ✓ Change adoption metrics
- ✓ Training materials and programme created

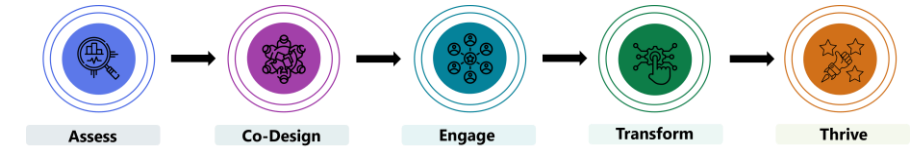
- ✓ Test results and validation reports
- ✓ Transition & release documentation
- ✓ Technology systems deployed

- ✓ Governance structures documented

Thrive



Embed a culture of continuous improvement and performance monitoring to ensure sustained growth, adaptability, and positive strategic impact over the long term.



Key Activities

Business Architecture

- * Regular Strategy and Vision Alignment Sessions
- * Performance Monitoring and Reporting
- * Benchmarking Against Industry Standards
- * Identifying and Scaling Best Practices

Change Management

- * Employee and Team Feedback Loops
- * Ongoing Skills and Capability Development
- * Continuous Improvement Planning

Technology

- * Data Governance and Security Maintenance

Programme Governance

- * Post-Implementation Review and Lessons Learned Capture

OUTPUTS

- ✓ KPI Dashboards and Performance Reports
- ✓ Benchmarking Reports
- ✓ Continuous Improvement Roadmap
- ✓ Scalable Best Practices Documentation

- ✓ Strategic Alignment Reports
- ✓ Change adoption metrics
- ✓ Feedback Loop Documentation
- ✓ Enhanced Employee Engagement

- ✓ Data Governance and Security Framework

- ✓ Lessons Learned Document and Post-Implementation Report
- ✓ Knowledge retention

The Hitachi logo is displayed in a bold, white, sans-serif font in the top right corner of the image. The background is a photograph of a grand, multi-story classical building with a curved facade, many windows, and a balcony with a Union Jack flag. The image has a dark, semi-transparent overlay.

HITACHI

Hitachi Solutions Europe

UK Government Overview

Hitachi Solutions for the UK Government

Our **vision** is to be government's partner of choice for the design and delivery of **sustainable, human-centred, Microsoft Solutions and digital services**.

Human-centred Services

Every service starts with people and how technology can make their day simpler.

+

Deep Microsoft Expertise

Hitachi Solutions is dedicated exclusively to the Microsoft ecosystem.

+

Emotionally Aware Delivery

Our former civil servants bring deep understanding and cultural alignment.

=

+

One Hitachi

Hitachi Solutions is part of Hitachi, Ltd., one of the world's largest and most respected organisations.

Sustainable government transformation.

Human-centric by default.

Powered by Microsoft.



Our Credentials

Microsoft



Microsoft global Government and Finance **Partner of the Year 2025**

Microsoft Partner of the Year 2025 Finalists in Build and Modernise AI Apps, Dynamics 365 Supply Chain, Dynamics 365 Sales and Customer Insights, and Low Code Application Development

22 Years in **Microsoft's Inner Circle** (including 2025)

Microsoft Solutions Partner across AI Business Solutions, Cloud and AI Platforms and Security with **18+ specialisations**

Industry



Keystone member of the **Government Digital Sustainability Alliance**

Crown Commercial Service Supplier

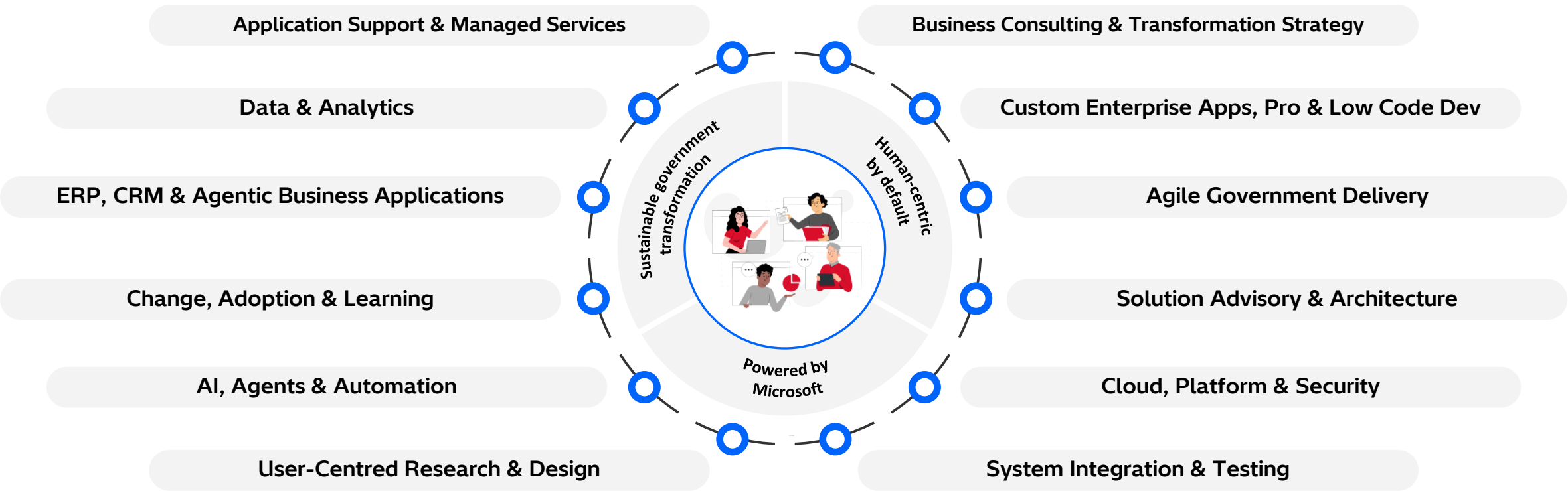
Cyber Essentials Plus Certified

ISO-certified across Quality, Environment, Service, Business Continuity, Information Security, and Privacy Management

Recognised in the **Smarter Working Live Awards** for our regulatory services Customer Experience work with the Environment Agency

Our Services and Expertise

Sustainable business transformation through tailored advisory, consulting, and technology solutions.



Our Clients



"Hitachi Solutions brings substantial digital expertise to the table, complementing our robust business experience. Their insights have been instrumental in identifying opportunities for enhancement and accelerating our initiatives."

Gillian Pratt
Deputy Director Future Regulation
at Environment Agency



"Hitachi Solutions brought in a great project team who we kept for the full duration; they engaged with The Royal Mint side of things very effectively. It really felt like they were part of our own team."

Richard Hobbs
CIO The Royal Mint



"Hitachi Solutions bring the innovation, space and expertise needed to deliver digital transformation at a pace that is needed."

Andy MacDonald
Director of Customer Services,
Aberdeen City Council



"Hitachi Solutions were really good to work with, expertly turning our processes into slick system functionality. Their patience, understanding and "one team" approach to this project facilitated a free-flowing, inclusive environment. Hitachi Solutions' expert technical teams have delivered a great user experience, employing creative thinking to deliver to our often complex requirements."

Daniel Saward
OIA Head of Digital Technology



"DHSC collaborates closely with Hitachi Solutions LTS, emphasising the significance of our enduring partnership characterised by collaborative teamwork and mutual trust. Operating with a framework of high trust and capability, Hitachi Solutions ensures the delivery of quality and excellence to DHSC. Hitachi Solutions should be very proud of their track record in DHSC."

Bryan Rayner
Head of IT Business Systems



"Right from the start, we recognised in Hitachi Solutions a potential partner that would listen to us and really recognise the value of what we were trying to achieve, the lifesaving benefits of what we were trying to build and support."

Alex Duncan
Chief Technology Officer



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