



HITACHI

Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

Change Maturity Assessment
for Cloud Services

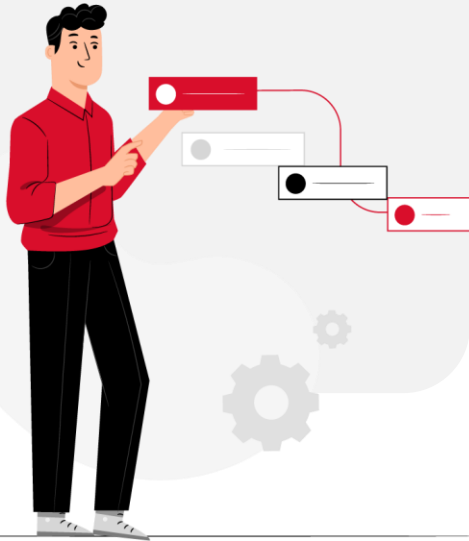
Change Maturity Assessment for Cloud Services

HITACHI

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

Service Description

Assess how ready your organisation is to adopt and operate cloud services. We review change capability across leadership, governance, communications, skills, operating model and service management. You get a clear maturity baseline, key risks and blockers, and a prioritised action roadmap to improve adoption, reduce delivery friction and support assurance.



Service Features

- Change maturity baseline across people, process, technology and information
- Stakeholder interviews and focused workshops to evidence readiness gaps
- Review governance, decision making, and ownership for cloud adoption
- Assess communications approach, messaging, and feedback mechanisms
- Skills and training needs analysis for cloud operating changes
- Operating model assessment: roles, service management, and ways of working
- Change impact assessment for priority services and user groups
- Adoption measures: KPIs, reporting, and continuous improvement loops
- Risk and dependency assessment linked to delivery plans
- Prioritised change roadmap with actions, owners, and sequencing



Service Benefits

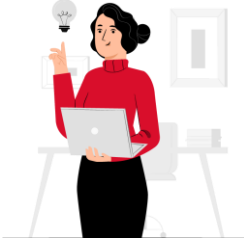
- Reduce adoption risk and resistance across teams and suppliers
- Accelerate time to value from cloud investments
- Improve clarity on ownership, decisions, and governance
- Lower support demand through better training and enablement
- Reduce rework by aligning change activity to delivery plans
- Increase user confidence through clear comms and feedback loops
- Improve service stability during transition to cloud operations
- Strengthen assurance with evidence, measures, and decision records
- Focus effort on highest impact changes first
- Enable sustained benefits, not just technical migration completion



Change Maturity Assessment for Cloud Services

HITACHI

A practical change maturity assessment for cloud programmes



What this service is for

Understand your organisation's readiness to adopt cloud services

Cloud programmes often focus on technology first, while teams struggle with ownership, new ways of working, training, and day-to-day adoption. This service assesses how ready your organisation is to adopt and operate cloud services, so delivery is not slowed by avoidable resistance, confusion, or rework.

We review your change capability across leadership, governance, comms, skills, operating model, and service management. You get a clear baseline and a prioritised set of actions to strengthen adoption and protect service outcomes.

Key outcomes: Clear maturity baseline | Prioritised change roadmap | Reduced adoption risk | Shared ownership and governance | Evidence ready for assurance



Why this service is useful

Turn cloud plans into sustained business change

A cloud move can look “done” on paper while teams still rely on old processes, work around controls, or avoid new tools. This creates rising support demand, inconsistent service performance, and benefits that never land.

This assessment helps you target the few change actions that unblock delivery and improve take-up. It supports decision-making, aligns stakeholders on roles and expectations, and gives assurance-friendly evidence to proceed with confidence.

Common triggers: Migration stalling | Low adoption of new tools | Conflicting processes across teams | Unclear business ownership | High incident and support demand | Assurance or audit concerns



Why this service is different

Evidence-led, decision-ready, and grounded in real delivery constraints

We focus on what slows teams down in practice: unclear decisions, weak ownership, inconsistent comms, and training that does not match user needs. Findings are backed by evidence from artefacts, interviews, and observed ways of working, not generic maturity statements.

Outputs are designed to be usable in governance and service assessments, including clear actions, owners, and measures. Where required, we align recommendations to your delivery phases so change activity supports the cloud roadmap rather than competing with it.

Differentiators: Evidence-led assessment | Decision-ready actions | User and stakeholder lens | Audit-friendly artefacts | Linked to delivery plan

Our Methodology

Pre-Engagement
Week 0

Workshop Execution
Weeks 1 - 2

Write up and Playback
Week 3 - 4



Phase 1: Assess your change capability

Initial Self-Assessment

This stage involves evaluating the current maturity level of the organization, the purpose being to gather baseline data that will inform the subsequent stages of the project.

Maturity Baseline: Identify mature areas and those needing development.

Gap Analysis: Define gaps between current capabilities and desired outcomes.

Initial Insights: Establish a foundation to inform further analysis and planning.



Phase 2: Maturity Deep Dive

Stakeholder Mapping and Interviews

This stage focuses on identifying and engaging key stakeholders who will be impacted by or have an influence on the project. The purpose is to understand their perspectives, concerns and expectations.

Business Readiness & Adoption Workshop(s)

These workshops aim to prepare the organization for the upcoming changes by assessing its readiness and planning for adoption. The purpose is to ensure that the organization is equipped to handle the changes and that employees are ready to adopt new processes and technologies.



Phase 3: Results & Roadmap

Maturity Assessment Results and Adoption Roadmap

Analysis of the outcomes from the previous stage and incorporated into a maturity assessment report.

Based on the outcomes we produce a detailed roadmap with milestones and tailored strategy for achieving the desired future state from a people perspective.

High level readiness assessment



Evaluate Organisational Maturity



Stakeholder Engagement



Assessment of Focus Areas



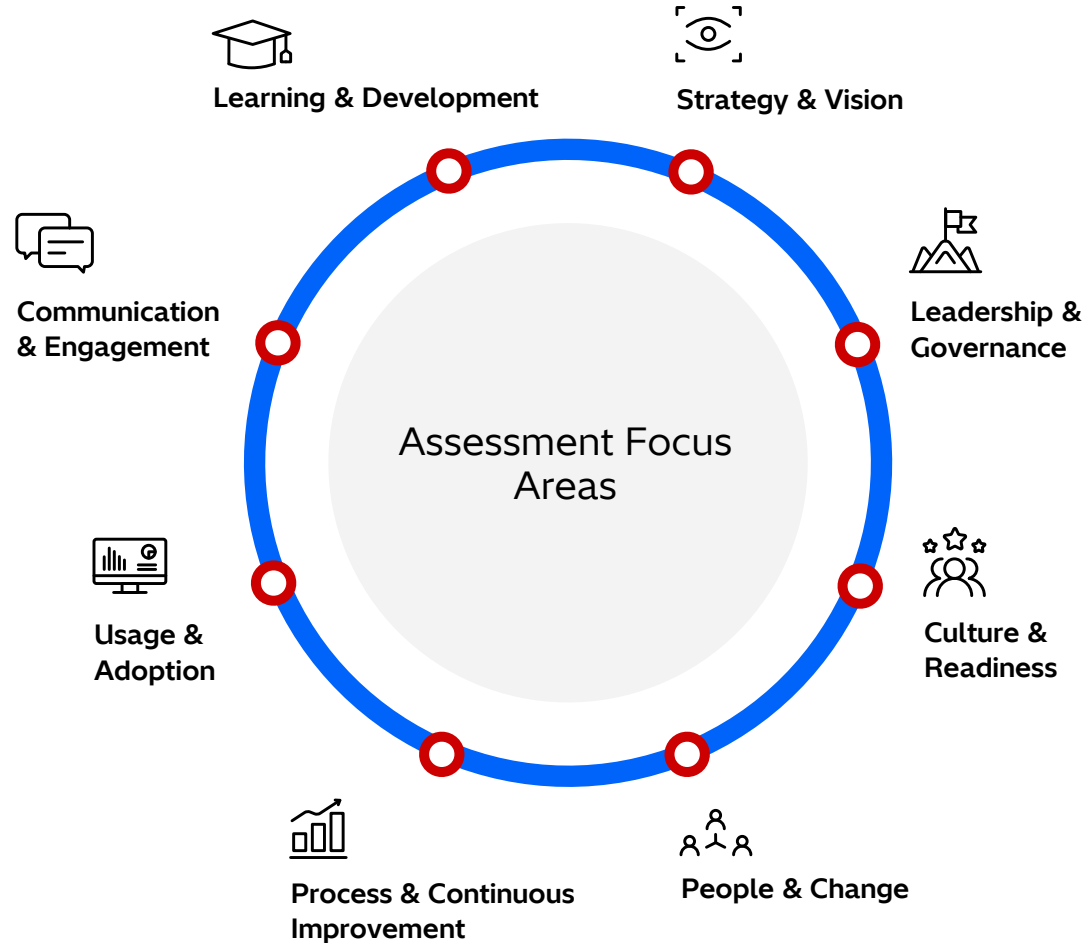
Develop a Tailored Strategy and Roadmap



Client Playback and next steps

Phase 1 Assess

Establishing your baseline



We focus on 8 key areas that are essential for driving successful change and adoption.

Through this assessment, we can provide you with a snapshot of your organisation's readiness for change and identify key focus areas for moving forward.

Levels of maturity

Adhoc

There is no formal process in place for managing change.

Developing

Processes and practices for managing change are informal and efforts are primarily reactive.

Defined

Change management processes are documented but still evolving and inconsistent across the organisation.

Managed

Formal and consistent change management processes exist and are integrated into the organisations culture and operations.

Optimised

Change management processes are highly mature and are continuously refined based on lessons learned.

Phase 1

Assessment Output; example

Through a structured evaluation of key areas, we provide a clear snapshot of your organisation's readiness for change and adoption. By understanding where you stand today, we can develop a roadmap that drives successful and sustainable solutions.

Maturity Snapshot



Leadership, Strategy & Vision: 4 (Managed)

Your leadership has a strong vision and strategic alignment. The focus should be on maintaining this momentum and ensuring that other areas are brought up to the same level.



People & Change: 2 (Developing)

There is limited readiness among your people and change management processes are not yet fully established. More effort is needed to engage employees and build a structured change management approach.



Stakeholder Engagement: 3 (Defined)

Stakeholder engagement is at an emerging level. While some stakeholders are involved, a more comprehensive approach is needed to ensure full buy-in and participation across the organisation.

Phase 2

Maturity Deep Dive to understand

After the initial maturity assessment, we move into a more detailed analysis to better understand your organisation’s unique challenges and opportunities for adoption.

ACTIVITIES

DELIVERABLES



Stakeholder Mapping

Assess impacted & influential audiences. Identify collaboration opportunities.



Stakeholder Interviews

Interview stakeholders (senior, programme & customer) regarding historic management of change.



High-Level Change Impact Assessment

Outline key impacts expected on people, process and technology.



Business Readiness & Adoption Workshop(s)

Gain insight on maturity of internal capability. Understand strategy & appropriate mitigation activities.



Stakeholder Map

Outline of likely stakeholders/audience to be impacted, or influential to the change.



High-Level Change Impact Summary

Details of expected Change Impacts and mitigation to address impacts on impacted audiences.

Adoption Strategy and Roadmap for Change

Summary of assessment, Adoption strategy & recommendations.

Phase 3

Results and Roadmap



Maturity Assessment Report and Recommendations

- ② **Findings compilation:** Gather all data and insights from the Maturity Deep Dive deliverables.
- ② **Results analysis:** Conduct a thorough analysis to identify patterns, gaps and areas for improvement.
- ② **Draft Report:** Create a comprehensive report detailing the findings, including visual aids like charts and graphs for clarity.
- ② **Recommendations:** Based on the analysis, provide actionable recommendations to address identified gaps and enhance maturity levels.



Playback and next steps

- ② **Playback meeting:** Present the findings to all relevant stakeholders. Facilitate a discussion to gather feedback, address concerns and answer any questions.
- ② **Action plan:** Outline the immediate next steps based on the feedback received, ensuring alignment with stakeholders' expectations.



Tailored Strategy and Roadmap

- ② **Objectives definition:** Clearly define the strategic objectives based on the assessment findings and stakeholder feedback.
- ② **Strategy development:** Create a tailored strategy that addresses the specific needs and goals identified during the assessment.
- ② **Roadmap creation:** Develop a detailed roadmap outlining the steps, timelines and resources required to implement the strategy.
- ② **Responsibilities assignment:** Identify and assign roles and responsibilities to ensure accountability and effective execution.

The Hitachi logo is displayed in a bold, white, sans-serif font in the upper 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

HITACHI

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

HITACHI

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

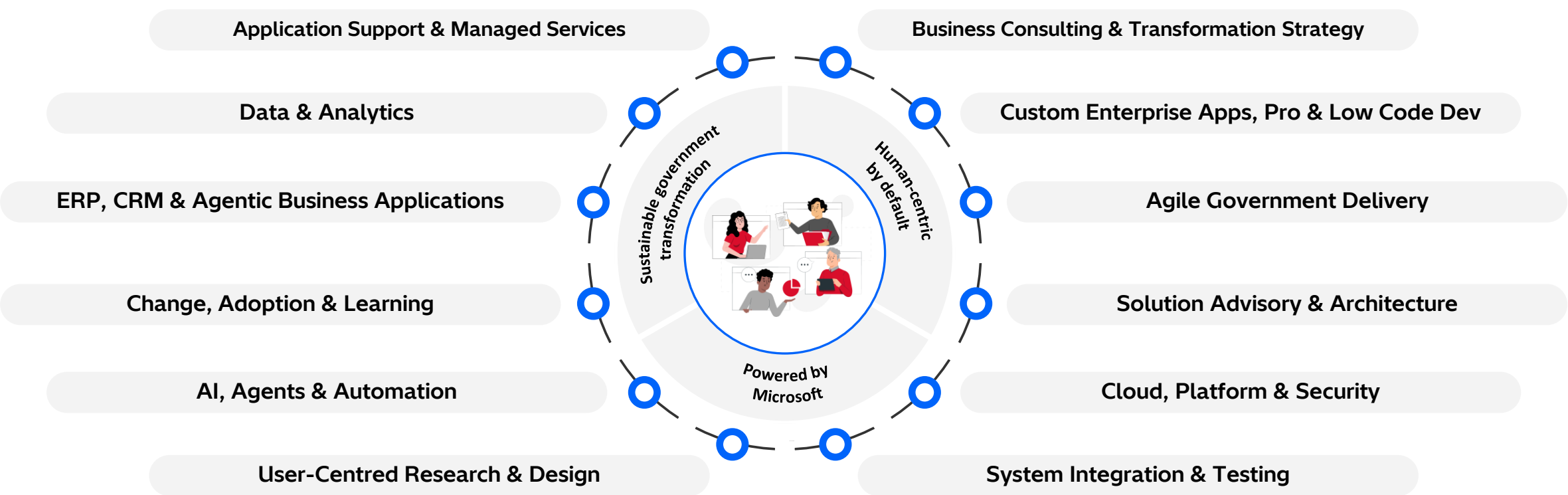
ISO-certified across Quality, Environment, Service,
Business Continuity, Information Security, and
Privacy Management

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

Our Services and Expertise

HITACHI

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



Our Clients

HITACHI



"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



Centre for Environment
Fisheries & Aquaculture
Science



Department
for Environment
Food & Rural Affairs



Valuation Office
Agency



HM Revenue
& Customs



Rural Payments
Agency



City of Westminster



Homes
England



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA



UK Export
Finance



Forestry and
Land Scotland
Coilltearachd agus
Fearann Alba

Contact Us

UK

110 Bishopsgate,
23rd floor

EC2N 4AY London

enquiries@hitachisolutions.com

+44 (0)204 526 8510



hitachi-solutions.co.uk



hitachi-solutions-europe