



Architecture Strategy Services for Digital Transformation

Contracting body

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Service Definition Overview

An Enterprise Architecture and IT Service Strategy is critical to any IT-enabled change programme or digital transformation. Make explicit the links between business, technical and service elements, and ensures that coherent, repeatable and best-value solutions are linked to your business objectives.

Why CGI?

CGI has a wealth of experience providing Architecture services to an array of UK Government and Wider Public Sector clients. Our skilled architects form integral parts teams dedicated to supporting Digital Transformation for clients. In our role as a System Integrator, they are accustomed to working through the consultancy and design phases, through implementation and ultimately into support. This end-to-end experience ensures architecture remains a key focus through a project's lifecycle.

We use CGI's proven Responsive, Collaborative and Digital Architecture (RCDA) as a framework to support strategic enterprise architecture decisions. RCDA is used across public and private sector clients and is fully accredited within The Open Group Architectural Framework (TOGAF), helping us to make informed, benchmarked decisions that incorporate global industry best practice. RCDA enables us to propose suitable solution designs that align with Buyer's strategic needs, reflecting managed risks and a structured approach to supporting and documenting decisions as the context changes throughout a service lifecycle.

1. Service Description

The CGI 'Architecture Strategy Services for Digital Transformation' is a consultancy service to review and improve alignment of internal investments with a robust roadmap of business and IT change initiatives that will deliver meaningful benefits in a predictable manner. It covers the following key areas:

- Architecture Information and Management Strategy
- Digital Transformation 'Big Picture' Phase alignment
- Architectural Landscape Roadmaps
- Maturity and Feasibility Assessments
- Business Service Strategy and architecture
- Solution Architecture and service deployment design
- Architecture Governance and Guiding Principles
- Disruptive and Emerging Technology Strategies (Cloud, IoT, AI/ML)
- Domain-based strategies (Digital/Business, Information, Applications, Technology, Security)
- Innovation Accelerator Discovery process.

1.1. The Challenge

In our experience, many organisations are faced with the need of becoming more efficient and improve services. The typical processes of optimisation are disrupted by frequent changes either by mergers or disaggregation, market forces or legislative change.

While over 90% of the 1,695 executives interviewed for the 'CGI Voice of Our Clients' say they have a digital strategy, only 25% feel they are achieving expected results. Challenges include technology proliferation, fragmented application portfolios, disjointed data stores, and legacy drag. All too frequently, the overwhelming size and complexity of the information landscape and the underlying information systems, inhibit or completely block change. We see adoption of agile practices without the appropriate forward vision and guidance, resulting in projects, particularly larger programmes, that lose their way and fail to implement services that deliver value to their stakeholders.

While facing pressures to cut costs and yet still addressing citizens' needs for more accessible and responsive communications means that Public Sector organisations, across central and local government (health, education, transport, home affairs, housing, social care, defence and international development), the best solution is to exploit properly designed and implemented Digital services. Technology solutions that enable Public Sector organisations to successfully adjust to the new digital world and seize the opportunity to manage devices, applications and data, in smart, secure and affordable ways that are also sustainable over periods of foreseeable change.

The CGI 'Architecture Strategy Services for Digital Transformation' service helps organisations steer investment in transformation of Digital Services to align with their operational needs to meet current and future demands, enabling change rather than blocking it.

1.2. Service Overview

Digital capabilities lie at the heart of an organisation's ability to translate business strategy into service design and implementation. Digital Transformations need to avoid technology proliferation, fragmented application portfolios, disjointed data stores, and legacy drag, in order to realise the value propositions they promise. This requires a strategic approach to provide technology consolidation, coherent application portfolios, integrated information repositories and effective lifecycle management of legacy estates.

The CGI 'Architecture Strategy Services for Digital Transformation' provides this strategic design guidance. It does this by basing the architecture strategy on the value drivers and business imperatives of the organisation so that transformation is focussed on delivering benefit to the business:

- It assesses the current operating models, application landscapes and maturity of processes to identify the starting point for the transformation roadmap.

- It looks at opportunities presented by evolving technologies such as Generative AI, RPA, Storage as a Service, IoT, Hybrid and Multi-Cloud, and how these could be applied to advantage in defining targets to address the value drivers and business imperatives.
- It uses reference architectures and maturity assessments to highlight areas for transformation, value drivers and business imperatives to determine the priorities for action for and identifies dependencies to ensure the sequencing of activities is deliverable.
- It selects the best industry proven techniques and tools to guide and govern the architecture and design of the digital services to ensure the transformation takes the right path align through the roadmap to deliver the target outcomes.

Any strategy that relies on underpinning technical capabilities must, therefore, be translated into a high-level technical strategy, so creating an auditable link between the business strategy and its execution by the project/supplier community. The CGI approach is to architect services to user-centred needs, supporting open standards and aligned to the UK Government's Digital by Default strategy, GOV.UK Design System and the Scottish Approach to Service Design.

Our Architecture Strategy provides the direction for individual decisions on programmes and projects to implement services that interact with each other and existing application to delivery stakeholder value in alignment with the business's broader objectives.



Figure 1 CGI Architecture Strategy Approach

In today's increasingly decentralised organisation, where high value (appropriately) is often placed on individual creativity and agile sprint contributions, everyone makes decisions as part of their day-to-day activities with outcomes that can affect the organisation's strategy. Without a strategy to guide architectural design decisions, these decisions are likely to conflict internally, so that the whole does not add up to the sum of its parts, resulting in extra costs and delays.

Our Architecture Strategy provides the basis for coordinated planning and scheduling of activities to take place, with all the individual technical decisions being aligned to a common vision, business case and strategic direction. It provides focus, leverage, and concentration of energy, powering the technology capabilities or features which are essential to the execution of the digitally transformation to fulfil the objectives of the business strategy. It focuses on the capabilities required by the organisation and in so doing illustrates all linkages, duplication or common areas (business, process or technologies) where projects can align. CGI offers a comprehensive, scalable range of consultancy, design, delivery and training/knowledge transfer services that will adapt to meet your organisation's needs and circumstances.

This Service complements CGI's 'Agile Architecture Services for Digital Delivery ' that is also available on G-Cloud.

1.3. Service Delivery and Approach

Whether your organisation requires a strategic architect for a day, a specialised domain/assurance architect for a week or a team of consultants for a year or more, the CGI 'Architecture Strategy Services for Digital Transformation' is tailored to meet your unique requirements. Our consultants apply our rigorous, methodical and structured 'Innovation Accelerator' approach to Digital Transformation. We align to the Government's Digital by Default strategy through the use of interoperable standards such as TOGAF, SAFe, IT4IT and SABSA alongside our own in-house enablement frameworks to provide a clear journey from the as-is to the to-be and other intermediate states.

For service design and solutioning we apply the appropriate elements of RCDA Responsive, Collaborative Digital Architecture. This is CGI's agile architecture approach, which emphasises the importance of risk and cost in decision making and enables organisations to quickly respond to continuous change in today's digital world. It is recognised in The Open Group Certified Architect programme.

We ensure application of relevant industry best practice such as use of Cloud Adoption and Well Architected Frameworks.

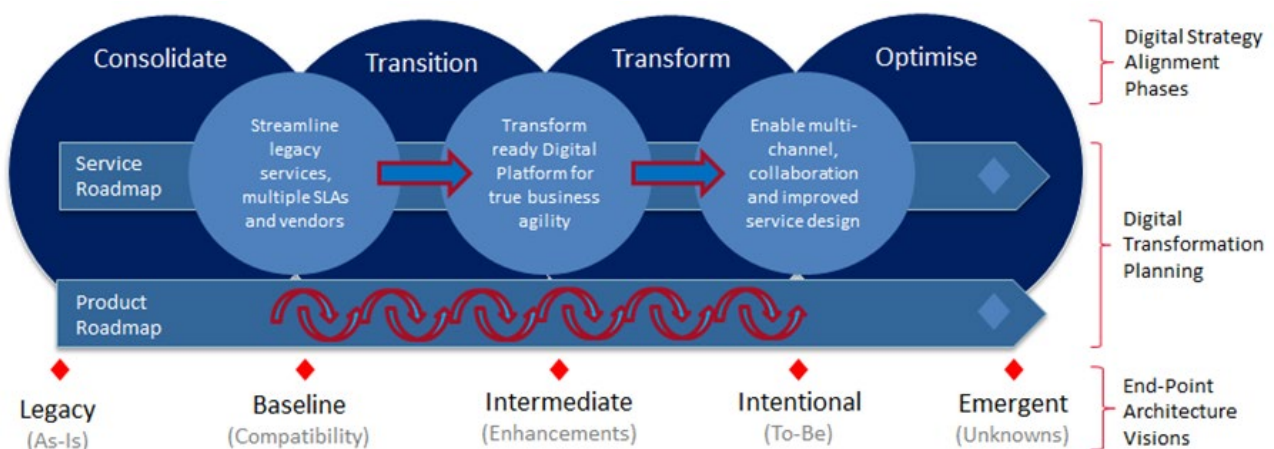


Figure 2 CGI Digital Transformation approach

The CGI 'Architecture Strategy Services for Digital Transformation' is designed to give your organisation full access to the right blend of expert skills for the length of time your organisation requires to meet its objectives, while we remain responsible for their pay and professional development.

Service Benefits

Employing the 'Architecture Strategy Services for Digital Transformation' enables organisations to:

- Identify the best commercial models and define their change business case with end-point visions.
- Conduct complete feasibility gap analysis and technology market assessments on the readiness of the organisation to support strategic vision options.
- Define and plan progressive introductions of newly proposed services and enhancements of existing solutions to extend life, increase investment returns and take advantage of opportunities presented by advances in technology.
- Develop strategic roadmaps that elaborate the intentional/emergent architectures, or transition changes that will need to take place, clearly articulating, identifying and aligning business drivers to the benefits that will be realised.
- Define a road map for the future of legacy systems, based on assessment of the immediate and longer-term costs, risks and business values of these systems, and plan progressive and iterative activities to support, enhance or phase out legacy systems accordingly and in alignment with the objectives of the digital strategy.

1.4. Functional

CGI's Consultants lead the design, development and implementation in support of large-scale enterprise service implementations/enterprise software solutions. They have broad Digital and Cloud experience in commercial and public sectors. This Service can call upon business SMEs, security specialists, data architects, infrastructure/cloud architects and technology-specific specialists to meet your organisation's needs. Our architecture consultants have wide-ranging experience of standards, architectural methods and technologies in use across Public and Private Sectors. They are experienced in adapting techniques and methods to the specific needs of each organisation, aligning with their existing standards and good practices and identifying which standards and tools to bring in to enhance existing practices to keep up with evolving regulatory requirements and to meet the demands of their Digital Transformation.

Our consultants work with you, integrating with your team and your preferred internal methods and standards. We make full use of the extensive body of material and knowledge that CGI has developed in architectural engagements across multiple industry sectors with clients all over the globe. If you require training or long-term support and coaching in any of these areas, we can also provide consultants with experience in training and knowledge transfer to reach your required level of knowledge, understanding and experience. Here are two examples where small teams fulfilled our client's requirements.

1.5. Example 1 - A UK Health Board

Problem - A health board needed the development of a new vision, strategy and target operating model for a truly integrated person-centred health and care service, and asked CGI to support them in defining an exemplar for integrated health and care delivery across the region.

Engagement profile - CGI provided a team of four architects and three business transformation consultants. Within eight weeks they delivered:

- A Programme Delivery Roadmap identifying the highest value opportunities for the health board, based on analysis of enterprise value trees and associated major financial levers., with a high-level benefits case and supporting value propositions for a Digital Transformation Programme.
- A top-level Programme of work to deliver these value propositions, aligned with priority criteria for sequencing value propositions, as agreed with key stakeholders.
- A Digital Architecture Blueprint for the Digital Transformation, defining the target architecture required to realise the value propositions, supported by a set of three architecture Options Papers for
 - Implementing a Regional Data Fabric
 - Enabling Citizen Engagement and Multi-Disciplinary Team Collaboration
 - Providing a Digital Operations and Co-ordination Centre.
- Each options paper provided a market overview and outline estimate for implementation of each potential option.
- An Applications Portfolio Analysis cataloguing the current applications estate, with review of the portfolio giving options for consolidation and rationalisation of the health board's application estate as part of the transformation programme.

The roadmap gave the health board a strategy and high-level plan for digital transformation to deliver their vision of improved qualitative and quantitative outcomes for the health board and its partners. The blueprint enabled the health board to plan the implementation of the digital architecture needed to enact the digital services delivering the value propositions.

1.6. Example 2 - A Financial Services Company

Problem - A financial services company engaged CGI to review its business and IT strategies. It was agreed to develop a Strategic Architecture model in order to provide a basis for the analysis of different courses of action at the strategic level.

Engagement profile - The engagement lasted 20 weeks. CGI provided a small team consisting of:

- A part-time change management consultant

- A full-time project manager
- A full-time enterprise architect
- A part-time business domain expert
- A part-time data model specialist.

The team provided:

- A comprehensive description of the as-is business processes, information systems, data models, client services and channels
- A decision process to choose the best way ahead for different parts of the architecture, including a new mobile channel and addressing issues with legacy database technologies
- A to-be model of the business addressing processes, systems, data models, client services and channels
- A market health analysis for a particularly critical business application
- A brief to the management board that compared different courses of action from the perspectives of cost, risk and time to achieve benefits.

As a result of the information provided by CGI, the management board was able to choose a course of action that balanced their business ambition against the costs and risks associated with changes to the IT estate.

1.7. Example 3 - Space, Defence and Intelligence

Space, Defence and Intelligence Enterprise Architecture Service:

Problem

A UK Defence organisation engaged CGI to provide Enterprise Architecture and Architecture Assurance services to a Digital Authority responsible for assuring information capability across a complex service domain. The organisation needed a Digital Service Blueprint to enable consistent, repeatable, standards-aligned architectural analysis and assurance of operational change, aligned to Defence and NATO requirements and supporting Integrated Future Forces.

The Digital Authority faced challenges in demonstrating end-to-end coherence between operational intent, Mission Threads, information exchanges, and the digital and technical services that enabled them. Existing architecture artefacts were fragmented, lacked traceability, and were insufficient to underpin assurance activity, investment decisions, or interoperability assessments across platforms and partners.

CGI applied Mission Engineering principles to baseline priority Mission Threads and implement a standards-aligned EA approach, clarifying how information flows, systems and technical capabilities collectively supported operational outcomes.

Engagement profile

Over a 24-week engagement, CGI mobilised a small multi-disciplinary team including TOGAF aligned Enterprise Architects, Defence domain specialists, transformation consultants, and a part-time engagement manager.

Key deliverables included:

A Defence-tailored Architecture Development Method, aligned to TOGAF and incorporating NAF v4 viewpoints and governance that adapts to Agile, SAFe or traditional system acquisition methods

Standards-based ArchiMate v3 models to improve consistency, reuse and interoperability

A Digital Service Blueprint defining tools, modelling standards, governance processes and assurance touchpoints

Initial segment architectures for priority Mission Threads, capturing operational activities, information exchanges, application services and underpinning infrastructure

A baselined architecture repository providing traceability from missions through information capability to enabling services

The engagement was subsequently extended to develop additional Mission Thread views, provide architecture assurance and impact assessments, roadmaps and recommendations and enable reuse of architectural assets across related Defence programmes.

Outcomes and benefits

CGI's work provided the Digital Authority with a clear, assured architectural baseline and a practical blueprint with capability roadmaps for ongoing delivery. Benefits included:

Improved coherence and traceability between missions, information exchanges and enabling digital services

Stronger assurance and interoperability evidence aligned to TOGAF, ArchiMate v3 and NAF v4

Better-informed decision-making through clearer visibility of dependencies, risks and investment trade-offs

A scalable, reusable blueprint to support future Defence digital and information transformation initiatives

This enabled the Defence organisation to make informed, risk-balanced decisions while improving confidence that digital and information services would continue to support operational effectiveness in a complex and evolving environment.

2. Onboarding and Offboarding

2.1. On-boarding

CGI has proven and effective on and off-boarding skills, tools and methodologies. CGI's Client Partnership Management Framework (CPMF) covers every aspect of our managed IT services engagements, including service offerings, contract negotiations and service delivery, and makes use of the best processes and tools available. CPMF processes incorporate the industry's best standards and practices (such as ITIL®, PMI®, PMBOK®, ISO-12207, ISO-9001, ISO 27002, IEEE-1074, SEI-CMMI and COBIT), which support our full range of service delivery offerings, including transition and transformation.

For example, we have successfully on-boarded and transitioned numerous Public Sector clients onto Cloud infrastructures and services. CGI has a dedicated team of managers who specialise in transition and who bring to bear considerable previous experience in this area. We apply our standard transition methodology which has been used in all service on- and off-boarding's within CGI for many years. The transition process is flexible and used on-boarding any scale of engagement from short consultancy engagements through multi-team delivery programmes to long term support for large organisations.

The approach taken by CGI is to understand the client's requirements and make the transition phase specific to the needs of the client whilst leveraging the experience, lessons learnt and methodology from many years of transition experience.

2.2. Off-boarding

Service Off boarding is instigated by a client request or after expiration of the service agreement. Deletion of any virtual machine image and data will occur in line with the service agreement. Any required data will be made available using appropriate media, in line with the data security classification. Pricing of this service is dependent on requirements; please contact CGI for details. After client notification that data has been successfully recovered, CGI will purge and destroy client data from any compute or storage device/media that remains part of CGI's estate.

3. Security

CGI uses our Management Foundation including our Integrated Management System (IMS) for information assurance. These IMS processes are independently certified to BS/EN/ISO 9001.

CGI is committed to retaining our current range of UK-based certifications and will extend these to meet client expectations as required.

The CGI Management Foundation design allows incorporation of best practice from across all of our Public Sector and Commercial engagements.

Our accreditations include:

- ISO9001 and ISO20000
- ISO/IEC 27001:2013 Audit and Certification SSAE 16/ISAE 3402 Attestation
- ISO/IEC 22301:2012
- E.U. Data Protection Directive - (95/46/EC).

All information is held at the appropriate security level for the service.

4. Service Pricing and Terms and Conditions

4.1. Pricing

Please refer to the G-Cloud 15 portal for the rates available.

4.2. Terms and Conditions

Please refer to the associated Terms and Conditions Document relevant for this Service including termination by the Buyer or Supplier.

5. Further information

For more information about this or any of our G-Cloud services, please contact us:

Phone: +44 0845 070 7765. Ask to speak to the G-Cloud team.

Email: uk.gen.ccsframeworks@cgi.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.

We will prepare a quotation for you. Once the quotation is agreed upon, we will issue you the necessary documentation (as required by the G-Cloud Framework) and ask you to provide us with a purchase order.

Once we have received your purchase order, the services will be configured to the requirements agreed with invoices issued to you for the services procured. On a monthly basis, we will also complete the mandated management information reports to Government Procurement.

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This proposal is subject to contract and shall not be binding unless and until execution by CGI and Contracting body of a final agreement to the proposal, containing the terms and conditions that will govern the relationship between the parties. Any final agreement is conditional (inter alia) upon due diligence and customary business investigations by CGI. The results of such due diligence and/or investigations may impact upon content of this proposal, including the business structure, business terms and financial arrangements.

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The information in this proposal is submitted on 30 Jan 2026 - Issue 1.0 on behalf of CGI by the following authorised representative:

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