



G-Cloud 15 Service Definition

Agile Consulting and Agile Coaching
for Cloud Services
Lot 3 Cloud Support

21/01/2026



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Introduction

Triad Company Overview

For over 35 years, the UK public sector has been trusting Triad to define, design and deliver digital solutions. From the start of the “as a Service” model, we have encouraged and supported deployment to the cloud. We have established a strong track record across Central Government, Local Government, the Health sector and Policing. Our customers include the Office for Product Safety and Standards (OPSS), the Foreign, Commonwealth and Development Office (FCDO), Met Office, Medicines and Healthcare products Regulatory Agency (MHRA), Cabinet Office, Ofgem, the Ministry of Justice (MOJ), the Home Office, the Department for Energy Security and Net Zero (DESNZ), and the Department for Transport (DfT).

Early adopters of Agile, Triad has extensive experience of the Government Digital Services (GDS)’s Service Design Manual, Design Principles and Digital Service Standard. We consistently support our customers to deliver cloud solutions on time and within budget, demonstrating excellent user engagement, high quality and speed of delivery.

Value Proposition

Although Agile ways of working and cloud-based information technology environments are both well-established, many organisations are still new to either or both.

Agile project management and Agile software engineering are different from traditional approaches - different in terminology, best practice, models and behaviour. To implement and embed Agile in any organisation requires commitment, education and cultural change.

Triad has been supporting public sector organisations to build their Agile capability for over a decade. Our clients achieve:

- Excellent stakeholder and user engagement
- High quality deliverables
- Sustainable, predictable velocity
- Wide service adoption
- Hands-on, practical experience of an Agile delivery approach.

With these achievements, our clients realise value through:

- Increased citizen satisfaction
- Enhanced reputation
- Higher productivity
- Improved budget control.

To do this, Triad consultants and experts from Triad's Communities of Professional Practice assess Agile maturity levels and design suitable consultancy and coaching activities. It is always our intention to build your self-sufficiency and reduce your reliance on us, although we are always here if and when you need us.

Our customers tell us they value our high integrity, accountability and openness. They highlight that we "go the extra mile", working in their best interest and being their critical friend.

What the Service Provides

With G-Cloud Agile Consulting and Agile Coaching for Cloud Services, you can engage Triad to help you build your Agile capability in the following typical scenarios:

- You are starting on your first Agile cloud project and need to educate and upskill a complete team
- You have some experience but are finding specific challenges with aspects of Agile working
- You have new team members or specific individuals that require targeted support
- You have a well-established Agile capability and want to align with best practice and/or need to incorporate more traditional management and reporting structures.

If you recognise one of these situations or have a variation or combination of the scenarios above, let us know and we can work out a way to improve your Agile maturity.

Overview of the G-Cloud Service

This G-Cloud service is flexible and scalable to suit your situation. You may engage us purely in an Agile consultancy and coaching capacity or you may engage us to deliver an Agile cloud service where we need to provide consultancy and coaching in Agile ways of working as a critical success factor.

In either scenario, we will start by running our Agile Maturity Assessment. The outcome of the assessment informs the design of an appropriate consultancy and coaching programme. We will cater for different types of people (stakeholders, users, Agile practitioners, technical and non-technical) and their different levels of skill and experience.

Activities we include in our programmes are:

- Executive briefings
- Formal knowledge transfer sessions
- Planning project-specific Agile methods and techniques
- Sharing best practice templates
- Demonstrations of best practice
- Peer reviews

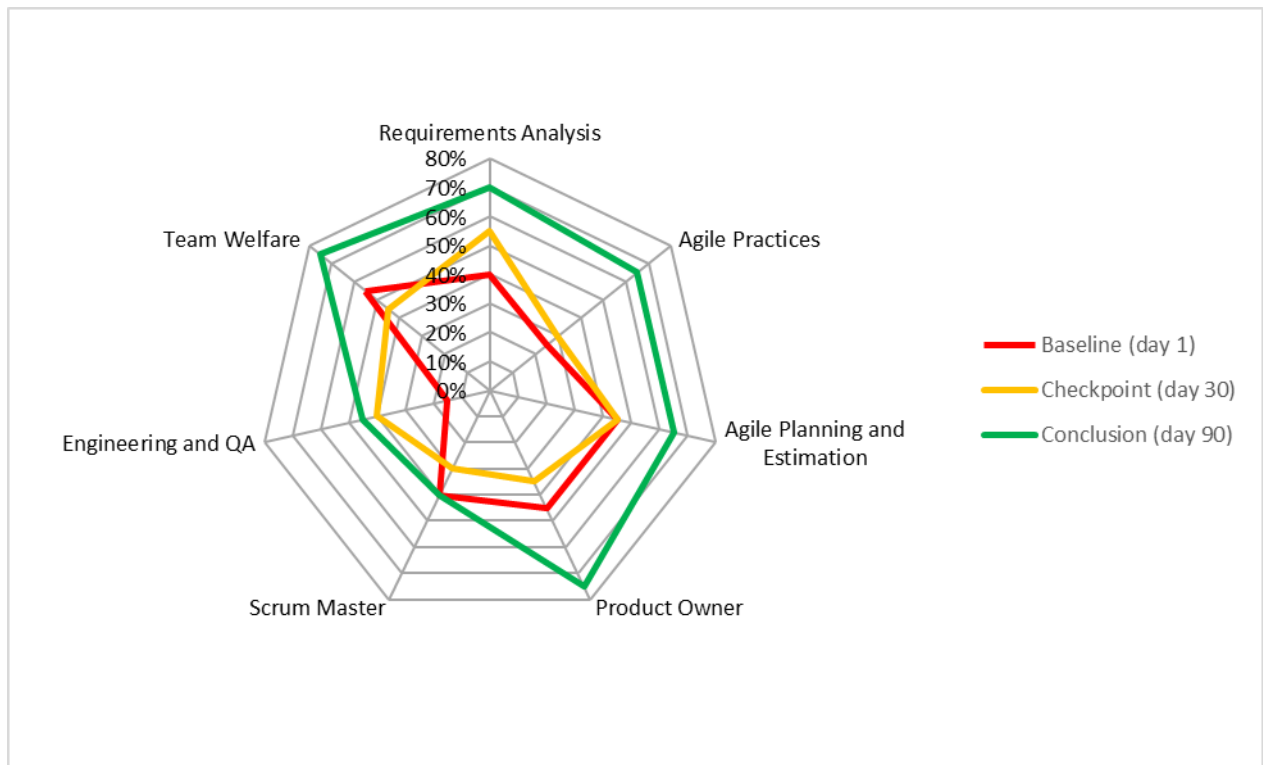
- One-to-one support.

In Section 2, we provide further detail about these activities.

The Service in Detail

Agile Maturity Assessment

Our Agile Maturity Assessment is a key tool at the Triad Professional Academy. We use it to measure 'as is' capability in organisations and individuals and to identify skill and knowledge gaps. The diagram below shows a typical 'radar chart' outcome of the assessment:



*Figure 1: Sample radar chart showing organisational capability over three months
We work with each customer to agree the desired skill level to be reached in a period*

The benefits of the Agile Maturity Assessment are that it provides:

- A rapid assessment of the state of play across all aspects of an organisation's delivery capability
- Individual capability assessment
- An incremental visualisation to highlight areas of strength and candidate areas for improvement
- A means of recording feedback and suggestions for improvement for all observations made within each capability assessment
- A way of showing team and individual progress over time.

We regularly enhance our assessment model to reflect new learnings and approaches based on the insight we gather from working in different market sectors. This means our customers benefit from the most up-to-date theory and best practice around Agile.

Having completed the Agile Maturity Assessment, we work with you to define what success will look like. We use Triad Competency Matrices to agree the level of capability we are aiming for and design a 'to be' capability profile that will inform the consultancy and coaching programme. The Competency Matrices cover all Government Digital and Data (GDaD, formerly DDaT) roles at all levels.

Consulting and coaching techniques

Executive briefings

Transforming an organisation to truly Agile ways of working involves a cultural shift. Behaviours, organisational structures, methods, processes and technology will all be affected if Agile is to become deeply embedded. This requires executive understanding and commitment to change.

Triad's senior staff run our executive-level Agile briefing workshop to explain:

- The fundamentals of Agile
- How to build an Agile organisation
- How to formulate a business case including investment and return.

If you have already started on an Agile journey and want to take the next steps, we will tailor our workshops to your 'as is' Agile Maturity Assessment results with a roadmap and implementation plan based on the agreed 'to be' model.

Formal knowledge transfer sessions

We design workshop-style knowledge transfer sessions appropriate to the roles and maturity levels of:

- Stakeholders including project sponsors, Product and Service Owners
- Agile practitioners including all GDaD roles
- Internal and external service users.

During these sessions, we introduce Agile terminology, concepts, methods and techniques. We slant the workshop to the perspective of the role type, so they understand how they will use, participate in and/or be impacted. We typically include games and interactive exercises to consolidate theory.

These sessions are most effective when run in conjunction with a live project. They can also be used independently, for example as part of an induction process.

Planning project-specific Agile methods and techniques

If you are starting a new programme or project and struggling to understand the best Agile method(s) and techniques to use, or you find your chosen approach is not working, we can help. Our intimate knowledge of Scrum, Kanban, SAFe and LeSS, combined with experience of which work best in which circumstances, means we can guide you to set up optimum team structures and ways of working.

Sharing best practice templates

The Triad Professional Academy has developed a series of best practice materials to support Agile ways of working. These include checklists and templates to support the most popular methods, techniques and approaches to governance and reporting.

Demonstrations of best practice

Whether you engage Triad to deliver an Agile digital service or to advise on improving Agile capability, we will use live projects and Agile events to demonstrate best practice. This may involve us planning projects, setting agendas, running events and/or attending as observers and providing feedback. We support projects using Scrum, Kanban, SAFe and LeSS at all stages of the Agile lifecycle.

The diagram below shows a typical GDS Scrum Approach with the relevant Agile events:

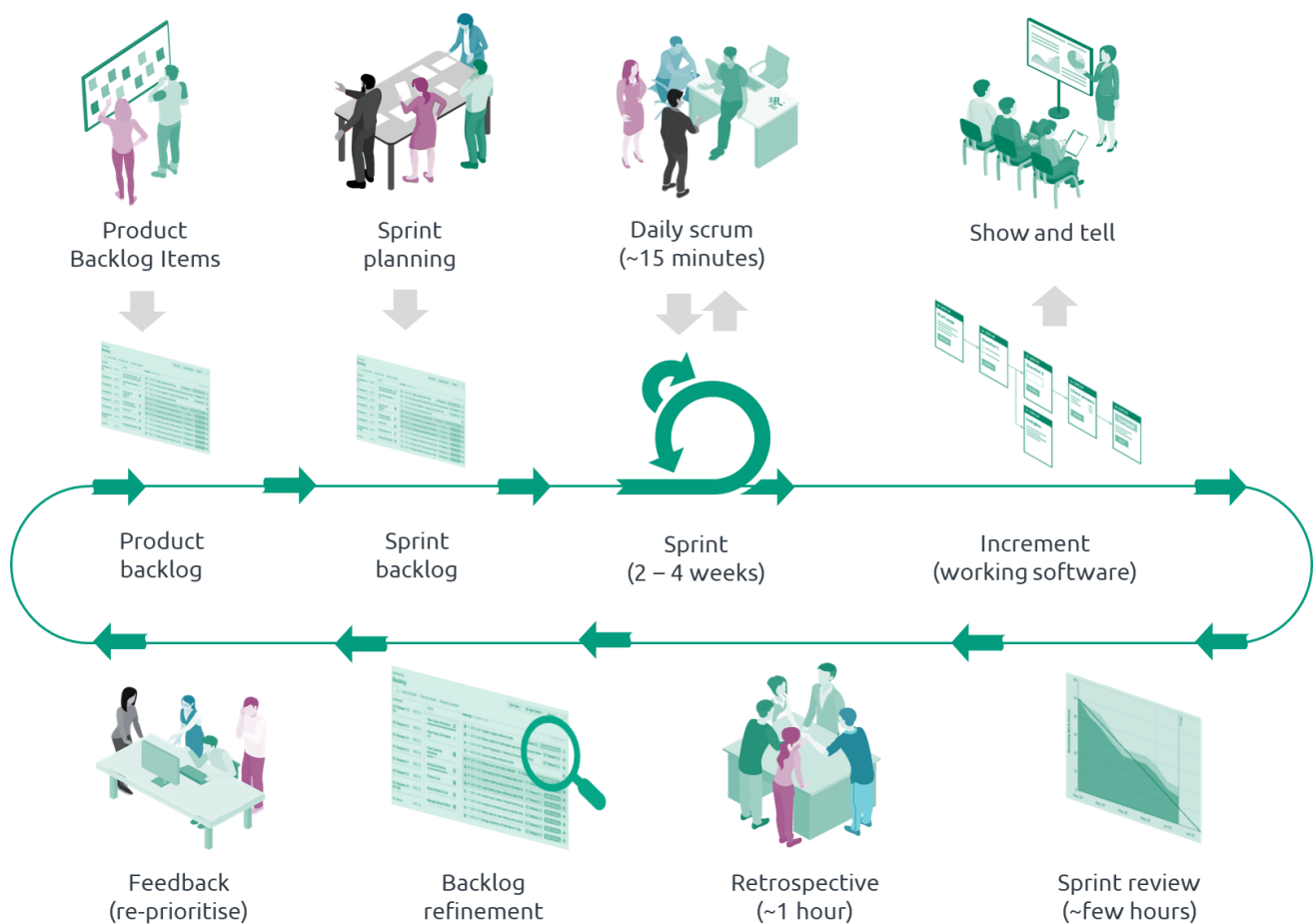


Figure 2: GDS Scrum Approach

Triad can improve the quality of every Agile event by applying experience and best practice to the individual event and the overall Agile approach

Peer reviews

Peer reviewing is a common Agile technique. We can introduce and undertake independent peer reviews of any Agile deliverable.

Additionally, we can support pair-programming to give an extra boost to your Agile development skills.

One-to-one support

One-to-one support is best targeted at individuals once you have an Agile programme or project underway. By shadowing your team, we can assess areas for focused development, provide ad hoc support or make recommendations to enhance your working practices with Agile approaches.

Collaboration tools

To create an effective learning environment, we use collaboration tools including Confluence, JIRA, Slack, Skype and Bitbucket.

Continuous improvement

Continuous improvement underlies everything we do, so the journey to excellence keeps going. Once we have completed our consultancy and coaching programme, we can reinforce and enhance your Agile capability going forward.

We can identify team and individual ideas and concerns from retrospective feedback, lessons learnt sessions and governance reviews.

We can run focused targeted workshops, brown-bag sessions and one-to-one coaching meetings to target specific development needs and introduce latest best practice.

Cultural Fit

You will find our style collaborative and transparent, working alongside your own staff and other supply partners. We have a strong 'no-blame' culture. Our focus is to deliver excellence. Everyone has a clear role and responsibility, and we hold them to account in a constructive and supportive way, helping to identify and remove blockers.

Data Protection

Information Security and Assurance

To give you the confidence that Triad is committed to implementing robust information security and assurance, we commit to maintaining the following certifications:

- ISO9001:2015 for the provision of IT consultancy services
- Cyber Essentials and Cyber Essentials Plus
- The IASME Governance standard (self-certified)
- ISO27001 for defining, implementing, operating, and improving an Information Security Management System (ISMS).

We always consider information security and assurance requirements as a crucial part of running our business and delivering our services. We will build in and test appropriate security measures and controls, liaising with third parties where appropriate. If you require appraisal and assurance of your current systems and strategic advice on enhancements to better meet business need and/or reduce costs, our security consultants can advise you at executive and business stakeholder level.

Data Back-Up and Restoration

Data back-up and restoration (including customer data) are covered in our routine ISO-certified company procedures and are documented in our Business Continuity Plan.

On customer projects, we will always discuss your data back-up and restoration processes when we develop digital cloud services for you or with you. We will consider the nature of the data and any legal obligations, the architecture, your existing processes (including those provided by any cloud hosting provider or managed service provider) and any constraints. We will design and document a back-up and restoration process as part of the handover documentation and transfer the relevant knowledge, so you can be confident of operation. This will typically be your responsibility once the system is operational.

1.1 Business Continuity Statement/Plan

Triad has robust business continuity plans covering the whole company operation. We can provide you with details on request.

1.2 Privacy by Design

Triad is GDPR compliant and will design GDPR-compliant systems in place for you. To protect citizen data, we have security systems in place to ensure all data under our control is safe and secure. If your digital cloud service includes a requirement to have access to citizen data, we will become a data processor for the provision of the service. As part of the project initiation process, we will discuss with you what access will be given to data and show where we will be a data controller or a data processor. Based on this conversation,

we will put in place a data sharing agreement to ensure we are fully aware of how we should handle data on your behalf. We will also carry out privacy impact assessments to identify any risks to the data and any extra security we may need to ensure we comply with the data sharing agreement.

2 Service Provision

2.1 Ordering and Invoicing

2.1.1 Ordering

Orders for Triad services follow the procedures and processes outlined in our Quality Management System (accredited to ISO9001:2015). There are three defined stages: clarification, review and acceptance.

- Following any clarification requests from you, we will provide a written response based on your needs, which sets out our recommended solution. The response is subject to management review and approval
- When you accept the solution, we will agree a Call-off Contract with you
- Once we have received the Call-off Contract, we will accept it and initiate Project Kick-off protocols: we will appoint a Project Manager; create record repositories (including for reporting and monitoring), allocate resources and set milestones.

2.1.2 Invoicing

Using Triad's invoicing system and processes, we generate and promptly send accurate invoices in line with contracted payment terms and procedures.

The efficiency and accuracy of our invoicing is due to:

- Modern time capture software and applications driving invoice creation
- Automated reviews
- Regularly audited end-to-end finance processes.

Verification checks are made throughout the invoicing process.

Please contact accounts@triad.co.uk for further information.

2.2 Pricing Overview

Prices for this G-Cloud service will be based on your specific requirements and our assessment of your needs.

All prices will be based on the day rates provided in the rate card and our Pricing document attached to this service.

2.3 Service Levels

Formal service levels are not applicable to this service. We will discuss and agree availability and scheduling with you when we draft the Call-off Contract.

2.4 Service Hours

Triad consultants work a professional working day.

The service will be available from 09:00 to 17:30, Monday to Friday excluding UK public holidays, unless explicitly agreed otherwise.

2.5 On-Boarding, Off-Boarding and Service Quality

2.5.1 On-boarding

Agile Consulting and Agile Coaching for Cloud Services can be delivered as part of a wider project or programme, including where Triad is developing and/or delivering a service. On-boarding follows a simple, tried and tested formula scaled to suit the assignment.

We will always run a Project Kick-off meeting to:

- Introduce you to your single point of contact – this person's role will depend on the contracted service
- Review a draft project brief based on the Call-off Contract and formally agree at a minimum objectives, scope, tasks and timescales, roles and responsibilities, ways of working, governance and reporting

This initial document drives the provisioning of facilities and people for the project.

The Project Kick-off meeting fits into our overall on-boarding process as shown below, which includes mobilisation of appropriate resources so we start delivering fast and effectively.



*Figure 3: Triad's approach to assignment start-up
Experience and robust mobilisation processes from Triad will ensure success*

2.5.2 Off-boarding

Throughout each project, we follow our three-phase knowledge transfer process to give you a professional off-boarding experience.

Starting during On-boarding, we will agree the activities, timelines, deliverables, outcomes and success criteria, so we all understand when the work is complete.

When delivering the consultancy and coaching services, we will operate continuous handover through close collaboration and open sharing. In parallel, we will prepare appropriate documentation for handover on completion.

The diagram below shows the continuous handover process:



*Figure 4: Structured knowledge transfer with continuous learning and handover
An end-to-end process deployed successfully at the MOJ, Ofgem and DfT*

2.6 Customer Responsibilities

For consultancy and coaching activities to be successful, we need you to:

- Appoint a business sponsor who will champion the adoption of Agile ways of working
- A day-to-day point of contact, who is empowered to work with us to:
 - Identify and coordinate with relevant stakeholders, users and Agile practitioners
 - Support arrangement of consultancy and coaching activities
 - Participate in governance and reporting activities
 - Assist in risk mitigation including removing blockers outside of Triad's control
 - Assess the effectiveness of our work against agreed success criteria
- Ensure timely and uninterrupted availability of stakeholders, users and Agile practitioners to participate in the agreed activities

Depending on the scope of the project, we may need you to provide facilities and equipment, and access to premises and systems. We will agree this with you during the Project Kick-off.

2.7 Deliverables and Outcomes

We will agree specific deliverables, outcomes and success criteria with you during the Project Kick-off.

2.8 Termination Process

Termination is in line with the standard G-Cloud terms and conditions available as a separate PDF attached to this Digital Marketplace service. In summary, the notice period needed for ending the Call-off Contract is at least 90 working days from the date of written notice for disputed sums or at least 30 days from the date of written notice for ending without cause.

3 Our Experience

3.1 Case Studies

Our Agile Maturity Assessment successfully underpinned our Agile coaching work at the Ministry of Justice, Chelmsford County Council and a major energy provider. Specific Agile consultancy and coaching work includes the examples below.

3.1.1 Ministry of Justice (MOJ)

Triad has delivered the following Agile consultancy and coaching services at the MOJ:

- Since 2014, we have supported the department transformation programme including building a Business Analysis practice (renewed in 2020), taking over the Platform and Application Support service and supplying GDaD teams and individuals across multiple projects. We were the sole provider of Agile coaching for the first year of the programme, helping to establish best practices, reporting, JIRA configuration and maturity checks on new teams. We upskilled technical and non-technical MOJ and other vendor staff at all levels in all roles through workshops. We continue to incrementally coach Product Owners and GDaD roles through Agile events and paired mentoring, face-to-face and via Skype. An example of success is that our business analysis training has contributed to an “overwhelmingly good” user experience.
- The Digital Mark-Up (DMU) service was a specific development and delivery project of a new digital service of the courts in England and Wales. When the service was ready to transition from Triad development to third-party production support, we coached and mentored supplier developers and testers face-to-face and remotely via Skype. We initially showed the coders how to bug-fix, then moved to a code review role. We taught the manual testers how to run, maintain and update the automated test suite using an example suite. We provided guidance until a quality handover and knowledge transfer were complete.

3.1.2 Major energy provider

This client’s 18-strong, multi-disciplined team’s attempts to adopt Scrum had failed to realise benefits. Triad designed a flexible, best-of-breed delivery approach combining Scrum (for mature development and QA functions) and Kanban (for newer data teams and interns). We coached Product Owners in Agile service design and planning, and the whole team on Agile techniques (ranking, sizing, technical debt, peer-reviewing). We used games and interactive sessions and brought an upskilling element into every retrospective. The team quickly began to work at pace within the new environment.

3.1.3 Department for Transport (DfT)

On a DfT project, we had a development team of mixed experience levels. From the start of the project we built in formal training, pair programming, code reviews and brown-bag

sessions. An example of success was quickly upskilling two junior developers to meet their development objectives and enabling the wider team to deliver quality code on an increased burn rate per sprint.

3.2 Customers

Triad has delivered digital cloud services across the public sector for many customers including those shown below.



3.3 Contact Details

If you would like to discuss this service, or any of the other services offered by Triad in the Digital Marketplace, please do not hesitate to contact us for an informal conversation:

Tim Eckes
Client Services Director

Triad Group Plc
Huxley House,
Weyside Park
Catteshall Lane,

Godalming, GU7 1XE

t: +44 (0)1908 278450

w: www.com.com

e: gcloud@triad.co.uk

Appendix 1 – Associated Services

In addition to this Agile Consulting and Agile Coaching for cloud services, you can also buy the following Triad services through the Digital Marketplace:

- Cloud Consultancy Services delivering Cloud Strategies and Digital Transformation outcomes
- Digital Cloud Service Design
- Cloud Architecture Services: Enterprise Architecture, Solution Architecture and Technical Architecture
- Cloud Design Assurance Service
- Agile Project Delivery: Full Digital Service Development and Continuous Improvement
- Cloud Programme Management and Project Management Services
- Cloud Service Delivery and Release Management
- Business Analysis and Digital Solution Design Service
- Cloud User Research (UR) and User Experience (UX) Services
- Digital Cloud Service Development and Project Delivery
- Testing and Quality Assurance of Cloud Services
- Intelligent Automation and Robotic Process Automation (RPA) in the Cloud
- Geospatial Cloud Services
- Microsoft Cloud Consulting, Delivery and Support Service
- Cloud Platform Operational Support and Application Support
- Cloud Delivery Partner Service
- Cloud Artificial Service
- Cloud Cyber Service
- Knowledge and Information Management Cloud Service
- SharePoint Cloud Service
- Dynamics365 Cloud Service
- Power Platform Cloud Service
- Cloud Service for Policing: SC, DV, STRAP
- Cloud Data Service
- Cloud Data Science, BI and Analytics Service
- Cloud Migration Service

- Cloud Discovery Service
- Legacy Modernisation Service
- Ruby Cloud Migration Service
- Salesforce Consulting Service
- Electronic Patient Record (EPR) Advisory, Implementation & Optimisation
- LIMS & Digital Pathology Delivery and Optimisation
- DTAC & Clinical Safety (DCB0129/DCB0160) Advisory Service
- Shared/Connecting Care Record Enablement & Interoperability
- Health Tech & Med Tech Needs Assessment, Option Appraisal & Adoption Service