



G-Cloud 15

Zaizi

Service Definition Document

Digital skills gap and capability building

ABOUT US

What we do

Zaizi delivers **government technology solutions**. We work side by side with **public sector teams** to fix broken systems, creating joined-up services that are **simpler for users, safer to run and stronger for the future**.

If you work in the public sector, you've probably felt it. The drag of old systems. The pain of government technology that doesn't speak to other departments. The pressure to transform with tools that don't keep up. Zaizi exists to change that!

Zaizi helps public sector teams fix what others can't. Not with big promises from a distance, but by working right beside you.

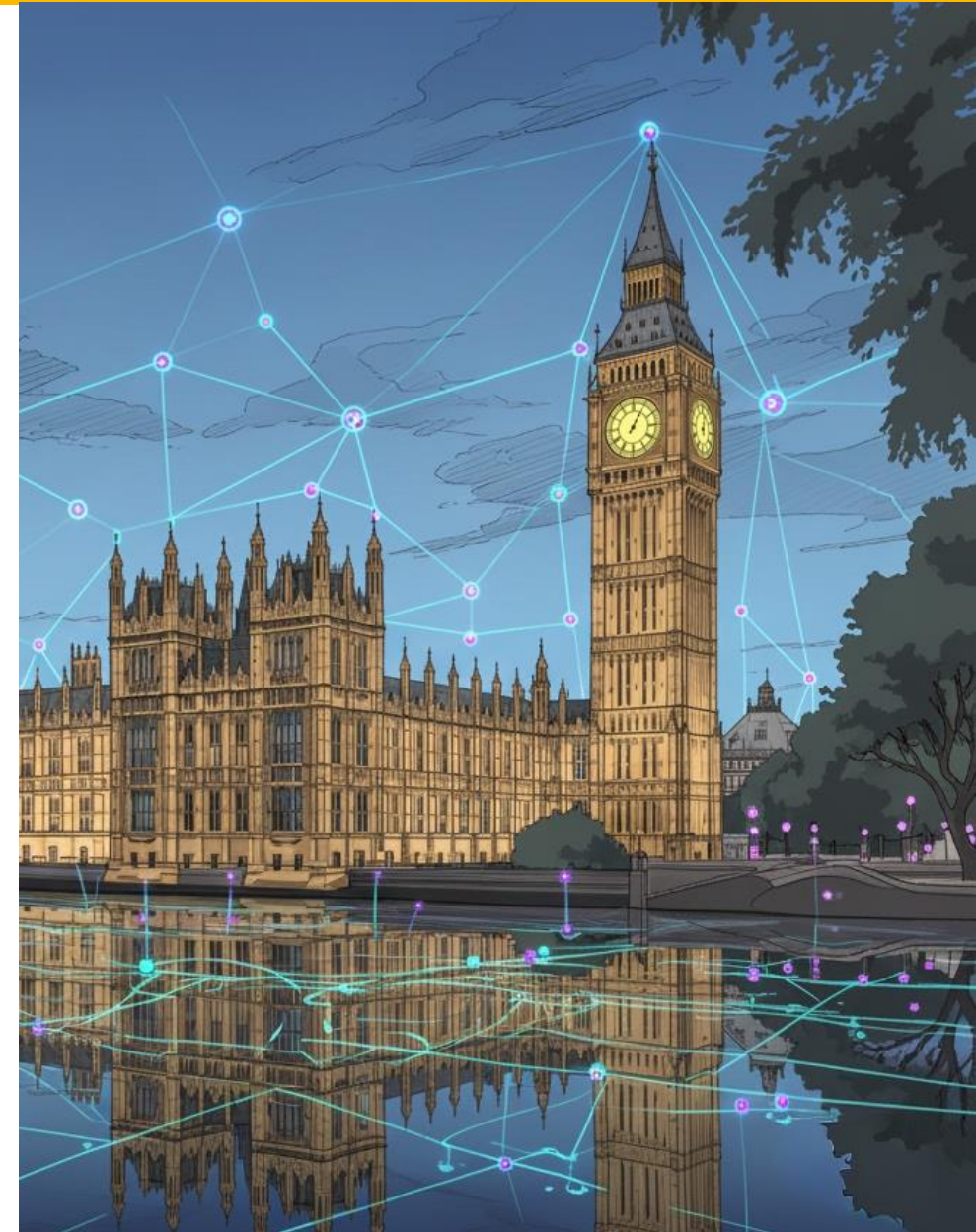
Our highly experienced security-cleared team includes former servants, military leaders, government staff, and policy insiders. We understand the pressures because we've lived them; we used to be you. We roll up our sleeves, get stuck in, and help you turn risky outdated processes into secure digital services using innovative approaches, and where it's right, the power of AI.

We don't just get you through today's challenges; we future-proof your services so they can evolve as citizens' needs change.

Our commitment

Joined-up digital services that are simpler for users, safer to run, and stronger for the future. And we leave your people with long-lasting capability, confidence, and control. Digital government is hard, but together we'll deliver on your mission.

Zaizi. The simpler, safer, stronger choice!



ABOUT US

Our service offerings

Zaizi delivers government technology solutions. We work side by side with public sector teams to fix broken systems, creating joined-up services that are simpler for users, safer to run and stronger for the future.



▶ Designing services around people

We uncover real user needs and design intuitive services that work in the real world and deliver meaningful results.



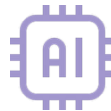
▶ Simple cloud without the complexity

We build secure, scalable, and flexible infrastructure that reduces cost and complexity.



▶ Secure, strong public services

We build and deliver critical digital services securely, even where others have struggled or failed.



▶ Smarter use of data and responsible AI

We help you harness data for smarter decisions and clearer insights to save you time and cut risk.



▶ Modernising government technology and services

We untangle legacy, join up processes and modernise systems so services can share data effectively, respond to change, and evolve over time.



▶ Digital skills gap and capability building

We don't just deliver services; we empower your teams with the skills and confidence to sustain them.

Digital skills gap and capability building

Technology is only as strong as the people who use it. That's why our goal isn't just to deliver solutions, it's to leave your teams confident, capable, and ready to lead the next phase of change themselves. We build skills from the inside out, equipping civil servants with the tools, knowledge, and confidence to sustain progress long after we've left.

From executive coaching and agile training to apprenticeships and hands-on delivery experience, we tailor our approach to your people and your mission. The result is not just a successful project, but a stronger, more self-sufficient public sector team that can meet the challenges of tomorrow.

Long-term CyberFirst

DELIVERY PARTNER
SUPPORTING NCSC

ICF Certified

PROFESSIONAL IN-HOUSE COACH

24/7 second & third

LINE SUPPORT

CLIENT VOICE

“

Being able to talk and have my words reflected helped me better understand my character, emotions, motivations, and patterns. Coaching gave me the clarity and tools I needed to improve, get out of my own way, and move past my own barriers.

Leader in the national security space

“

The coaching sessions created a safe space for honest conversations we'd never have had otherwise. We started to build a deeper level of trust within the team which makes it easier for us to overcome problems. And because you have a better understanding of each team member, you become more effective as a team.

Team member in the national security space

Key Outcomes

- Confident, self-sufficient teams able to sustain delivery
- Stronger leadership with clearer decisions and alignment
- Reduced skills gaps across agile, cloud and delivery roles
- Faster, more predictable delivery with modern ways of working
- More resilient teams equipped to manage change
- Lasting capability and culture that supports continuous improvement

Why Zaizi

Simpler

We cut through complexity and focus on what actually works. No bloated teams. No over-engineered solutions. Just clear, rapid and practical delivery that moves things forward.

Safer

We're trusted in high-assurance environments where failure isn't an option. Security, resilience and governance are built in from day one, not bolted on later.

Stronger

We leave your organisation stronger than we found it. Our work builds capability, confidence and ownership inside your teams, so you are not dependent on suppliers.

Your team at our core

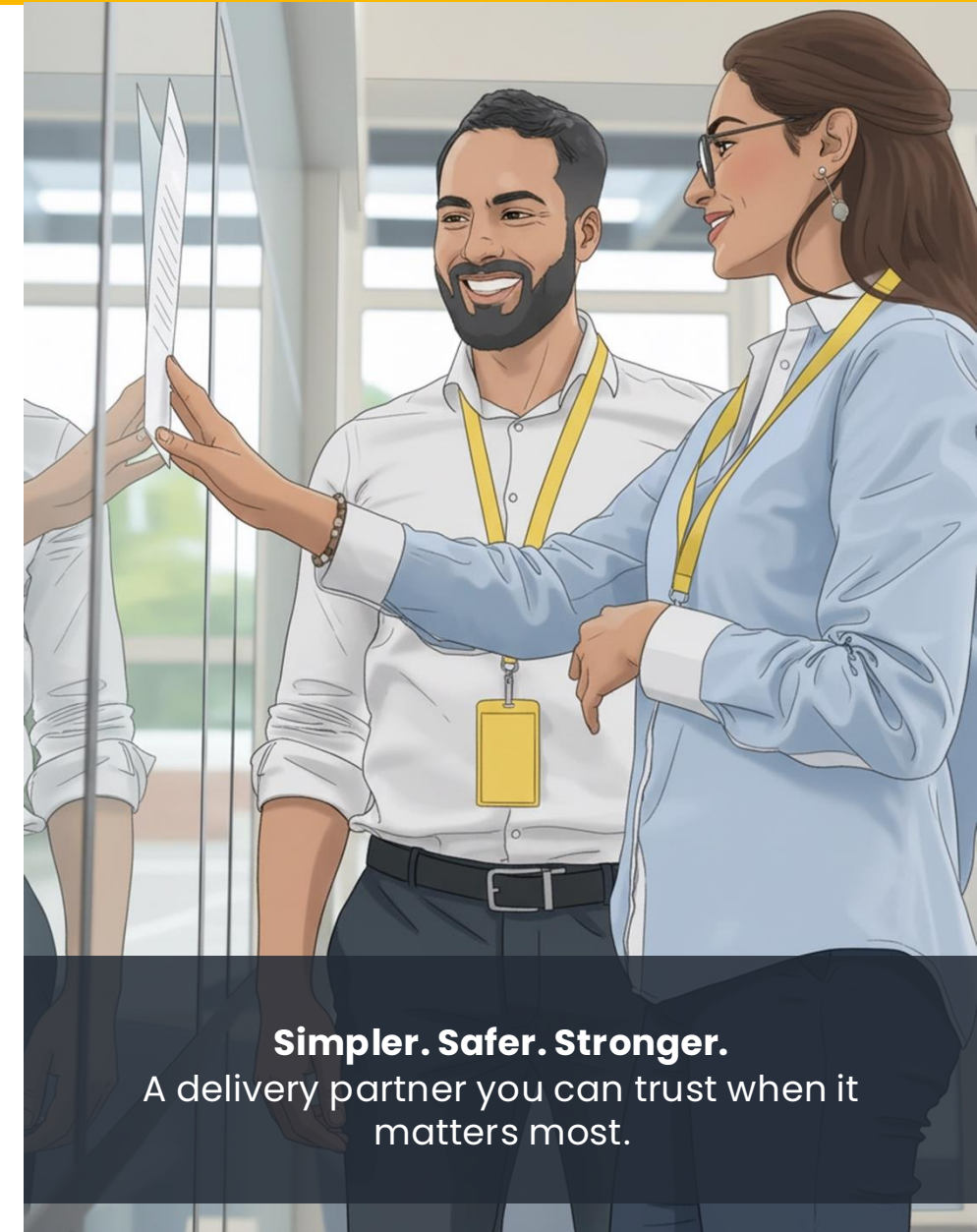
We embed alongside your people, understand your constraints, and adapt as things change. You get real collaboration, not a distant delivery factory.

Proven where others struggle

We're often brought in when programmes are stuck or under pressure. We move fast, reduce risk early, and deliver outcomes in complex, regulated environments.

Mission-led. Outcome-focused.

We care about what works in the real world. We share your mission. Our work is focused on delivering outcomes that matter, measured by the impact on improving the public services you deliver.



Simpler. Safer. Stronger.
A delivery partner you can trust when it matters most.

Zaizi credentials



Our Clients

Delivering secure, user-centred digital services with the UK's most trusted public sector organisations.



Border Force



Ministry
of Justice



Home Office



Department for Levelling Up,
Housing & Communities



Department for
International Trade



National Cyber
Security Centre
a part of GCHQ



Foreign &
Commonwealth
Office



Ministry
of Defence



Department
for Culture,
Media & Sport



Innovate
UK



Proof of delivery in high-security environments

Zaizi has already delivered AI and secure digital services where others failed.



Border Force

Border Force AI proof of concept (12 weeks):
anomaly detection in freight scans → **50%+ efficiency gains.**



Ministry of Justice

MOJ Gateway: secure data exchange across HMPPS and suppliers.



INDEPENDENT INQUIRY CHILD SEXUAL ABUSE

IICSA: secure case management system for sensitive abuse inquiry data.



National Cyber Security Centre

a part of GCHQ

NCSC: resilient, scalable secure testing platform.

What our clients say



Zaizi has been great with the day-to-day interactions between themselves and our project team. They understood the brief and worked quickly to establish user needs. The solution has landed well with our users, demonstrating the work put in to get us to this point.

Border Force



Zaizi have been a valued partner to the Home Office Central Operations Platform team, with a collaborative, flexible and down-to-earth approach.

Home Office



A consistently high level of service and professionalism. The team's expertise in agile working and understanding of the public sector have proved invaluable.

Foreign, Commonwealth & Development Office

At Zaizi, we measure success by the outcomes we deliver for our clients. From border security to housing policy, our work is trusted in some of the UK's most complex and sensitive environments. These testimonials reflect what partners value most about us: **clear communication, collaborative delivery, and services that work for users on day one.**

For almost two decades, government departments have turned to Zaizi when projects need to move from idea to reality, fast – and stay the course. Whether testing innovation in a secure sandbox or embedding new AI-driven services into live operations, our clients recognise that **we don't just advise, we deliver.**

Our mission-led approach

Deep expertise, delivered in partnership: A mission-led approach that keeps your team at the core of the solutions.

1. The Insight Mission

Discovery: Listen | Research | Plan

We start by listening to your people and your users. Through deep discovery and evidence-based research, we move past assumptions to define the real problem. This mission ends with a clear, actionable plan that aligns your technical roadmap with your strategic goals.

2. The Validation Mission

Alpha: Ideate | Design | User test

We turn insights into tangible concepts. In this phase, we design and prototype core features to validate our approach with real users. This allows us to de-risk the project early, ensuring we are building the right solution before moving into full-scale production.

3. The Delivery Mission

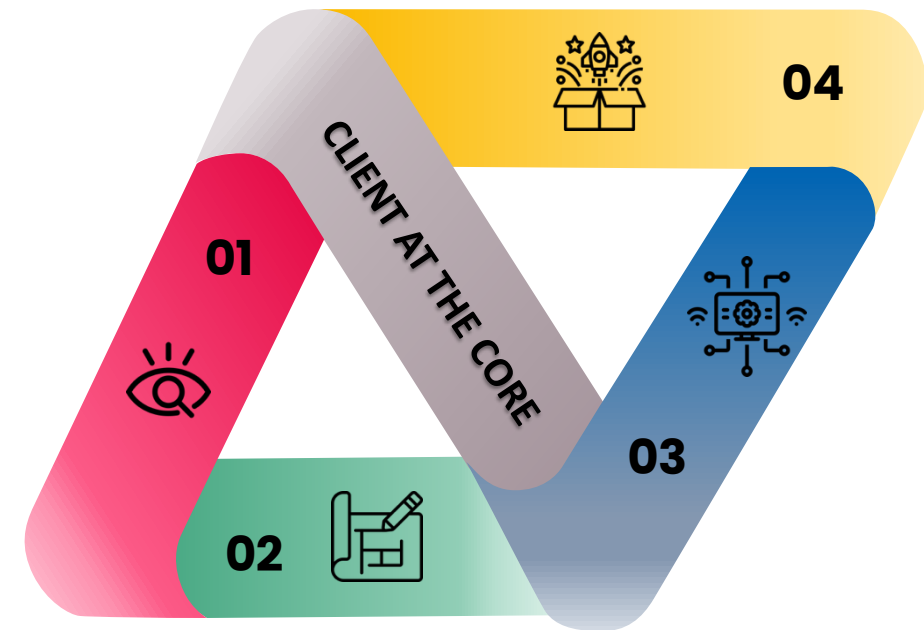
Beta: Build | Test | Modernise

This is the engine room of the project. We modernise legacy systems and build your production-ready service during Beta, applying rigorous testing at every stage. Our focus is on engineering high-quality, secure, and scalable digital tools that last.

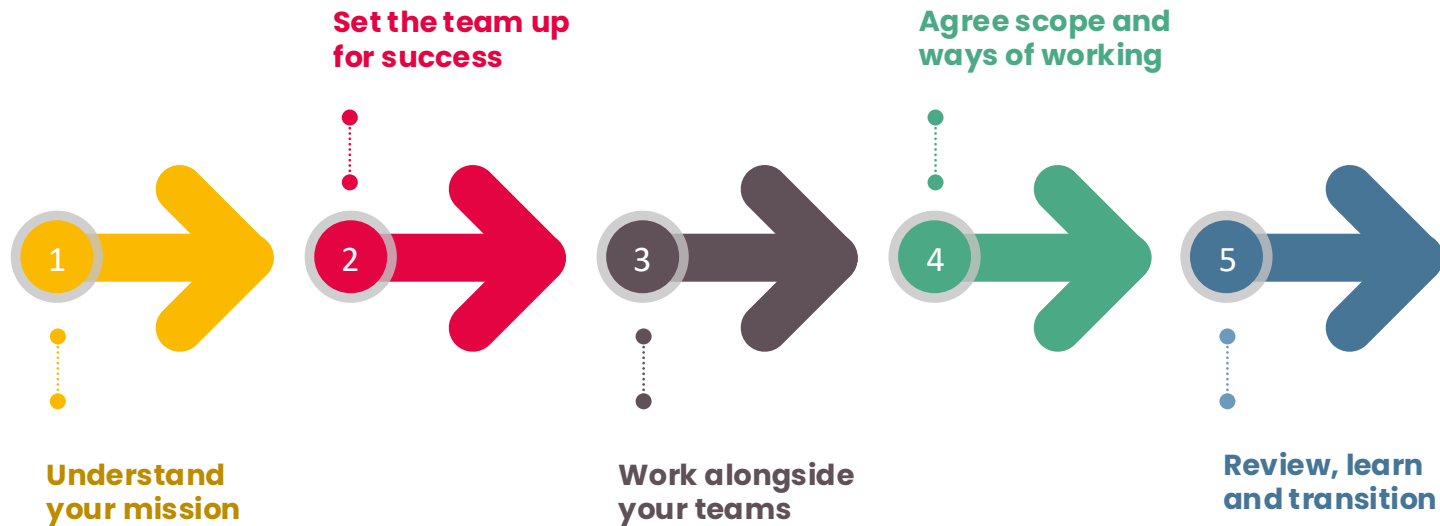
4. The Value Mission

Live: Run | Monitor | Evolve

Launching is just the beginning. We ensure your service runs smoothly in a Live environment while constantly monitoring performance and user feedback. We don't just 'hand over' — we iterate and evolve the service to ensure it continues to deliver measurable value and efficiency.



Onboarding and offboarding support



Simple to start. Safe to deliver. Strong when we leave.

We provide a structured onboarding process that includes welcome sessions, requirement validation, environment setup, access provisioning and knowledge transfer. For delivery services, we embed alongside your team to share ways of working, provide documentation, and establish communication channels.

Offboarding includes:

- Knowledge transfer and handover sessions
- Clear documentation (technical, operational, support)
- Runbooks, playbooks or clear, step-by-step operating guidance where relevant
- Access removal and environment handover
- Optional shadowing, training, or capability-building for your internal staff
- Support with transition to BAU teams or new suppliers

Our goal is to leave your team with capability, confidence and control, not dependence.

Digital skills gap and capability building

CAPABILITIES



Executive coaching

Executive coaching strengthens leadership capability, decision-making and organisational direction. We help public sector leaders close skills gaps, improve communication and build clarity of purpose. Through structured coaching, leaders gain confidence, strategic focus and the behaviours needed to shape culture, support teams and deliver high-impact outcomes.



KEY FEATURES

- One-to-one leadership coaching sessions
- Goal-setting aligned to organisational outcomes
- Diagnostic tools to assess leadership gaps
- Support with decision-making and prioritisation
- Coaching on communication and influence
- Values and behaviour mapping exercises
- Action plans for capability growth
- Sessions delivered online or in person
- Tailored programmes for senior leaders
- Confidential coaching environment



CORE BENEFITS

- Stronger, more confident leadership
- Improved decision-making clarity
- Reduced leadership skills gaps
- Better communication with teams
- Improved organisational alignment
- Stronger strategic focus
- Healthier leadership behaviours
- Improved ability to manage change
- Faster, more effective delivery
- Increased trust and credibility



Professional coaching for teams and individuals

Professional coaching strengthens individual capability, team alignment and organisational performance. Our qualified coach provides one-to-one, group and leadership coaching to improve effectiveness, collaboration and problem-solving. We help public sector teams overcome barriers, build shared purpose and create long-lasting behavioural change that supports strategic goals and better outcomes.



KEY FEATURES

- One-to-one coaching sessions focused on individual goals
- Executive coaching for leaders needing clarity and alignment
- Team coaching to improve team dynamics and collaboration
- Structured goal-setting and progress measurement methods
- Confidential, psychologically safe coaching environment
- Tailored coaching plans based on organisational needs
- Observation, surveys and diagnostics to assess team challenges
- Hands-on training in coaching and leadership skills
- Agile and Lean coaching for delivery teams
- Sessions delivered online or in person



CORE BENEFITS

- Strengthened confidence and personal effectiveness
- Improved team cohesion and shared purpose
- Reduced conflict and healthier working relationships
- Increased productivity through clearer focus
- Faster decision-making and leadership alignment
- Happier, more motivated staff
- Better communication across teams and departments
- Greater resilience during organisational change
- Improved problem-solving and accountability
- Long-lasting behavioural and cultural improvements



Systems coaching

Systems coaching strengthens organisational capability by improving how teams interact, collaborate and solve problems collectively. We help public sector teams overcome silos, reduce conflict and create cohesion. Through facilitated work with our qualified systems coach, teams build shared purpose, alignment and the behaviours needed to deliver confidently and consistently together.



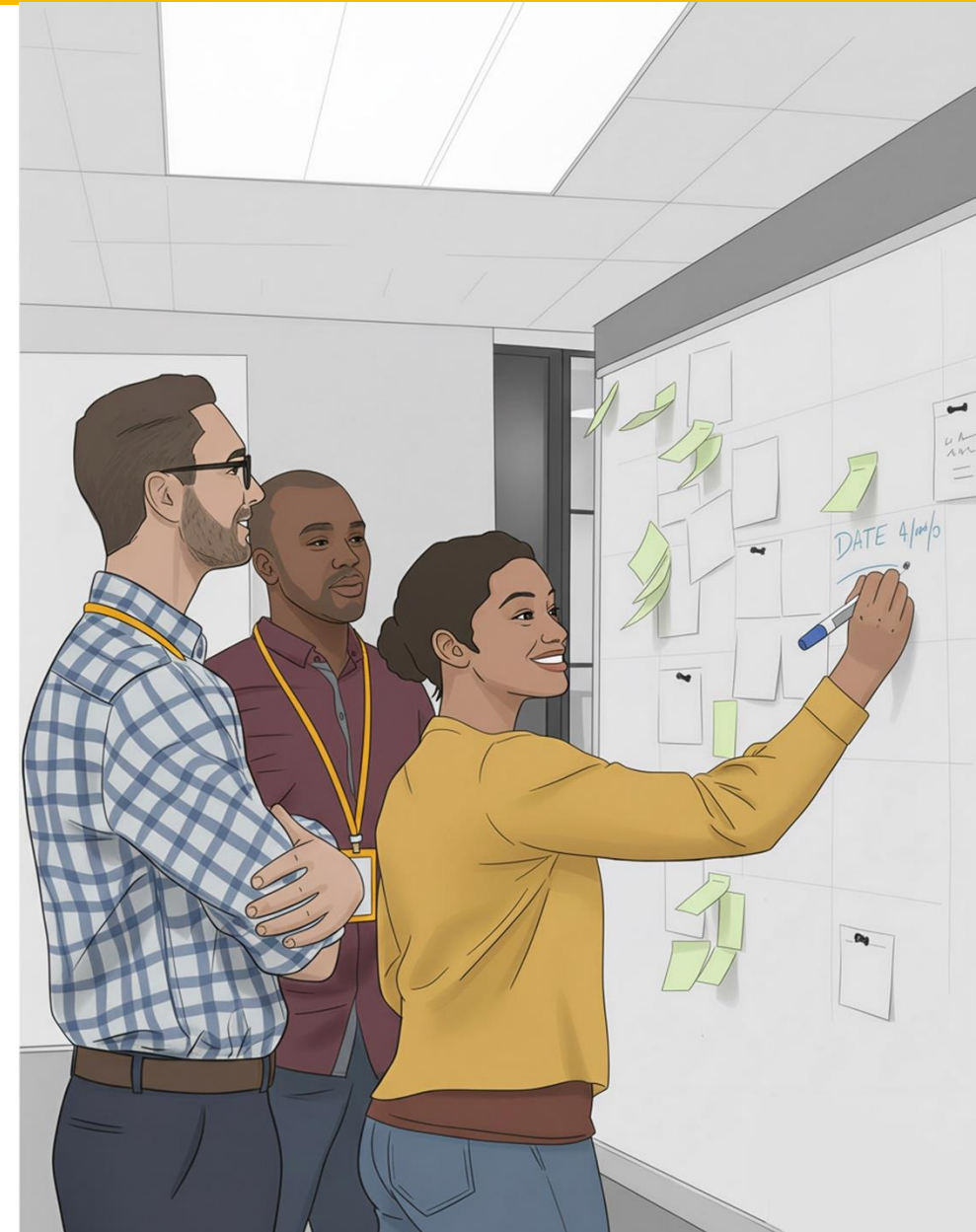
KEY FEATURES

- Team-based coaching sessions
- Observations and diagnostics to identify system issues
- Exercises to build shared purpose
- Conflict-resolution and communication techniques
- Psychological safety practices
- Collaborative problem-solving activities
- Goal alignment across teams
- Facilitation for multi-department groups
- Online or in-person delivery
- Tailored programmes for public sector



CORE BENEFITS

- Stronger team cohesion
- Reduced conflict and friction
- Clearer shared purpose
- Improved collective capability
- Better communication across teams
- Higher morale and engagement
- Faster problem-solving
- Improved productivity and flow
- More resilient team culture
- Better cross-department collaboration



Training programmes

Hands-on training programmes that build practical skills, confidence and capability across public sector teams. We combine learning with real-world application to quickly close skills gaps. Training covers leadership, communication, change management, coaching skills, presentation skills and other capabilities essential for modern, high-performing government teams.



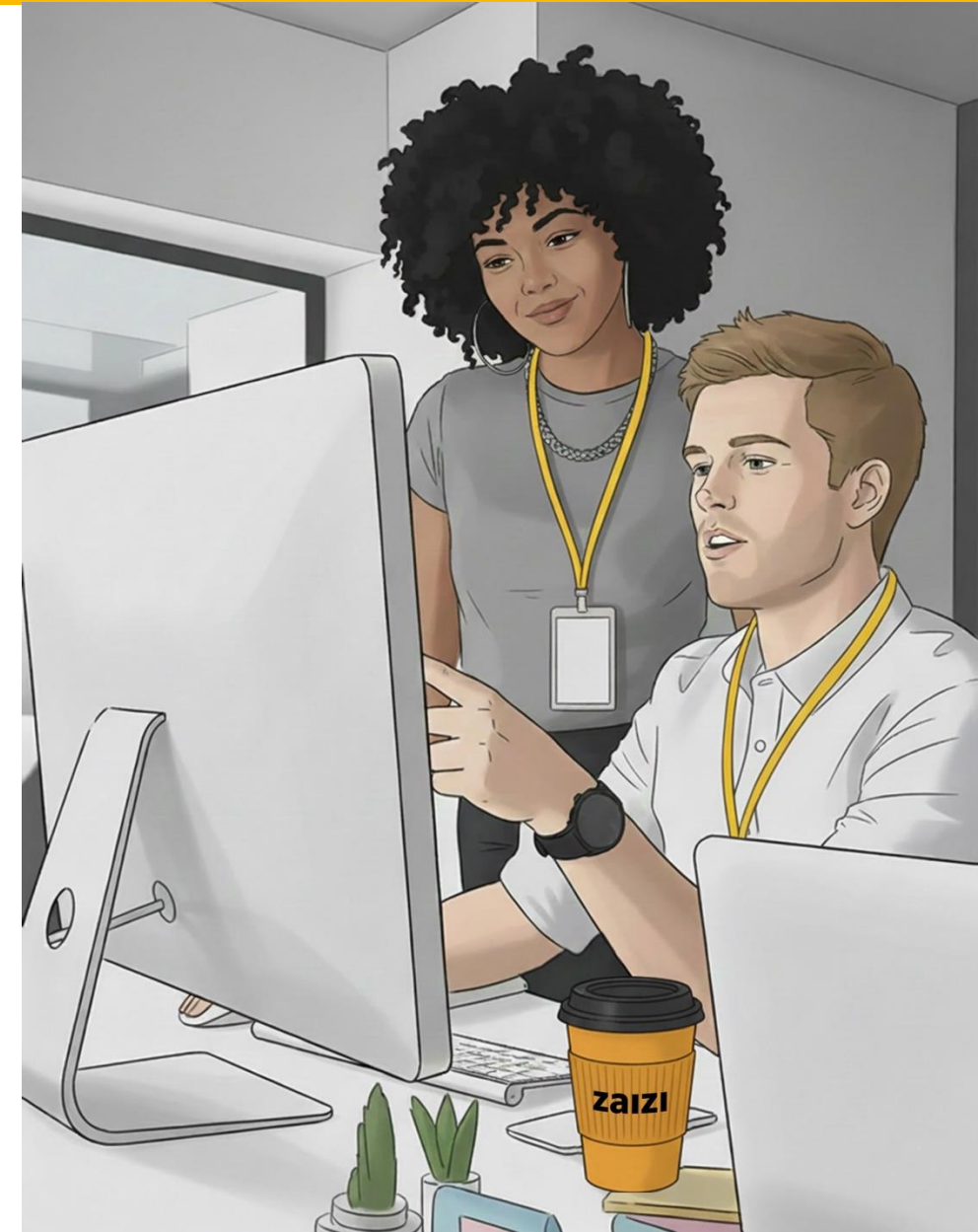
KEY FEATURES

- Instructor-led, practical training sessions
- Leadership and management skill development
- Presentation skills coaching and practice.
- Coaching skills for managers
- Tailored content by role and need
- Exercises based on real public-sector challenges
- Group and individual learning formats
- Tools and templates for application
- Follow-up support
- Online or in-person delivery



CORE BENEFITS

- Rapid skills-gap reduction
- Improved confidence and capability
- Stronger leadership behaviours
- Better communication and influence
- Increased team effectiveness
- More resilient staff
- Improved problem-solving skills
- Practical skills that embed quickly
- More effective presentations
- Stronger talent pipeline



Digital coaching

Training to help organisations adopt, manage and make the best use of cloud services. This type of service can include training, mentoring/coaching, skills transfer, upskilling internal teams, and support in adopting "modern" cloud-oriented ways of working (e.g., DevOps, continuous delivery, agile teams, infrastructure-as-code, cloud best practices).



KEY FEATURES

- Practical and on-the-job training and coaching sessions
- Skills transfer to upskill internal teams
- Support for adopting modern cloud ways of working
- Guidance on DevOps and continuous delivery
- Help for using agile teams and practices
- Support for infrastructure-as-code
- Guidance on implementing cloud best practices
- Upskilling internal teams effectively
- Support for managing cloud services



CORE BENEFITS

- Reduced dependency on suppliers
- Faster, safer adoption of cloud services
- Improved delivery speed and reliability
- Better value from cloud investment
- Stronger in-house engineering capability
- Modern ways of working embedded
- Greater operational resilience
- Improved collaboration across teams
- Confidence to manage live cloud services
- Sustainable skills growth, not one-off training



Agile / Lean coaching and mentoring

Improving organisational effectiveness by upskilling teams in Agile or Lean practices. We assess your current maturity level, provide training on suitable frameworks, and enable iterative delivery practices, effective product delivery, and a culture of collaboration. We then mentor your team to fine-tune your ways of working to ensure success.



KEY FEATURES

- Training needs analysis, business readiness and change analysis
- Formal and informal training and coaching
- Capability building through transparent and collaborative working e.g. shadowing
- Building communities of practice across disciplines
- Developing knowledge, i.e. playbooks/toolkits/processes
- Metrics and measurement frameworks
- Help define vision and roadmap



CORE BENEFITS

- Real benefits to teams and organisations
- Increased delivery capability
- Supports personal development
- Continuous improvement
- Cultural transformation to develop user-centred, inclusive and accessible services
- Reusable methodologies; tools, techniques, templates
- Improved service and team performance
- Transparent and collaborative culture
- Reduced delivery risk



Digital skills gap and capability building

CASE STUDIES



Independent Inquiry Into Child Sexual Abuse (IICSA)

Protecting highly sensitive inquiry data through secure digital case management

CASE STUDY



THE CHALLENGE

ICSA was handling extremely sensitive information using spreadsheets, emails and shared folders, which was no longer secure or scalable.

As a statutory inquiry, it required a system that met strict security requirements, operated in an official environment, and could be trusted with highly confidential data.

The solution also needed to be delivered at pace, without disrupting the inquiry's ongoing work.

The new system has allowed us to move away from a series of manual processes to a more attuned, efficient and reliable system, providing a solid foundation for our future business.

Head of Information Technology, IICSA



OUR APPROACH

Zaizi worked in an agile, multidisciplinary way to research, design and build a secure case management system.

We combined user-centred delivery with DevSecOps, automation and continuous assurance to meet strict security requirements while staying within budget.

Alongside delivery, we supported IICSA teams to adopt agile ways of working and new digital tools..

What this enabled next

Enabled IICSA to operate securely at scale, meet statutory obligations with confidence, and modernise ways of working while protecting some of the most sensitive data handled by government.

99.9%

service availability for a mission-critical system

2,828,019 pages

of evidence managed

RESULTS

- A secure, cloud-based case management system for highly sensitive data
- All correspondence captured, tracked and managed in one place
- Faster response times through automated workflows
- Scalable architecture supporting the full lifecycle of the inquiry
- Improved operational confidence through robust security controls

Department for Digital, Culture, Media and Sport (DCMS)

Shaping safer digital services through published “safety by design” guidance on GOV.UK

CASE STUDY



THE CHALLENGE

The UK government, committed to making the UK the safest place in the world to go online, recognised the role platform design plays in preventing online harms.

DCMS needed to develop voluntary guidance for small and medium-sized organisations ahead of new online safety legislation.

The guidance had to be clear, practical and credible, despite legislation still being in draft form.

Delivered full Discovery, Alpha and Beta within a 10-week timeframe, including research, testing and GOV.UK-ready content



OUR APPROACH

Zaizi led user research, service design and content development to create GOV.UK guidance focused on “safety by design”.

We conducted contextual research and usability testing with designers, industry bodies and owners of small and medium-sized organisations.

Insights were translated into clear, navigable guidance that reflected future legislation while helping organisations take practical action now.

What this enabled next

DCMS established a credible, research-led foundation for evolving online safety guidance as legislation progresses.

61 PAGE

Write-up delivered, capturing research findings, personas and user needs

GUIDANCE DESIGNED

Tested and published on GOV.UK for small and medium-sized organisations

RESULTS

- Clear, user-centred guidance explaining online harms and platform responsibilities
- Practical design recommendations tailored to different platform types and risks
- Improved understanding of future online safety legislation among SMEs
- Content structured to help users quickly find information relevant to their services
- A strong evidence base to evolve guidance as legislation develops

Foreign, Commonwealth & Development Office

Supporting a mission-critical service for emergency travel documents

CASE STUDY



THE CHALLENGE

The FCDO provides emergency travel documents (ETDs) to UK citizens who lose or damage their passports while abroad.

ETD Central is a mission-critical, global service that must operate securely and reliably, often in time-sensitive and high-pressure situations.

FCDO needed to complete the global rollout of the service, provide 24/7 support, and ensure the system could respond quickly to global events.

Zaizi have been a pleasure to work with, and we've very quickly built up a strong collaborative working relationship with them.

The team consistently deliver a high level of service and professionalism, and their expertise in agile ways of working and understanding of the public sector have proved invaluable.

Adam O'Shea, Product Manager, FCDO



OUR APPROACH

Zaizi provided ongoing technical, security and delivery expertise to support and enhance ETD Central.

We worked as a trusted partner, delivering 24/7 support, incident management and continuous improvement within a complex, multi-supplier environment.

Our security-cleared teams collaborated closely with FCDO and partner suppliers to keep the service stable, secure and responsive throughout delivery.

What this enabled next

A secure, reliable global service capable of responding quickly to changing travel conditions and future consular demands.

24/7 second & third

line support for a globally used, mission-critical service

6 Months

Global rollout completed, including onboarding remaining consular posts

RESULTS

- Successful completion of the global transition to ETD Central
- A more stable, resilient and reliable platform
- Faster response to incidents and operational issues
- Improved operational data and visibility to support decision-making
- Strong collaboration across suppliers, regions and internal teams

CyberFirst internships with the National Cyber Security Centre (NCSC)

Cultivating the next generation of cyber talent

CASE STUDY



THE CHALLENGE

The UK faces a critical shortage of cyber and secure digital skills across government and national security organisations.

University education alone cannot provide the real-world, high-assurance delivery experience needed to operate in secure environments.

The CyberFirst scheme was created to bridge this gap by pairing students with industry partners who can provide practical, hands-on experience.

University doesn't, and can't, teach this. Only real-world experience can provide the development I've gone through this summer.

CyberFirst intern at Zaizi



OUR APPROACH

Zaizi has supported the CyberFirst internship programme since 2018, welcoming multiple cohorts of paid interns.

Interns were embedded into multidisciplinary delivery teams and treated as full team members from day one.

They received structured training, mentoring and hands-on experience across secure software development, cloud engineering, DevSecOps and Agile delivery.

What this enabled next

CyberFirst interns progressed into cyber security and digital roles, strengthening the talent pipeline supporting NCSC and wider government security missions.

Long-term CyberFirst

delivery partner supporting NCSC

Real-world

delivery experience working on live projects using current technology

RESULTS

- Interns gained practical, job-ready cyber and cloud engineering skills
- Teams adopted secure-by-design and Agile delivery practices early in their careers
- Participants developed confidence working in high-assurance environments
- Several interns progressed into cyber, cloud and DevSecOps careers
- The programme strengthened the long-term government cyber skills pipeline

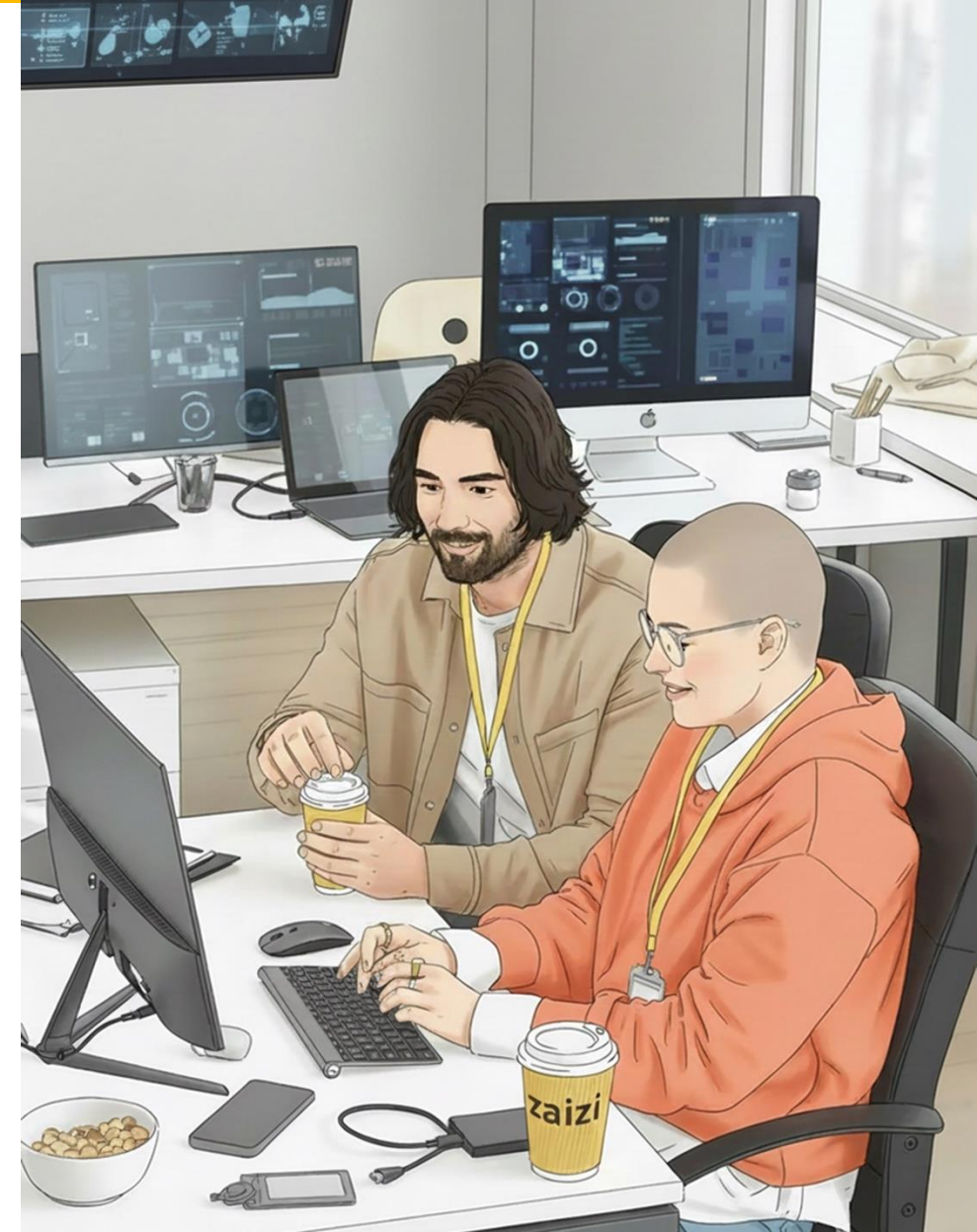
What technology we use

Zaizi uses trusted, open-standards, cloud-first technologies that comply with government service standards, security requirements, and accessibility guidelines. Wherever possible, we use open-source tools to avoid vendor lock-in. Our teams work across AWS, Azure and GCP, with experience in secure environments and on-premise deployments.

Depending on the service, we may use:

- Open-source frameworks, coding languages, and design systems
- Government digital service standard (GDS), GOV.UK Prototype Kit, WCAG-aligned tools
- Automation, workflow and case-management platforms
- Cloud-native services and containerisation technologies
- Data pipelines, analytics platforms, and responsible AI tooling
- DevSecOps, CI/CD tooling and monitoring platforms

Every technology choice is made collaboratively with the customer, ensuring long-term flexibility, value for money, and compliance with government policy.



Security



Security is embedded into every aspect of our work. Zaizi operates with a minimum of SC-cleared staff, with some holding DV clearance. We work across all classifications and have significant experience working in S and TS environments.

We follow:

- NCSC cloud security principles and cyber assessment framework (CAF) in all our customer delivery
- Government security classification principles
- NCSC, cyber-essentials plus, and zero-trust approaches
- NSCS, software security code of practice ambassadors
- DevSecOps pipelines with automated testing
- Secure coding practices and vulnerability management
- Access control using least-privilege and MFA
- Data protection aligned with GDPR
- Hold ISO27001, ISO9001 & ISO14001 certification.

We only use approved tools and processes for sensitive government work and adapt to department-specific security requirements.

Clear Intentions, Big Results

At Zaizi, our vision is bold but simple:

Beyond 2030, we want every person in the UK to feel the impact of better public services – simpler, safer and built to last.

We believe everyone deserves services that just work – Whether you're sending or receiving goods, travelling across borders, or relying on public services that keep you safe.

That's why we work with the people who keep this country running, helping them replace broken processes or systems, connect disconnected services, and build digital foundations that will stand the test of time.

We're not here to chase the latest trends or short-term gains. We're here to help the public sector make real, lasting change, and to leave it stronger than we found it.



Aligning Our Mission

“We exist to make the UK safer and stronger by building better public services — together.”

At Zaizi, our mission is simple:

To help make the UK a safer, stronger and better place to live, for everyone.

We do that by working side by side with public sector teams, fixing the processes and systems that aren't working, and building better ways of delivering vital services.

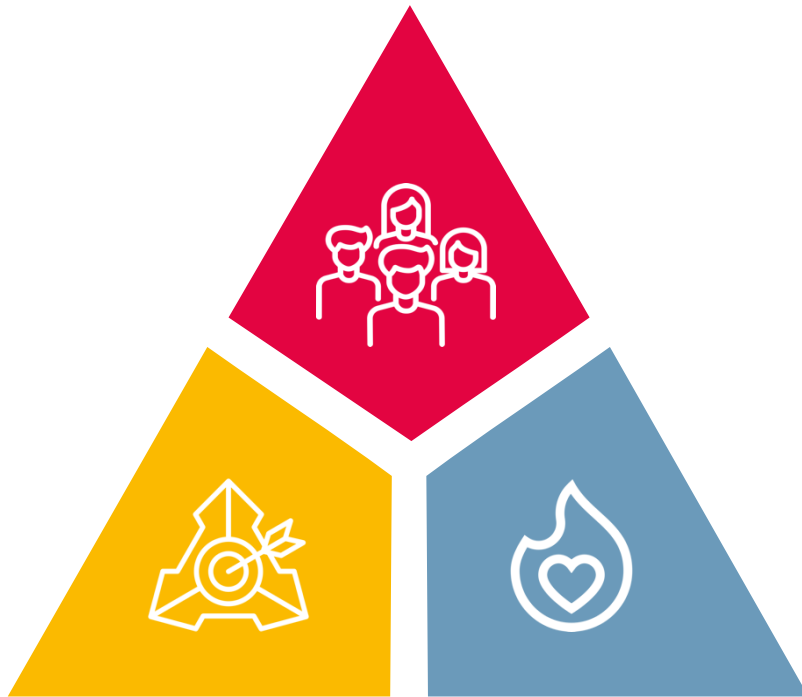
From safeguarding national security and protecting the public to supporting border services, we work behind the scenes to strengthen what matters most. Not just through technology, but through understanding, partnership and capability that lasts.

We're here to support the people who serve the public, so they can do their jobs with more confidence, more clarity, and more impact.



VALUES

Our Ethos



People

Inclusive and principled. Caring and respectful, fun and friendly. We put people at the heart of everything we do — our teams, our clients and the people who use the services we help to build.

"We put people first."

Purpose

We serve and support, realise potential, make a difference. We work in partnership with the public sector to solve real problems and deliver change that makes a difference to people's lives.

"We are proud to deliver Impactful outcomes."

Passion

We enthuse and inspire, love what we do, always want better. We care about doing great work, never settle for average, and aim to leave things better than we found them.

"We do exceptional things."

If you'd like to find out more about how we can help your organisation, **get in touch...**

(+44) 0203 582 8330

Kings House
174 Hammersmith Road,
London, W6 7JP

hello@zaizi.com

www.zaizi.com

