



G-Cloud 15

Data confidence for Cloud

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Transforming Business using the Cloud

Enabling business and enterprise transformation using cloud is a complex, strategic consideration facing many private and public sector organisations. For most organisations globally, adopting and adapting to the cloud has already happened or has become a question of “when and how” rather than “if”.

We have worked across the public sector to support the implementation of business objectives using cloud related strategies and technologies. Our services help organisations to balance costs, optimise the use of cloud whilst being able to rapidly adopt a new way of working through their use of data.

Opportunities for enterprises generally include a combination of one or more of the following:

- Gaining timely insight based on larger and more complex datasets which in turn can boost organisational performance
- Using cloud to drive new business opportunities, services or digital operations
- Allowing access to software applications or infrastructure that have features, controls and security built in - for example new finance systems that have out of the box financial controls and security by design
- Providing an opportunity to reduce costs through improved data retention policies and ongoing monitoring of workload costs.

PwC provides the frameworks and extensive private and public sector experience to help organisations exploit the cloud in a safe manner. Our methods include the combination of agile Business, customer eXperience and Technology (BXT) activities required to transform, grow and maintain organisations. There is no single answer that covers each and every client organisation; we tailor our frameworks to client circumstances to support clients as follows:

- As a partner through the complete lifecycle of strategy through to execution
- With point in time business issues encountered during implementation or running the business
- As a trusted advisor providing assurance and risk related services over your programmes of works and your suppliers.

Data Confidence, Data Literacy and Upskilling

In today's data-driven world, organisations face the challenge of harnessing the power of data to drive insights and make informed decisions. Data confidence refers to the trust and reliability in the data being used, while data literacy is the ability to understand, analyse, and interpret data effectively. Building a data culture involves fostering an environment where data is valued and utilised across the organisation. Upskilling is the process of developing the necessary skills and knowledge to work with data effectively.

The following section describes the service features and benefits included within this service definition document in more detail.

1. Why are these services required?

If you are considering or advancing your journey you may have some fundamental questions:

- What steps can we take to improve data literacy within our organisation?
- How can we foster a data-driven culture and encourage data exploitation?
- How can we work with data and drive value and insights from our data sets?
- How can we ensure the accuracy and reliability of our data?
- What strategies can we implement to enhance data governance and data quality?

The key question is, what path should your organisation take to realise the full value of your data?

2. Opportunities and Challenges

Organisations, their customers, and staff can gain numerous opportunities from data confidence, data literacy, and upskilling. These include informed decision-making, enhanced operational efficiency, innovation, personalised customer experiences, and a data-driven culture that fosters collaboration, innovation, and continuous improvement.

However, challenges may arise in terms of data quality, data governance, and ensuring data literacy across the organisation. Additionally, upskilling the workforce and fostering a data culture may require significant effort and resources.

3. Our Approach

To support organisations in gaining data confidence, improving data literacy, and upskilling their workforce we follow a comprehensive approach which includes onboarding, planning, managing, delivering, upskilling, operationalising, supporting, and sustaining data-related initiatives.

We take a targeted approach, assessing the organisation's current data literacy levels, identifying skill gaps, delivering standardised training plans or designing tailored training programs. Our experts deliver hands-on workshops, online modules, immersive sessions both formal and informal supported by coaching and mentoring to empower employees with the necessary skills to effectively work with data.

We offer a range of training options to support data-related skills and foster a data-driven culture. Our offerings include classroom-based sessions, virtual instructor-led training, online self-paced modules, interactive workshops, webinars, and blended learning approaches. We cover various technical aspects such as data visualisation tools, coding languages, statistical analysis techniques, and machine learning algorithms.

Additionally, we emphasise non-technical elements like data culture, ethics, responsible data practices, and the importance of data governance and compliance. Our training programmes aim to equip individuals with the skills and knowledge needed to effectively analyse data, make informed decisions, and navigate the ethical considerations surrounding data usage.

4. Our Team: Why PwC?

PwC can deliver a range of services to support organisations in their data journey as follows:

- **As part of a cloud implementation program:** We can deliver data confidence, data literacy, and upskilling services by integrating data governance frameworks, ensuring data quality, and providing training on cloud-based data analytics tools and techniques
- **During 'business as usual' in a support capacity:** We offer ongoing data confidence, data literacy, and upskilling support. This includes providing guidance on data governance best practices, conducting data quality assessments, and delivering targeted training programs to enhance data literacy skills
- **When providing assurance or review of a data confidence, data literacy, or upskilling project:** We conduct thorough assessments to evaluate the effectiveness of existing initiatives. Our experts identify areas for improvement, provide recommendations, and ensure alignment with industry best practices
- **To help optimise an existing initiative:** We analyse the current data landscape, identify bottlenecks, and propose enhancements to improve data confidence, data literacy, and upskilling. Our experts provide guidance on refining data governance processes, enhancing data quality, and delivering targeted training programs for maximum impact.

In conclusion, PwC's expertise and experience make us the ideal partner for organisations seeking support. Our comprehensive approach, encompassing implementation, support, assurance, and

optimisation, ensures successful outcomes and maximises value. By leveraging our capabilities, organisations can unlock the full potential of their data and drive transformative change in their operations.

Data Confidence for Cloud Features

- Data literacy training programs to enhance data culture
- Upskilling workshops and mentoring for data proficiency
- Data strategy development for fostering a data culture
- Implementation of robust data governance frameworks
- Quality assurance assessments to ensure data confidence
- Onboarding support to align with data governance practices
- Project planning and management expertise for data initiatives
- Ongoing support and maintenance services for data governance
- Sustainability planning to embed data culture in the organisation
- Addressing data politics to ensure fair and ethical data practices.

Data Confidence for Cloud Benefits

- Cultivating a data culture that values and utilises data effectively
- Empowering employees with data literacy skills for informed decision-making
- Building trust and confidence in accuracy and reliability of data
- Establishing robust data governance to ensure data integrity and compliance
- Mitigating data politics by promoting fair and ethical data practices
- Increasing operational efficiency through optimised data utilisation
- Driving innovation and growth by leveraging data-driven insights
- Gaining a competitive edge through data-driven strategies and initiatives
- Enhancing customer experiences through personalised and data-driven approaches
- Ensuring long-term sustainability of data initiatives through effective governance.



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