



Service Assessments Training

G-Cloud 15 Service Definition Document

January 2026

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1 Deloitte Overview

As a leader in professional services, Deloitte LLP is committed to making an impact to our clients, our people and for society. We have over 27,000 staff based across the UK providing audit, risk advisory, tax, consulting, financial advisory and legal services to public and private clients across multiple industries. We work together to build trust, support inclusive growth, and build capability, enabled by our **breadth and depth of expertise across advisory, delivery, engineering and managed services.**

Our **public sector practice** serves Central Government, Government Agencies, Local & Regional Government, Defence, Security and Justice, Health and Social Care, Transport, Education and Housing. We also provide services to the Northern Ireland Office, Scottish Government, Welsh Government and Crown Dependencies.

Our Cloud Capability

At Deloitte, we help our clients **Imagine, Deliver and Run** the businesses of the future through the power of **Cloud**. We have deep Cloud architecture, engineering, operational, commercial, and business transformation expertise delivered by a team of more than 26,000 Cloud Practitioners globally. We have delivered over 2,000 cloud implementations over the past 5 years and have 60+ cloud centres of excellence supporting the delivery of cloud services to our clients.

In the UK, we have a team of over 100 Cloud managed service specialists plus the following certifications across AWS, Microsoft Azure, Google Cloud and Oracle Cloud Infrastructure (OCI):



We help our clients with all aspects of their journey-to-cloud and optimisation of their cloud and cloud-services investments. Our Cloud practice can support you to optimise your client investments, and to navigate your organisations cloud journey, providing specialist cloud architecture, engineering, and operational skills at all stages, with a large proportion of our team holding the clearances required to meet your specific security requirements.

Our AI Capability

Deloitte stands at the forefront of AI transformation and was recognised as a Leader in the 2025 IDC MarketScape for Artificial Intelligence (AI) services for the fourth consecutive time. Supported by a £3 billion investment in AI, Data, Automation, Cloud, and Cyber, we seamlessly integrate our deep AI expertise with our extensive cloud capabilities. Our UK team is part of 339K AI-fluent practitioners globally, and includes over 1,300 AI specialists and engineers, many of whom hold the necessary security clearances for public sector delivery.

Through the Deloitte AI Institute, our hub for cutting-edge research and innovation, and strategic alliances with leading hyperscalers, we empower public sector clients to optimise costs, streamline processes, and navigate their AI journey. We achieve this by leveraging our ReadyAI™ models, which provide end-to-end support for AI solution implementation, and our Trustworthy AI™ framework, ensuring responsible and ethical deployment.

Our alliances & ecosystems

To bring full value to our clients, Deloitte is a premier consulting partner with all the leading hyper-scale cloud vendors in the market including AWS, Google, Microsoft¹, Google and SAP. A selection of our partners and alliances are presented below:



What the analysts say

Don't just take our word for it. Deloitte is recognised by the analyst community as being **leaders in cloud transformation services**. This reflects the wealth of experience we have in delivering cloud services across the public sector and wider private sector combined with our out-of-the-box templates, tools and assets.

Gartner

Originating in 2021, Deloitte has been recognised as a Leader in this category for four years in a row. Deloitte was also positioned as a Leader in the **Gartner Magic Quadrant for Public Cloud Infrastructure Professional and Managed Services, Worldwide** in 2021, 2020 and 2019, the previous form of this category.

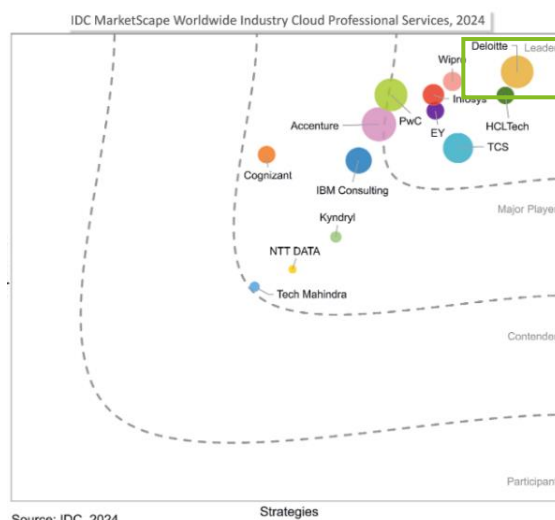


Gartner

Gartner: Magic Quadrant for Public Cloud IT Transformation Services. © Gartner inc. 2025

IDC

Deloitte has been awarded Leader status in the **IDC MarketScape: Worldwide Industry Cloud Professional Services 2024** Vendor Assessment. We have also been recognised as Leaders in **Hybrid IT Consulting & Integration Services** and **Software Engineering Services**.



Source: IDC, 2024

IDC MarketScape: Worldwide Industry Cloud Professional Services Vendor Assessment © IDC inc. 2024

Cloud Transformation

Transform Faster, Transform Smarter

Deloitte's Cloud Transformation can fast-forward your journey to the Cloud, unlocking innovation, efficiency, and growth.

[Find out more here](#)



¹ As Microsoft's Independent Auditor, Deloitte cannot have a direct or material indirect business relationship with Microsoft, such as having an alliance or being a registered partner. Nonetheless, Deloitte can provide Microsoft-related technology services and invests heavily across its global business building technical skills and capabilities to develop world-class consulting and solution delivery capabilities.

2 Service Overview

Our Service Assessment Team deliver a full-day training session on the service assessment process. Led by experts, the session offers tips, best practices, and real-world examples from 20+ government assessments they have supported, along with access to resources designed to help your team meet the Service Standard from day one.

Who is this service for?

- Service and delivery teams working on a GOV.UK service that require a service assessment at the end of their phase of delivery (Discovery, Alpha, Private Beta and Public Beta)
- Government departments and agencies wanting to upskill their teams on the Service Standard and service assessment process

Features of this service

- Practical tips, real world examples and best practices for service assessments
- Expert facilitators, who have supported 20+ teams through assessments
- Tailored to your team's assessment type, skillsets and focus
- Coaching on techniques for success, including storytelling and presentation approaches
- Practical activities to apply and test your team's learning
- Access to assessment-preparation resources: templates, past questions and trackers

Benefits of this service

- Improves team understanding of the Service Standard
- Improves team confidence in preparing for and completing service assessments
- Reduces time spent on assessment preparation and admin burden
- Tested, reusable framework applicable to all future services

3 Detailed Service Description

Our service assessment training is designed to help delivery teams excel in service assessments. With a proven track record of supporting over 20 government service assessments, our expert team (including former assessors and assurance leads) will deliver tailored training you prepare for success.

Our approach

Our training is built on our Service Assessment Framework, which consolidates best practices from our extensive experience and insights gained from analysing over 100 assessment reports. This enables us to identify critical success factors and common pitfalls, helping your team meet the Service Standard at every stage of the delivery lifecycle.

We understand that every team has unique priorities and needs. Our training can be tailored to focus on the specific areas most helpful to your team's requirements. Whether you require an overview of the entire service assessment process or a deep dive into specific topics, such as User Research or Technology, we will adapt the content to meet your requirements.

Core Service Assessments training

Our training involves a full-day session that covers all seven parts of the service assessment, as well as the fundamentals of the process. We provide a deep dive into the key areas, including:

- Problem and Vision
- Service Demo
- User Needs
- Design
- Technology
- Service Performance
- Team Ways of Working

Within each section, we highlight key topics that assessors will expect to see. For each one, we provide:

- **Best Practices:** Practical tips on how to demonstrate compliance with the Service Standard (e.g. how to demonstrate design iterations and options explored in Alpha).
- **Common Questions:** Frequently asked questions from assessors, helping your team prepare effectively.
- **Real-World Examples:** Case studies and examples from successful assessments we have supported, including slides and diagrams for inspiration.
- **Relevance by Delivery Stage:** A view on how important each topic is at different stages of the delivery lifecycle (Discovery, Alpha, Private Beta and Public Beta) allowing your team to understand the most critical areas for your current delivery phase.

Technical pre-assessment deep dive

In addition to the core training, we offer a one-hour deep dive session specifically for architects and developers. This session explores the technical pre-assessment in detail, providing targeted guidance on technology choices, compliance with the Technology Code of Practice, and other technical considerations that you may be expected to demonstrate.

Team Composition

Our team of subject matter experts (SMEs) brings a wealth of experience and expertise across all areas of the Service Standard. A typical team includes:

- **Lead Assessor, including Delivery/Product:** Focused on service vision, problem statements, teamwork, and performance analytics
- **User Research Lead:** Specialising in user research methods, outcomes, participant engagement, and user needs
- **Design Lead:** Specialising in service and interaction design, accessibility, and design decisions
- **Technical Lead:** Specialising in technology choices and compliance with the Technology Code of Practice

Contribution

To help us deliver this training successfully, we will require your project lead to join a one-hour introductory session to provide an overview of your project, phase, and areas of focus for your team.

Our team will handle the preparation and delivery of the training, minimising the time and effort required for your team.

Deliverables

- **Service Assessments Training:** A tailored full-day training session, with an optional one-hour technical pre-assessment session in addition
- **Training Slide Deck:** A downloadable version of your customised training materials for both the core service assessments training and the technical pre-assessment
- **Assessment Resources:** Access to commonly asked assessor questions, progress trackers, briefing templates, and presentation templates

4 Contact Details

Please send your requirement to publicsectorbidteam@deloitte.co.uk. Alternatively, if you wish to discuss your requirements in more detail, please send us the following information and we will be happy to contact you:

- Your organisation name
- The name of this service
- Your name and contact details
- A brief description of your business situation
- Your preferred timescales for starting the work



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