



Service Standard & Assessment Support

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.

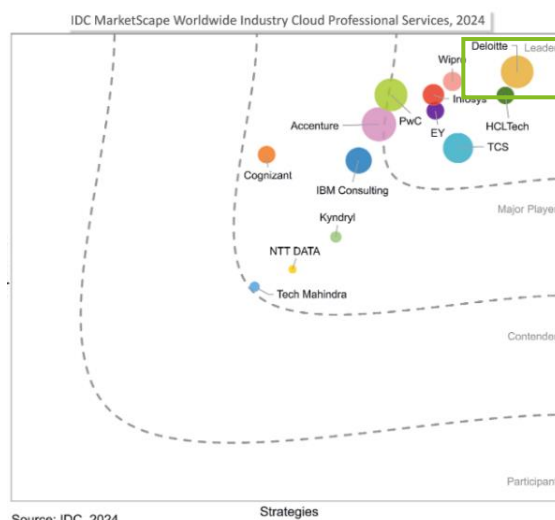


Gartner

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**.



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 Assessments Team provides comprehensive Service Standard support, helping your team plan, collate, review, and prepare for success at your assessment. Led by experts (including former assessors) with experience in supporting 20+ service assessments, we run readiness reviews, mock assessments, provide detailed feedback, and coach for confident, successful outcomes.

Who is this service for?

Delivery teams working on a GOV.UK service that require a service assessment to exit their delivery phase (Discovery, Alpha, Private Beta and Public Beta).

Features of this service

- Expert advice and guidance for assessment preparation.
- Comprehensive service review against Service Standard and common assessor questions.
- Mock assessments and coaching by experienced government digital delivery experts.
- Coaching on storytelling and key techniques for assessment success.
- Service Assessment Training to help teams exit Discovery, Alpha, Private Beta and Public Beta.
- Detailed and actionable feedback per discipline (UR, Design, Technology, Team, Performance).
- Practical next steps and remediation advice pre- and post-assessment.
- Access to presentation templates for smooth, efficient preparation.

Benefits of this service

- Minimise risk of 'Not Met' or 'Red' RAG rating which would otherwise result in additional costs.
- Reduce risk of reputational damage and departmental non-compliance.
- Help your service meet user needs and Service Standard requirements.
- Upskill teams for future assessments and government digital delivery excellence.
- Boost confidence in managing service assessment domains effectively.
- Demonstrate readiness and dedication to meeting the Service Standard in assessments.

3 Detailed Service Description

Our Service Standard and Assessment Support is designed to help delivery teams meet the GOV.UK Service Standard and 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) offers tailored guidance and practical solutions to help your service achieve required standards.

Our Approach

Our approach is built on a robust Service Assessments 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 project is unique, and our service can be tailored to meet your specific needs. You can choose to engage us for the full suite of support services or select only the components that are most relevant to your project. This can include:

- **Readiness Assessments:** A series of review sessions to assess work completed on the key elements of service delivery (problem and vision, user needs, design, technology, team ways of working and service performance) against the Service Standard.
- **Personalised Training:** A full-day training session to equip your team with the knowledge and skills to succeed in service assessments. This includes best practice examples, top tips, and insights into common pitfalls, tailored to meet your project's needs.
- **Mock assessments:** One or multiple four-hour mock assessments to simulate the actual assessment process. During these sessions, we evaluate presentation skills, team coordination, responses to questions, and the overall narrative of your service. We use this to provide feedback to refine your approach and ensure alignment with the Service Standard.
- **Advisory and guidance:** Our team can be on-hand to answer Service Standard-related questions and provide advice on potential issues that may arise throughout service delivery.
- **Assessment remediation:** In the event of 'Not Met', 'Red' or 'Amber' ratings, we will support you in developing a tailored remediation plan. This includes a detailed review of the assessment report and actions to address identified gaps.

This flexibility allows us to provide you with the right level of support, aligned to your priorities and resources.

Getting a 'Met' or 'Green' rating at the end of a delivery phase is rooted in thinking about the Service Standard and your assessment from day one. By engaging with our team early, you can significantly enhance your compliance with the Service Standard, improve your storytelling, and minimise the risk of rework. Taking this approach has delivered a 92% success rate for the teams we have supported.

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 problem and vision, team ways of working and service performance.
- **User Research Assessor:** Specialising in user research methods, outcomes, participant engagement, and user needs.
- **Design Lead:** Evaluating service and interaction design, accessibility, and design decisions.
- **Technical Lead:** Assessing technology choices and compliance with the Technology Code of Practice.

Contribution

To support delivery of this service, we may require your team to support the following activities:

- **An initial introduction:** A two-hour meeting to provide an overview of your service.
- **Mock Assessment:** A four-hour meeting, replicating a real service assessment.
- **Service Standard Audit/Readiness Assessment:** A one-hour meeting with each team member to review the section of the assessment that they will be leading.
- **Personalised Training:** A full day training session, tailored to best meet your team's needs.
- **Remediation:** A one-hour meeting to review your team's service assessment report, followed by an additional hour for planning next steps.

Our team will lead these sessions and produce relevant outputs summarising next steps.

Inputs

To support your team effectively, we may require access to the following materials:

- Service Assessment Presentation materials.
- Service prototype(s).
- User research materials: reports, findings and notes.
- Design files, including different user journeys and patterns that have been tested.
- Technology architecture documentation and diagrams.

Deliverables

Depending on the level of support needed, our service can include the following outputs:

- **Readiness Assessment Report:** A detailed document outlining compliance with each criterion within the Service Standard and actionable recommendations for improvement.
- **Service Assessments Training:** A full-day training session, with an optional one-hour technical pre-assessment training session.
- **Service Assessment Resources:** Progress trackers, presentation templates, briefing and assessment forms, question preparation checklists, and technical pre-assessment materials.
- **Mock Assessment Report:** A comprehensive status report, including RAG ratings, highlighting areas for improvement in your assessment preparation.
- **Remediation Plan:** A tailored action plan to address any 'Not Met', Amber or Red ratings.

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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