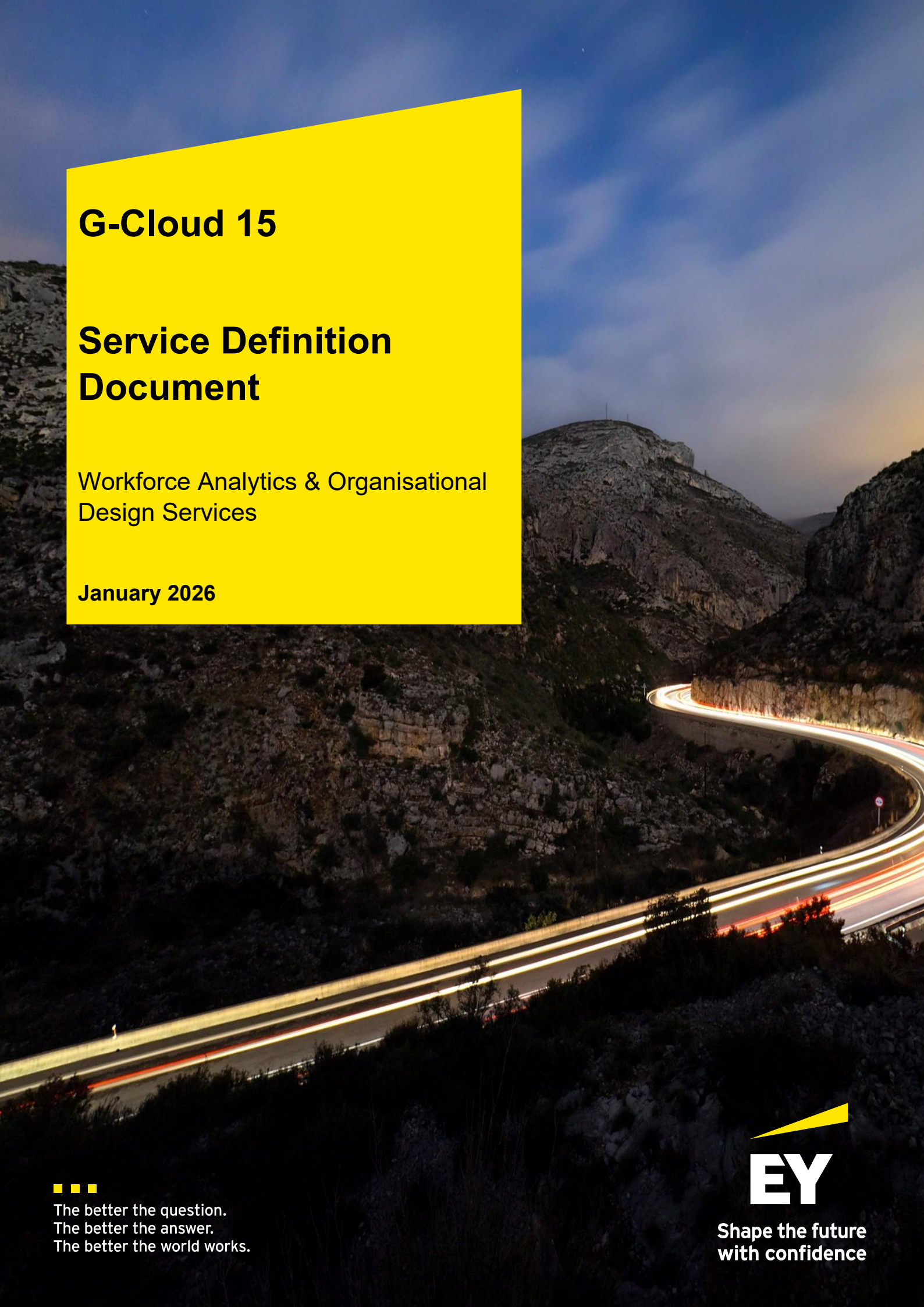




G-Cloud 15

Service Definition Document

Workforce Analytics & Organisational
Design Services

January 2026



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The better the answer.
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1. Service detail

1.1. Introduction to the Service

The migration to cloud solutions and the rise of advanced analytics and data science for workforce management necessitate a transformation in the skills, operating models, and organisational design within technology and HR functions. This service offers comprehensive support for organisations seeking to implement cloud-based solutions and leverage people analytics effectively. By aligning with standards such as SFIA and GDS, we provide organisational diagnostics, benchmarking, design, and implementation assistance tailored to enhance capabilities in delivering cloud solutions.

Our proprietary EY software facilitates the harmonisation of employee data, enabling real-time structural redesign and smooth transitions to new organisational models. In parallel, we gather and analyse workforce data from various sources, including HR systems, IT, sales, and external databases, to deliver actionable insights. Our advanced analytics and modelling services address critical workforce business issues and HR processes, empowering organisations to make informed decisions.

As the demand for data-driven HR functions grows, driven by an explosion of data and a greater appetite from C-suite executives, organisations face challenges in building the necessary capacity and skills within their HR teams. Our services aim to optimise HR processes, staff rightsizing, and location insights, ultimately enhancing staff performance and productivity in an increasingly disrupted business landscape.

1.2. Service Description

- ▶ Assess gaps between current organisational, capability and workforce requirements versus future cloud-enabled needs
- ▶ Align skills, roles, structures and taxonomies to SFIA, GDS and other recognised frameworks
- ▶ Establish accurate baselines for skills, roles, costs and workforce data, integrating HR and business datasets
- ▶ Develop guiding principles for target operating model and organisational design
- ▶ Explore and evaluate operating model, organisational structure and workforce strategy options using data-driven insights
- ▶ Engage stakeholders, users and customers in organisation design and workforce analytics activities
- ▶ Define organisational capabilities, role architectures, layers, governance structures and decision rights
- ▶ Apply public and private sector benchmarks, analytics and leading practice to operating model and workforce design
- ▶ Develop recruitment, training, learning and capability-building strategies to support cloud-aligned ways of working
- ▶ Build a capability roadmap to embed cloud-enabled organisational and workforce capabilities
- ▶ Design and mature people analytics operating model and supporting functions
- ▶ Integrate HR and business data to deliver accurate, real-time dashboards and management information

- ▶ Use advanced analytics (machine learning, predictive modelling, engagement analytics) to generate insights for key decisions (e.g. attrition, DEI, performance drivers)
- ▶ Conduct strategic workforce planning, scenario modelling, rightsizing analysis and rostering optimisation
- ▶ Provide salary, rewards and benefits benchmarking to ensure competitive compensation structures
- ▶ Leverage labour-market and macro-economic data to inform workforce strategy and future skills planning

1.3. Benefits

- ▶ Enables data-driven workforce decisions using advanced analytics and insights
- ▶ Right-sizes capabilities and resources to support cloud strategy execution
- ▶ Improves organisational agility with future-ready, agile operating models
- ▶ Increases responsiveness to user needs through adaptive organisational structures
- ▶ Strengthens talent strategy with capability benchmarking and gap analysis
- ▶ Boosts employee engagement through transparent design and stakeholder involvement
- ▶ Accelerates technology adoption with targeted upskilling and cloud learning
- ▶ Enhances accountability and governance with clear decision-rights frameworks
- ▶ Drives cost efficiency by optimising organisational layers and workforce planning
- ▶ Speeds service development through streamlined structures and agile ways of working

2. Key contacts

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