

Service Definition Document

Functional Service Optimisation Skills Services





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Opencast provides Functional/Service Optimisation Skills under the G-Cloud framework (Lot 3: Cloud Support Services), tailored to meet the needs of highly regulated public sector environments, including central government and health and social care organisations. Our approach combines advisory, delivery, and embedding of proven optimisation methodologies, practices, and tooling.

Opencast's Functional/Service Optimisation Skills support organisational objectives:

- Cloud First Strategy: Enabling efficient migration and optimisation.
- One Government Cloud Approach: Standardising optimisation practices across departments.
- Value for Money: Demonstrating measurable efficiency and cost savings.
- Digital Transformation: Incorporating optimisation into all cloud decisions.
- Capability Building: Supporting DDaT frameworks through optimisation training and knowledge transfer.

Service Features:

- Analyses cloud workloads for performance and efficiency improvements.
- Optimises resource allocation to minimise operational costs.
- Implements automation for consistent service performance.
- Monitors utilisation metrics to identify optimisation opportunities.
- Applies best practices for scalability and elasticity.
- Ensures compliance with cloud performance standards.
- Integrates performance tuning into deployment pipelines.
- Supports multi-cloud and hybrid optimisation strategies.
- Reduces latency through configuration and architecture adjustments.
- Delivers continuous improvement for evolving cloud environments.

Service Benefits:

- Improves overall cloud service reliability and responsiveness.
- Reduces operational costs through efficient resource utilisation.
- Enhances scalability to meet fluctuating business demands.
- Minimises downtime by proactive performance tuning.

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- Supports faster application delivery with optimised pipelines.
- Strengthens compliance and governance in cloud operations.
- Boosts user experience through consistent service performance.
- Facilitates long-term sustainability of cloud investments.
- Enables better forecasting for capacity and cost planning.
- Increases organisational agility in dynamic cloud environments.

Opencast's Functional/Service Optimisation Skills provide central government departments with the methodologies, tools, expertise and experience needed to manage cloud efficiency and performance effectively.

By combining technical optimisation with robust governance, we help organisations to deliver better services for citizens while ensuring strategic alignment and value.

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Service Offering: OpenChallenge – Challenge Days

Overview

OpenChallenge is Opencast's structured, high-impact method for bringing together client organisations with their wider supplier ecosystems to collaboratively solve complex delivery, design and policy challenges. Our approach enables blended teams to rapidly generate, test and prioritise actionable ideas — addressing systemic blockers, improving end-to-end delivery, and accelerating transformation.

The OpenChallenge is built for multi-supplier partners in public sector environments, blending ideation, collaborative problem-solving, ecosystem insight gathering and structured recommendation pathways.

Key Features

- **Multi-Supplier Collaboration by Design:** Cross-supplier events to examine challenges holistically and in the open.
- **Structured Problem-Solving Framework:** Challenge definition → insight → ideas → testing → prioritisation → recommendations.
- **Pragmatic Problem Resolution:** Blends creative exploration with feasibility and policy alignment, bringing expertise from experienced, in-situ supplier organisations.
- **Government-Aligned Methods:** Approach can be specifically tailored to Government requirements, rooted in user-centred and GDS standards.
- **Proven at Scale:** Successfully deployed in the HMRC ecosystem to solve systemic, ecosystem-wide challenges.

Service Benefits

- **Accelerated Problem-Solving:** Condenses months of fragmented problem exploration into a single structured event.
- **Unlocking System-Wide Improvements:** Surfaces interdependencies and opportunities invisible within single-team and/or single-supplier boundaries.
- **Better Value from Supplier Ecosystems:** Maximises contribution and problem solving across the entire supplier landscape.
- **Improved Alignment and Shared Ownership:** Builds collective understanding, reducing friction and improving delivery confidence.
- **Scalable, Repeatable Model:** Enables ongoing innovation with minimal governance overhead.

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Service Offering: OpenInnovation – Innovation Days

Overview

Opencast's Innovation Days include focused, high-impact workshops designed to help public sector organisations rapidly explore challenges, generate fresh ideas, and unlock new approaches to service, policy, delivery or technology problems.

Built from our experience running innovation sessions across government and with other major organisations, Innovation Days are bespoke – crafted with our clients to meet their specific needs, ranging from half day sessions to multi-day events.

They're designed to spark creativity, build cross-functional alignment, and produce validated, actionable concepts that can feed directly into portfolio/programme planning, early discovery and/or alpha phases, or wider change roadmaps.

Key Features

- **Challenge-Led Problem Framing & Pre-Event Design:** This includes reflective prompts, curated scenarios, and guided thinking packs to help teams arrive primed and ready to engage meaningfully.
- **Structured Innovation Facilitation & Methods:** Expert-led workshops using design thinking, systems mapping, rapid ideation, prioritisation and creative warm-ups. Ranging from concept shaping and decision-making activities to hands-on hackathon – tailored to the problem and audience.
- **Rapid Prototyping, Concept Development & Feasibility Insight:** Turning ideas into and early-stage concepts, supported by feasibility guidance and insight on what's ambitious but achievable within your context.
- **Prioritisation, Impact Assessment & Post-Event Analysis:** Evaluating concepts for feasibility, value and user impact, followed by full synthesis of workshop outputs: recommendations, risks, and proposed next steps.
- **Follow-Up Support & Delivery Alignment:** Flexible options for post-event support to maintain momentum—helping teams translate workshop outputs into discovery backlogs, inflight delivery work or further innovation cycles.

Service Benefits

- **Catalyses Creativity in Regulated & Complex Environments:** By providing structured challenge framing, guided pre-work and proven facilitation methods, the service unlocks creativity even in heavily governed or risk-conscious settings.
- **Builds Alignment Across Teams, Suppliers & Stakeholders:** Shared scenarios, repeatable methods and transparent prioritisation activities bring

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diverse groups to a common understanding of goals, opportunities and constraints.

- **Produces Actionable, Delivery-Ready Outputs:** Ideas are shaped into tangible concepts, prototypes and feasibility insights—ensuring workshop outputs can be directly used in discovery, planning or live delivery.
- **Fast, Efficient & High-Value Innovation:** The combination of pre-event preparation, structured facilitation and clear post-event recommendations accelerates decision-making without sacrificing rigour.
- **Tailored to Departmental Priorities & Real-World Constraints:** Challenge statements, scenarios and follow-up options are shaped around your strategic priorities, existing programmes and operational realities.



About Opencast

Who we are

Opencast is an independently owned full-service UK technology consultancy specialising in designing, building, and running human-focused digital and technology solutions.

Opencast works at the heart of UK government, healthcare and innovative business to develop solutions that include support for critical systems and services and help for millions of people. Opencast delivers improved digital experiences, better operational performance, responsible emerging tech and innovation, and enhanced insights through data.

Opencast believes in making life better through the power of people and technology. Its vision is to make a positive impact on society through solutions that are simpler, more sustainable and fairer for all.

Who we work with

Opencast specialises in developing end-to-end enterprise solutions for government, healthcare and innovative business. Our public sector experience includes working with:

- Advisory, Conciliation and Arbitration Service (ACAS)
- Department for Education (DFE)
- Department of Health and Social Care (DHSC)
- Department for Work and Pensions (DWP)
- Government Digital Service (GDS)
- Her Majesty's Revenue and Customs (HMRC)
- Home Office (HO)
- Marine Management Organisation (MMO)
- Ministry of Justice (MOJ)
- Ministry of Defence (MOD)
- NHS Business Services Authority (NHSBSA)
- NHS England (NHSE)

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Our team

Our teams have an excellent delivery track record, bringing years of technology and digital experience to our clients. Our people display qualities and behaviours that underpin our values.

Our values:

- We build trust
- We enable people
- We work together
- We do the right thing
- We make a difference

In practice that means our people are hard-working, smart self-starters who think independently and use their intuition to deliver for our clients with confidence and transparency.

Our people also have a strong sense of team and always treat each other with respect. Our people have experience working in both full Opencast teams, as well as mixed client and supplier teams.

Our culture empowers independent-minded people in our mission to do the right thing for our clients, our team and wider society: good teamwork to make life better.

Client Partnership

Opencast appoints a Client Relationship Director (CRD) at the start of our engagements to manage the partnership between the client and Opencast. The named CRD will be available to attend calls or visits on-site and will act as a point of collaboration and escalation where required.

The CRD will be tasked with creating a true partnership with the client and to ensure that maximum value is gained by the client from the partnership.

Typically, we also involve our senior consultancy team including our Directors of Capability and Practice Leads. Drawing on decades of experience, they bring other viewpoints and ideas for consideration, not just within the project space, but also in other technologies, services, or business.

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People Management

Opencast takes its people care very seriously. Our aim is to provide committed people who care about the success of both Opencast and our clients.

In addition to the CRD, our consultants benefit from dedicated People Experience Partners (PEEPs) that provide pastoral care, as well as close links in with our Practice Leads that lead our capability development. These roles are supported by our wider People Experience Team, ensuring that our people are supported from all sides.

In the unlikely event that a personnel change is required, Opencast work closely with the client to ensure a smooth transition and an effective handover.

People Vetting

Our consultants provide references and background checks to meet the requirements of the client. We clear all employees to BPSS level as a minimum, and many of our consultants have or are eligible for SC clearance. Opencast typically cover the costs of obtaining standard checks and references and will inform the client if there are any issues or delays to the vetting process prior to consultants starting work with the client.

Pricing & Quality of People

Opencast is proud of its reputation for quality and delivery and take great care in selecting the right people for the right assignments.

We have a rigorous interview process, conducting both competency-based and values-based interviews and assessments as part of the recruitment process. Our employees are often people who are already known to us or have been passed on by personal recommendations and the vast majority are permanent employees.

We can provide our services on either a Time & Materials (T&M) or Fixed Price basis to match your needs. For T&M services, please refer to our SFIA Rate Card.

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Value Adding Activities

Opencast recognise the strategic importance of our clients' projects, and to ensure the ongoing success of their services. We treat knowledge transfer and handover activities as first-class deliverables, setting up our clients for success.

Opencast work closely with its clients to:

- Provide additional ad-hoc project/delivery status updates as required
- Be available for advice and guidance for strategic or tactical next steps
- Provide information and collateral to facilitate stakeholder presentations
- Attend calls or assist directly with stakeholder meetings
- Provide guidance and opinions upon best practice
- Facilitate workshops or "brown bag" sessions to share experiences and knowledge and become active members of communities of practice
- Encourage networking between client sponsors and project staff to other trusted clients of Opencast for industry or technology sharing (i.e. other Government departments or health and social care organisations)

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