

Service Definition Document

Capability Analysis Services





Capability Analysis Services

Opencast provides Capability Analysis services under the G-Cloud framework (Lot 3: Cloud Support Services), tailored to meet the needs of organisations seeking to migrate, optimise, or transform their digital and cloud-based services.

Our approach combines advisory, delivery and the embedding of proven methodologies, practices and tooling to support our clients in understanding and enhancing their business capabilities for successful cloud migration and transformation.

Opencast's Capability Analysis services support organisational objectives:

- Strategic Cloud Adoption: Enabling informed migration and optimisation decisions.
- Standardisation: Aligning capability analysis practices across departments where appropriate.
- Value for Money: Demonstrating measurable improvements in capability and efficiency.
- Capability Building: Upskilling capabilities through training and knowledge transfer.

Service Features:

- Identifies current business capabilities and future state requirements.
- Maps organisational processes to cloud migration objectives and goals.
- Assesses gaps between existing and target cloud capabilities.
- Uses proven methodologies and structured assessment frameworks.
- Supports decision-making with data-driven capability insights.
- Aligns technical transformation with business strategy and priorities.
- Evaluates readiness across people, processes, and technology dimensions.
- Highlights risks and dependencies impacting migration success.
- Provides actionable recommendations for capability enhancement.
- Facilitates roadmap creation for phased migration delivery.

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Service Benefits:

- Provides clear insight into organisational strengths and weaknesses.
- Supports strategic decision-making with data-driven capability evaluation.
- Identifies gaps between current and desired performance levels.
- Improves resource allocation and prioritisation of investments.
- Enhances operational resilience by uncovering risks and dependencies.
- Aligns organisational capabilities with long-term business objectives.
- Facilitates continuous improvement and process optimisation initiatives.
- Strengthens competitive advantage through capability-driven strategies.
- Improves compliance and quality assurance across critical processes.
- Builds a foundation for sustainable growth and innovation.

Opencast's Capability Analysis services provide organisations with the methodologies, tools, expertise and experience needed to manage digital transformation effectively.

By combining technical assessment with a strategic mindset, we enable organisations to enhance their capabilities to support cloud migrations that build a robust foundation for growth and innovation. Our approach is collaborative, transparent, and aligned with industry standards, ensuring measurable value from every cloud investment.

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Service Offering: DDaT Capability Assessment

Overview

Opencast's Digital, Data and Technology (DDaT) Capability Assessment helps government organisations understand how well the DDaT framework is embedded across teams, roles and delivery environments. Developed and refined through work with our government clients, the assessment diagnoses gaps in DDaT adoption, role clarity, skills, ways of working, governance and organisational culture – providing recommendations to move toward effective digital delivery.

Key Features

- **Evidence-Based Assessment:** Built from Opencast's MOD Foundry engagement and extensive DDaT delivery experience.
- **Alignment to Government Standards:** Aligned with DDaT Playbook, Service Standards, Government Design Principles and accessibility requirements.
- **SFIA-Aligned Benchmarking:** Uses Opencast's SFIA-integrated competency framework to benchmark capability and maturity.
- **Multi-Disciplinary Evaluation:** Evaluates maturity across delivery, product, UCD, data, engineering, architecture and technical operations.
- **Targeted Improvement Roadmap:** Clear, actionable recommendations to uplift digital maturity.
- **Optional Uplift Support:** Ability to deploy multidisciplinary teams and upskill incoming DDaT civil servants.

Service Benefits

- **Understanding of digital capability and maturity:** Provides a clear view of strengths and weaknesses across roles, skills, structures and ways of working.
- **Improved recruitment, onboarding and workforce planning:** Enables more accurate role definition, hiring decisions and workforce planning through structured DDaT and SFIA-aligned insights.
- **Stronger multidisciplinary digital delivery capability:** Strengthens cross-functional team effectiveness by identifying and addressing gaps across Product, Delivery, UCD, Engineering, Data and Architecture.

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- **Better alignment with government digital and technology frameworks:** Ensures teams and processes align with DDaT Service Standards and Government Design Principles to reduce delivery and assurance risk.
- **A costed, realistic action plan for maturing DDaT capability:** Provides a practical, prioritised and value-based roadmap to uplift digital capability and maturity in a sustainable way.



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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