

# Digital academy

Helping you grow digital talent  
Service definition



## Digital academy

# Service summary

Our multidisciplinary team of experts will support your digital transformation by upskilling and training your in house team in applying user-centred design and agile methodologies.

Our experts are trusted public sector specialists in the research, design and build of clear, secure, products and end-to-end services that meet users' needs. They strike a balance between theory and practice and can bring their extensive knowledge to your own teams.



## Service summary (1 / 2)

### Features

- **Agile delivery and ways of working:** agile methodologies such as Scrum, and Kanban, the phases of agile delivery, having a multidisciplinary team, facilitating ceremonies (planning, show & tells, retrospectives), managing risk, reporting and tracking project delivery, the government digital service standard
- **Stakeholder management:** identifying and understanding stakeholders, tools and approaches for effective stakeholder management
- **Product management:** adopting a product centric culture, defining and prioritising the product backlog, agile methodology, the phases of agile delivery, user-centred design, operational management and working with constraints
- **User research:** planning research, selecting methods (e.g. interviews, focus groups, usability testing, card sorting, contextual enquiry), designing research studies across the product lifecycle, recruiting users, facilitating sessions remotely and in person, data analysis, writing user needs, reporting and influencing change, ethics, GDPR compliance

### Benefits

- Coaches are subject matter experts who have worked in multidisciplinary teams to help deliver successful digital services that meet user needs
- Senior team, with expertise and experience of government - upskilling across all disciplines
- Examples from real world delivery of digital services in the public sector
- Collaborative work to develop trusted partner relationship
- Benchmarks your team's experience to deliver training at the right level
- Shares knowledge with government in-house teams by working transparently
- Training is following the [Digital, Data and Technology Profession Capability Framework](#)
- Helps to embed new tools and ways of working
- Complies with the GOV.UK service standard



## Service summary (2 / 2)

### Features

- **Service design:** add detail
- **Interaction design:** add detail
- **Content design:** add detail
- **GDS assessments:** tailored advice and support to ensure teams prepare and pass their GDS assessment

### Benefits

- Coaches are subject matter experts who have worked in multidisciplinary teams to deliver successful digital services that meet user needs
- Provides senior government expertise and upskilling across all disciplines
- Uses examples from real world delivery of digital services in the public sector
- Collaborative work to develop trusted partner relationship
- Benchmarks your team's experience to deliver training at the right level
- Shares knowledge with government in-house teams by working transparently
- Training is following the [Digital, Data and Technology Profession Capability Framework](#)
- Helps to embed new tools and ways of working
- Complies with the GOV.UK service standard
- Over 14 GDS assessments passed covering discovery, agile, beta and live



# About us

We partner with public sector organisations to help them build a sustainable digital future.



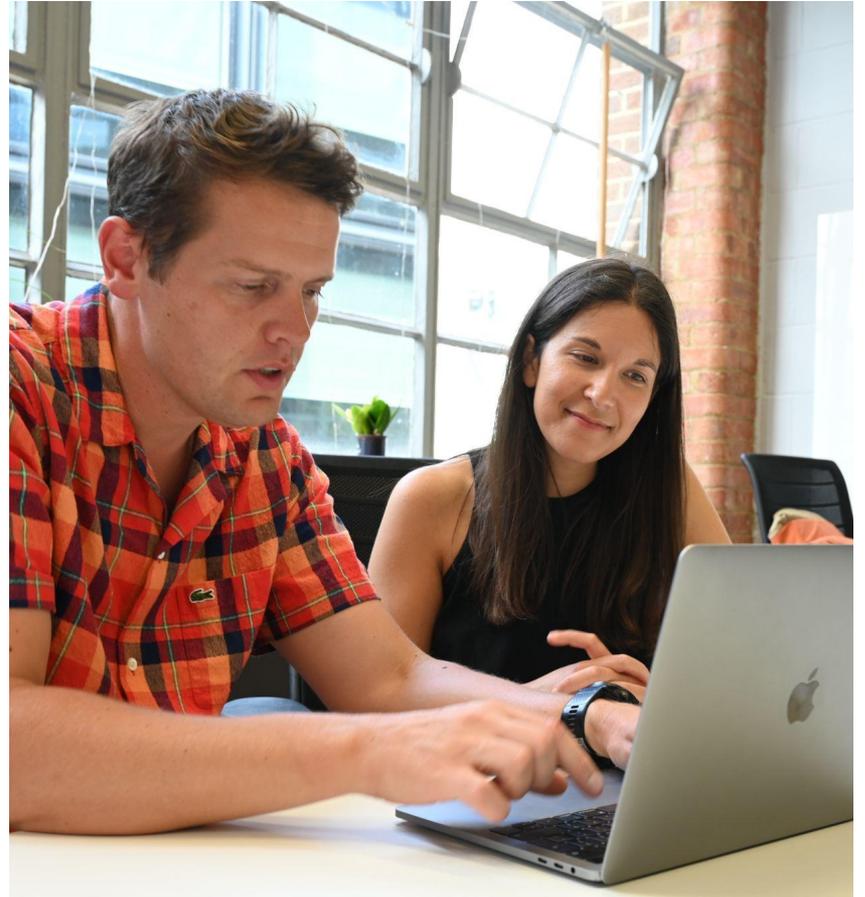
About us

## Marvell Consulting

Marvell Consulting is a team of digital specialists with a track record of building secure, reliable, easy-to-use services while upskilling in house teams.

We put users at the heart of everything we do to create beautifully simple services that are responsive to their needs.

Our strength is in delivering measurable value to stakeholders whilst fulfilling our commitment to delivering long lasting user-centred digital transformation.



About us

## Our experience

As a small company we're proud to have been trusted by some of the UK's most recognised institutions.



Home Office



Cabinet Office



UK Visas and  
Immigration



Department for  
Business, Energy  
& Industrial Strategy



HM Passport  
Office



HM Passport  
Office



Llywodraeth Cymru  
Welsh Government

GREATER  
LONDON  
AUTHORITY



METROPOLITAN  
POLICE



Detailed specification

## Rate card

SFIA Level	Coaching & Upskilling	Training
1 Follow	N/A	Please contact us about pricing for training courses
2 Assist	N/A	
3 Apply	N/A	
4 Enable	N/A	
5 Ensure/Advise	N/A	
6 Initiate/Influence	£850-1000	
7 Set Strategy, Inspire, Mobilise	£950-1250	



# Things we've delivered

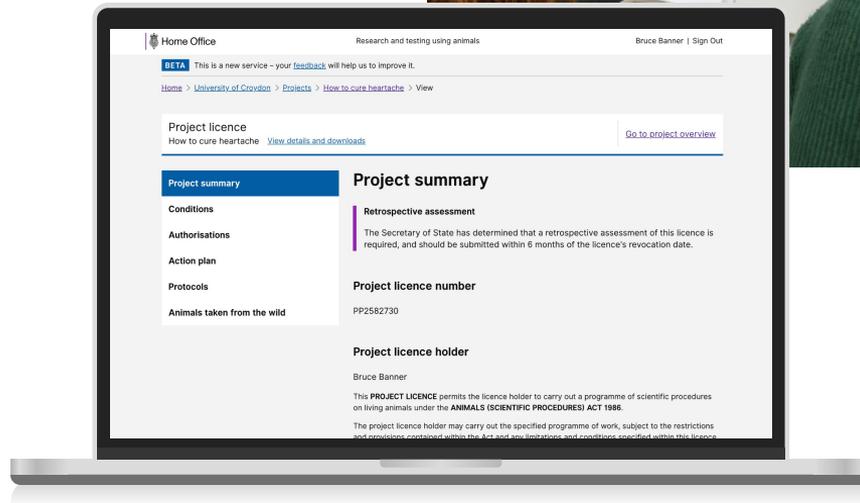
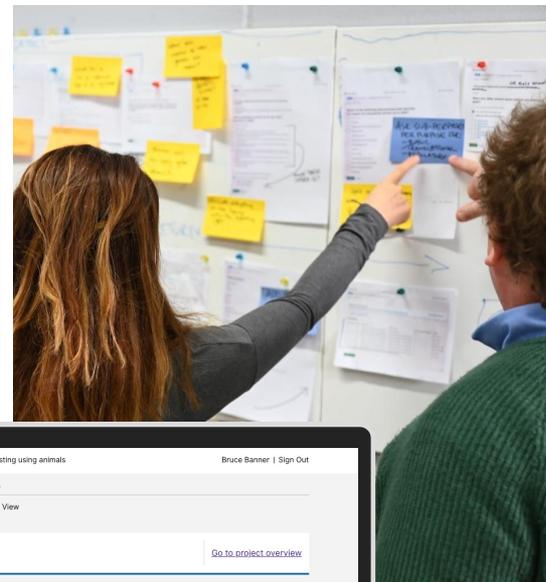
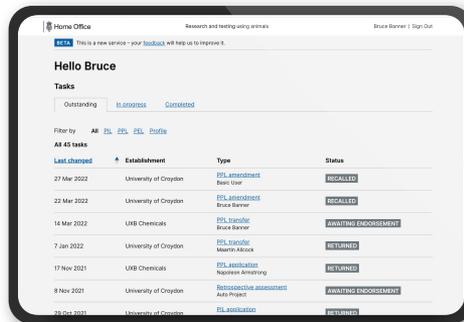
Some examples of what we've helped deliver with this service.



Case study

# Building a new licensing system in the biosciences industry

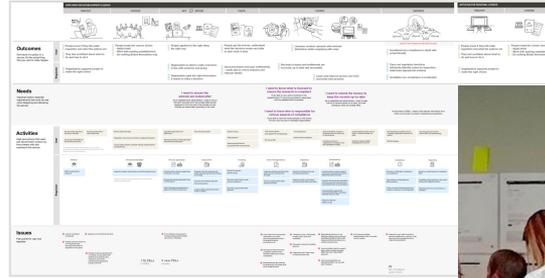
In 2018 we were asked to design and build a bespoke online licensing service for a regulator that delivered efficiencies whilst allowing them to continue to carry out their day-to-day operations.



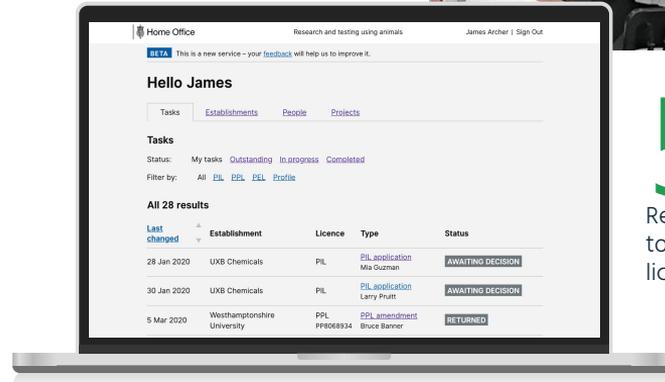
The service needed to be resilient enough to be able to process tens of thousands of requests each year from 18,000+ scientists. It also needed to protect valuable intellectual property and sensitive customer data.

Working closely with the regulator and the scientific community, we carried out over 500 research sessions and designed dozens of prototypes to ensure we created the right solution. We also put in place a security-first model so that sensitive data can only be accessed by authorised individuals.

Since the service has gone live it's delivered some impressive results including a 30% increase in customer satisfaction; a 50% fall in the time needed to process licence documentation; and up to a 75% fall in late submission of key documents.



30%  
Increase in customer satisfaction



50%  
Reduction in staff hours to process personal licence applications



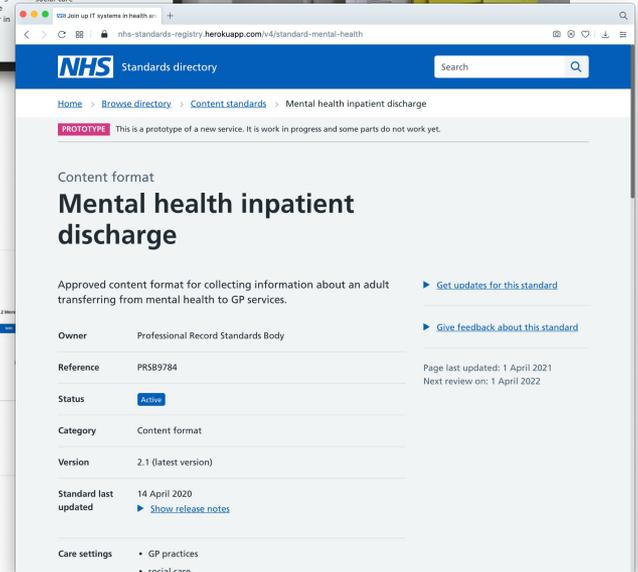
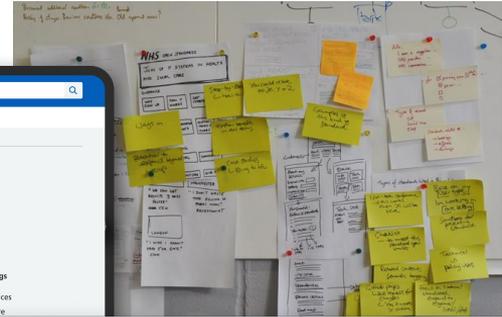


The benefits of interoperability are considerable. Care professionals will be able to instantly access patient records (with permission), making care faster and safer.

The discovery identified 50 user groups and over 60 unmet user needs for interoperability to be achieved. We then proceeded into an alpha phase to explore solutions to our highest priority user needs.

We explored a range of different approaches to meeting these needs, and through user testing and refinement identified that a directory of interoperability standards would help people joining up services find the standards they needed.

The service passed it's alpha assessment first time, and has gone on to be built out in the Beta phase.



# Our services on G-Cloud

We provide a number of related services that can meet your needs and also be procured through G-Cloud.

- Delivery partner
- Discovery phase delivery team
- Alpha phase delivery team
- Beta phase delivery team
- Live phase delivery team
- User research
- Service design
- Content design
- Interaction design
- Delivery management
- Cloud support and operations
- GOV.UK forms
- Case management and licensing services
- Case-working workflow management and processing pipelines
- Performance dashboards and management information services
- Project rescue
- Project delivery on time and to budget
- Project delivery using JIRA and Trello



“The work delivered by Marvell Consulting has helped transform data sharing across government!”

**Product Manager**

Government Digital Service



# Talk to us

We're always here to answer questions or to discuss the needs of your project.

[gov@marvell-consulting.com](mailto:gov@marvell-consulting.com)

020 3886 0115

[www.marvell-consulting.com](http://www.marvell-consulting.com)



Crown  
Commercial  
Service  
*Supplier*