



Improving Public Sector IT Governance

Executive Summary

In March 2020, Through Technology were awarded a contract to work with the Government Digital Service (a business unit of the Cabinet Office) to help improve governance of IT Infrastructure across the UK Public Sector. The challenge was significant, with three varied and challenging streams of work to be delivered:

1. **Outreach** – Contacting 2,300 individual organisations across the public sector to inform, instruct and support them in updating key aspects of their infrastructure;
2. **DevOps** – To work with GDS' expert team, to further develop their prototype tooling, move it to production cloud hosting, enhance it with new features and integrate it with other pan-government infrastructure management tooling.
3. **Governance** – To work with the GDS team and the Crown Commercial Service to develop the Procurement Strategy, Outline Business Case and Public Sector Contract (Service Definition) for a procurement of new government infrastructure services to occur in 2021.

Three separate and very different challenges to be delivered by a single combined team, truly demonstrating our breadth and depth of capability in DevOps, Commercials, Data management and customer engagement.

The initial scope completed in September 2020, on time and on budget, with GDS choosing to extend our services to build upon the successes of the first six months.

Challenges



- **Breadth of Engagement** – The project required engagement with the majority of organisations in the public sector. Requiring us to identify valid contacts across 2,300 organisations, produce an engagement plan, tailor appropriate messaging and track and demonstrate completion.
- **Technical Expertise** – Taking on GDS' prototype tooling and developing it with their team and other organisations required a depth of knowledge and capability in the underlying workings of the internet and IT infrastructure not found in most organisations.
- **Flexibility** – The broad reach of the project led to the need for GDS and Through Technology to engage stakeholders in multiple Government departments to collaborate and agree the approach. This required flexibility.

How we helped

This project's combination of deep technical expertise, with a broad and challenging scope was ideally suited to Through Technology. After winning the competitive procurement through the Digital Outcomes and Specialists (DOS) framework, we worked closely with GDS on site to develop team relationships and understand the work done by the client already.

We developed tooling in alignment with [Government standards](#) and the [GDS Way](#), liaising with the GDS team on programming language selection, security configuration and other key aspects of the tooling.

We entered the project with a clear strategy for outreach, but worked flexibly with GDS and other departments to adapt and adjust to their requirements, preferred tooling and methods, demonstrating our flexibility and technology-agnostic approach.

In the Governance stream, we worked with GDS' subject matter experts to understand what they needed to procure, before defining procurement requirements to guide the choices of procurement vehicle, lotting structure, evaluation methodology. We then helped map and transfer their service definition into the Public Sector Contract ready to proceed with a procurement lead by the Crown Commercial Service.

Results & Return on Investment

The project completed successfully on time and to budget, having delivered some significant changes, including:

- Measurable improvement to the governance of IT and Digital Services in over 1,600 separate public sector organisations.
- Engagement with over 2,300 separate public sector organisations, including continual process improvement and a comprehensive handover to GDS upon completion.
- Delivery to GDS of a re-usable & adaptable end-to-end campaign process which can be delivered in either "Manual", "Automated" or "Hybrid" ways
- Implementation of new tooling to enable the monitoring and assessment of thousands of public sector digital services and integration with other

We were pleased to win this work, playing to our strengths of technical expertise and client focus. It was a pleasure to work on something that has made and will continue to make a huge positive impact to the UK Public Sector.

Further information and resources

For more information about how Through Technology could help you make a difference in your organisation, saving money, improving security and modernising your systems: please contact us at enquiries@throughtechnology.uk or speak to our managing partner, Peter Hanney on 07412 683710.

Also please have a look at the following resources:

- throughtechnology.uk – Our Website
- [Digital Marketplace](#) – Our Services on the UK Government's G-Cloud Framework

Thanks for reading!