

# TRANSITIONING GOVERNMENT BACK OFFICE TO THE CLOUD

A large, stylized purple chevron graphic pointing to the right, positioned to the right of the main title.

A practical guide for senior responsible  
owners and programme leaders

SUMMARY VERSION

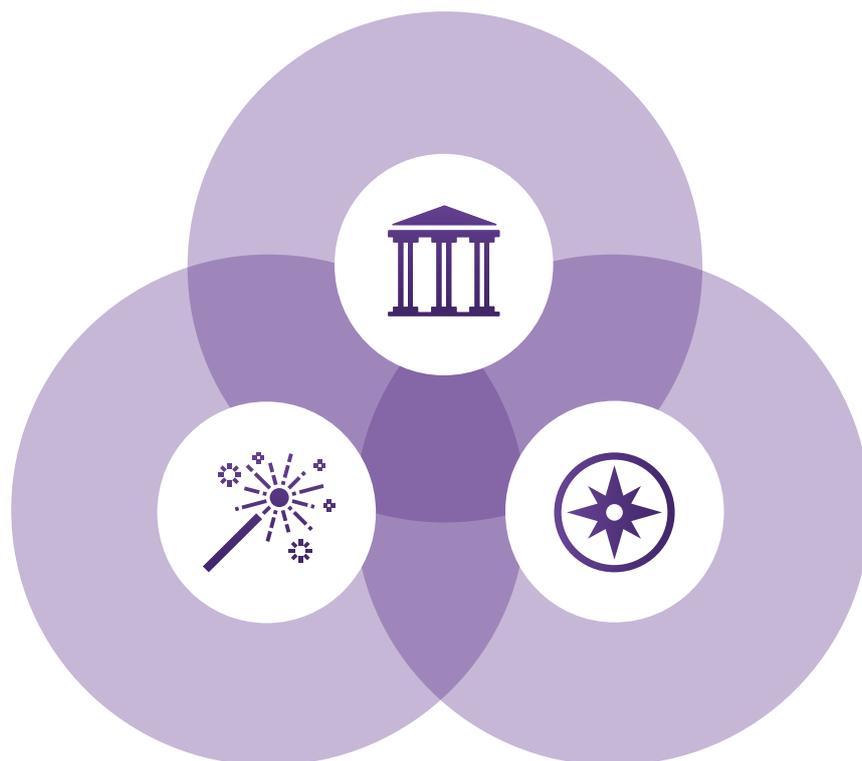
# INTRODUCTION

The Cabinet Office published the Shared Services Strategy for Government in January 2018. This strategy describes an objective to move government departments onto a cloud-based, automated, cost-effective back office to standardise processes, reporting and data across finance, procurement, planning and budgeting, payroll, and human resources (HR). This automation and standardisation will be transformative to the business and generate an opportunity for back-office functions to redefine their role in the organisation.

Twenty months after the release of the strategy, the first wave of “pathfinders” have made significant strides in delivering cloud-based back-office solutions. These courageous early adopters have encountered and navigated challenging delivery issues. This handbook distils insight from this experience, and observations from the private sector, into a practical guide for transitioning government back-office functions to the cloud. It identifies fifteen conditions for success across three key objectives.

## BUILDING FIRM FOUNDATIONS

Defining the programme objectives including user-centric business transformation and extent of standard SaaS adoption.



## SPARKING THE RIGHT CULTURE

Championing a clear vision to the programme, empowering a strong delivery team and fostering beneficial partnerships.

## DELIVERING WITH CONFIDENCE

Shaping a programme with the right methodology and schedule. Establishing foundation technology to enable pace of delivery.

# FIFTEEN CONDITIONS FOR SUCCESS

## BUILDING FIRM FOUNDATIONS

### 1. Programme Objectives

Defining how the programme supports the transformation of back office to deliver benefits to employees and customers.

### 2. Deep Business Understanding

Understanding the current operating model to identify department-specific requirements and opportunities to simplify.

### 3. Adopt & Adapt

Embracing a standard solution and removing unnecessary complexity.

### 4. Phased Delivery

Thinking big but starting small: being deliberate about where to start.

### 5. Commercial Clarity

Structuring the right commercial model for vendors, systems integrators and other partners.

.....

## SPARKING THE RIGHT CULTURE

### 6. Clear & Common Vision

Distilling the programme foundations into a clear vision which is shared across the entire team.

### 7. Senior Sponsorship

Championing the programme vision at every opportunity.

### 8. Strong Spine

Forging a strong spine through the team: mobilising talented people into key roles.

### 9. Empowered Decision Makers

Empowering the team to make solution decisions which support the programme vision.

### 10. Positive Partnerships

Fostering a network of advisors, supplier partners, vendors, subcontractors and customers.

## **DELIVERING WITH CONFIDENCE**

### **11. Delivery Methodology**

Adopting the right methodology for delivering all elements of the solution (functional and technical).

### **12. Tailored Timetable**

Building a programme delivery schedule founded on standard practice and tailored to the department.

### **13. Continuous Collaboration**

Co-locating multi-disciplinary teams who continually collaborate to accelerate progress.

### **14. Connectivity to Cloud**

Establishing connectivity to the cloud and access to the product as early as possible.

### **15. Remaining Faithful**

Controlling scope to maintain the original balance between standard SaaS and department-specific configuration.

## About Accenture

Accenture is a leading global professional services company, providing a broad range of services and solutions in strategy, consulting, digital, technology and operations. Combining unmatched experience and specialized skills across more than 40 industries and all business functions – underpinned by the world’s largest delivery network – Accenture works at the intersection of business and technology to help clients improve their performance and create sustainable value for their stakeholders. With 492,000 people serving clients in more than 120 countries, Accenture drives innovation to improve the way the world works and lives.

Visit us at [www.accenture.com](http://www.accenture.com).

This document makes descriptive reference to trademarks that may be owned by others. The use of such trademarks herein is not an assertion of ownership of such trademarks by Accenture and is not intended to represent or imply the existence of an association between Accenture and the lawful owners of such trademarks.

## Contact Us



### **Victoria Bracken**

#### **Author**

Technology Delivery Lead  
Health & Public Service, UKI  
[victoria.s.bracken@accenture.com](mailto:victoria.s.bracken@accenture.com)



### **Chris Burgess**

Sales Lead – Intelligent Back Office  
Health & Public Service, UKI  
[chris.burgess@accenture.com](mailto:chris.burgess@accenture.com)

## Stay Connected



### **Visit our Intelligent Business Office web page**

[www.accenture.com/uk/ibo](http://www.accenture.com/uk/ibo)



### **Connect with us**

[www.linkedin.com/showcase/  
accenture-public-service](https://www.linkedin.com/showcase/accenture-public-service)



### **Follow us**

[@AccenturePubSvc](https://twitter.com/AccenturePubSvc)

To request a copy of the full and detailed handbook or to speak with an industry expert about transforming UK government back office to the cloud, please contact us via the options above.