

# CTG UK Provides Change Management and Innovation Support to the Home Office and Law Enforcement Agencies

## The Client

CTG UK (CTG) has a long and established 18-year history of working in partnership with various United Kingdom (UK) Home Office programmes and the UK law enforcement community.

A recent example is CTG's support of a government change project for a UK Home Office programme team. CTG's support includes providing business and IT specialist resources for the Home Office Product Development, Business Change, Business Analysis, Compliance and Policy, and Service Management teams.

## Collaboration Across Programmes and Projects

The CTG resources work in partnership across multi-organisational and cross-functional teams and many diverse groups, ranging from internal programme teams, third-party delivery partners and vendors, external law enforcement organisations, civil society groups, and other Home Office programme teams, to provide wide-ranging support, including:

▶ **CTG has a long-established, 18-year history of providing expert business and IT specialists and best practice-based guidance to UK Home Office programmes and the law enforcement community.**

- Leading and setting the vision for Product Development
- Managing the Policy and Compliance work-stream
- Defining the programme's Business Change strategy
- Producing change deliverables, such as Change Impact Assessment plans
- Development of the programme's Service Management Design and Transition plans

This work supports the Home Office programme's primary project objective: The development and delivery of a new law enforcement data service and supporting technology platforms.

CTG's involvement also includes managing of a number of innovation projects and participating in clearly defining prototyping and proof of concept requirements.

The resulting outcomes support the Home Office programme's ultimate business objective: Providing a modern and extensible service that increases operational efficiency and effectiveness, reduces operating costs, and extends the programme's overall capability set.

## Best Practice Approach

CTG's project approach adheres to industry best practice and project methodologies in support of the product development, compliance and policy, business analysis, and service management strategy and plans. The work aligns with Scaled Agile (SAFe) methodologies and the Government Digital Services (GDS) principles to define service requirements, and is coupled with effective change management to ensure the success of business change initiatives.

All work activities are delivered in accordance with the Home Office projects framework, which adheres to number of the industry standards, including IT Industry Library (ITIL)-based Service Management, Capability Maturity Model Integration (CMMI), and The Open Group Architecture Framework (TOGAF).

## The Results

Throughout the work assignment, the client has greatly valued and appreciated the various contributions and work effort of CTG's on-site consultants. A number of the consultants have been recognised by the programme's senior management team and others have received a series of personal commendations from external law enforcement organisations.

The strong cultural relationship that has developed between CTG and the Home Office is largely attributed to the level of professionalism, flexibility, and overall approach demonstrated by CTG's consultants. CTG continues to serve as a trusted service and delivery partner who seeks to always deliver beyond client expectations and provide only the very best expert business and IT specialists, strategic guidance, and, where necessary, additional training to their civil service clients.

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CTG is a leading provider of digital transformation solutions and services that accelerate clients' project momentum and achievement of their desired IT and business outcomes. We've earned a reputation as a reliable, results-driven partner focused on improved data-driven decision-making, meaningful business performance improvements, new and enhanced customer experiences, and continuous innovation. CTG has operations in North America, South America, Western Europe, and India.