

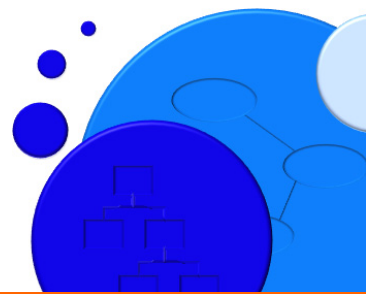


Cradle
From concept to creation...



G-Cloud 13 - 3SL Cradle Training and Consultancy Services Definition

SG256/02 May 2022



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Service Description

A range of tailored consultancy and training services for business analysts, requirements engineers, software developers, agile and scrum practitioners, risk managers and test engineers to configure 3SL's **Cloud Software** service to their project processes, and to use the software service to complete their projects successfully and efficiently.

Service Summary

Table 1: Consultancy Element	
Consultancy Element	
Subject	Agreed between you and 3SL
Duration	Multiples of 0.5 man-day
Location	Mixture of your site and 3SL
Deliverables	Agreed between you and 3SL
Training Element	
Duration	1-2 days
Attendees	Up to 8
Pre-requisites	None
Location	Your site or by webinar
Deliverables	<ol style="list-style-type: none"> 1. Softcopy of course notes 2. Delivery of training materials 3. Course completion certificate

1 Technical Features

1.1 Consultancy Element

The primary objective for all 3SL consultancy is to apply sound engineering principles in the most efficient manner possible so as to complete the customer's project on time, within the agreed project in a way that meets, or ideally exceeds, the customer's quality expectations.

These consultancy activities are typically conducted:

- Within a clearly delineated scope, expressed in an agreed Statement of Work (SoW)
- With an agreed programme (Project Plan)
- Using agreed resources as budgetary, allocated and/or actual Levels of Effort (LoEs)
- Following an agreed process defined in a ConOps (Concept of Operations)
- To comply with quality standards, expressed as one or more of:
 - Codes, regulations and standards (CRSs)
 - Acceptance Criteria
 - User Acceptance Tests (UATs)

The characteristics of 3SL's consultancy depend on the work to be done, which is typically one or more of:

- Define a new engineering process, or adapt an existing process, to achieve the project's objectives in the most efficient, controlled, quality assured and sustainable manner
- Define the means by which Cradle's requirements management, risk management, systems and software engineering, application lifecycle management, test execution and management, configuration management and document management capabilities can be used to optimally support this process
- Migrate any existing project work from other tools into Cradle and correct errors introduced by such tools or their users
- Load any existing project work from existing documents or historical records into Cradle
- Define the procedures by which the project's work can be continued
- Support these processes with appropriate customisation of Cradle's user environment using a custom schema, queries, views, forms, navigations and a customised Cradle UI built either using start pages and phase hierarchy, or custom web UIs, or both
- Develop end user training based solely on the process-specific consultancy created for the project, and not 3SL's standard Cradle training
- Train the end user community using this process-specific training, essentially "here is how we follow our process using this tool"
- Document the process and process environment that has been created in a Project Handbook that can be maintained by the project after 3SL's involvement has ended

Based on projects that 3SL has delivered to HMG and its agencies, and other customers, the consultancy's technical features are:

1. Relevant to business analysis, software development, requirements management and systems engineering projects
2. Applicable to projects using agile and phase-based processes
3. Creation of user stories, use cases, requirements, architectures, functions, sprints, iterations and features in the development activity
4. Analysis, process, architecture and design modelling in SysML, UML, SASD, IDEF, ADARTS and BPMN notations, and the integration into process and business analysis
5. Usable at any stage in the project lifecycle
6. Practical and pragmatic approach to apply minimal tooling for maximum effect
7. Applies to the entire application lifecycle management activity
8. Emphasises collaboration, teams and cooperative development
9. Application of governance, acceptance, verification, validation, test management, change tracking and configuration management to ensure process integrity
10. Use of issue management, risk management and defect tracking

1.2 Administration Training Element

The **Administration** training element is intended for those with responsibility to manage work areas within customer projects and who are therefore accountable for the resources and time spent in such areas, as distinct from those who simply work in such projects.

The principal technical features of the **Administration** training element are:

1. Relevant to administrators in ALM, business analysis, enterprise architecture, MBSE, software development, requirements management and systems engineering projects
2. Applicable to projects using agile and phase-based processes
3. Usable at any stage in the project lifecycle
4. Practical and pragmatic approach to apply minimal tooling for maximum effect
5. Applies to the entire application lifecycle management activity
6. Emphasises collaboration, teams and cooperative development
7. Explains access control, user profiles, roles, and the effects of team organisation structure
8. Describes the detailed operation of the CM system and workflows
9. Explains how to integrate Cradle with external tools
10. Explains how to use database backups, do data recovery, and work with database integrity checks

1.3 Fundamentals Training Element

The **Fundamentals** training element is intended to provide basic instruction in both the engineering principles, techniques and mechanisms that will be, or should be, used in customer's projects, and also in the tools by which these principles, techniques and mechanisms are carried out in the project work:

The principal technical features of the **Fundamentals** training element are:

1. Relevant to business analysis, software development, requirements management and systems engineering projects
2. Applicable to projects using agile and phase-based processes
3. Usable at any stage in the project lifecycle
4. Practical and pragmatic approach to apply minimal tooling for maximum effect
5. Applies to the entire application lifecycle management activity
6. Emphasises collaboration, teams and cooperative development
7. Explains user story, use case, requirements, architecture, function, sprint, iteration and features in the development activity
8. Describes how verification, validation, test management, change tracking and configuration management can be applied to ensure process integrity
9. Explains how issue management, risk management and defect tracking are supported

1.4 Advanced Lifecycle Element

The **Advanced Lifecycle** training element builds on the **Fundamentals** training element. It is intended to provide information for more specialist subjects including MBSE, Cradle's support for the management of projects, the configuration of information, and the control of change and traceability over time.

The principal technical features of the **Advanced Lifecycle** training element are:

1. Relevant to business analysis, software development, requirements management and systems engineering projects
2. Applicable to projects using agile and phase-based processes
3. Usable at any stage in the project lifecycle
4. Practical and pragmatic approach to apply minimal tooling for maximum effect
5. Applies to the entire application lifecycle management activity
6. Emphasises collaboration, teams and cooperative development
7. Explains user story, use case, requirements, architecture, function, sprint, iteration and features in the development activity
8. Explains how issue management, risk management and defect tracking are supported
9. Shows how to build analysis, process, architecture and design models in UML, SASD, IDEF, eFFBD, BPMN type, ADARTS and other notations as part of model based

engineering (MBE) and model based systems engineering (MBSE) and business analysis (BA), and integrate them into the application lifecycle for business analysts

10. Explains how quality management can be implemented throughout the project
11. Describes the principles of governance, validation, verification, test and integration management, explains how they should occur in the project and explains how to implement them
12. Describes how change tracking, configuration management and formal change control should, and can, be applied throughout the project to ensure process integrity, full traceability, and compliance with the demands of external audit and review

2 Benefits

2.1 Consultancy Element

From our experience providing consultancy services to HMG and external customers, the principal benefits from the **3SL Cradle Consultancy** service are:

1. Reduced project start-up times
2. Eliminates wasted time from false-starts or blind-ends
3. Shows how to build schemas quickly and effectively
4. Concisely evaluate the benefits of using SysML, UML, SASD, ADARTS, IDEF and BPMN modelling and its integration into your project's needs / goals / objectives, user story, requirements and test management, V&V and acceptance / compliance activities
5. Clear rules to apply quality and data integrity checks throughout the schema
6. Ensures you can operate Cradle smoothly and effectively
7. Explains how to customise Cradle to peoples' preferences
8. Creates views optimised to your agile and application lifecycle processes
9. Rapidly build quality documentation
10. Easily produce management information, KPIs, and dashboards

2.2 Administration Training

The principal benefits from the **Administration** training element are:

1. Explains all Cradle terminology
2. Explores fundamental Cradle concepts
3. Shows how to builds schemas quickly and effectively
4. Implement agile, sprints, features, and a product backlog
5. Implement efficient access control policies for all groups in the application lifecycle
6. Implement collaboration, issue and defect management, risk and configuration

management

7. Apply quality and data integrity checks throughout the schema
8. How to create backups and recover data from them
9. Produce up-to-date management information whenever required
10. Manage customisations for you, other users, teams, a single project, or all projects

2.3 Fundamentals Training

The principal benefits from the **Fundamentals** training element are:

1. Explains basic Cradle terminology
2. Describes fundamental Cradle concepts
3. Shows how to build schemas quickly and effectively
4. Explains how to apply quality and data integrity checks throughout the schema
5. Ensures you can operate Cradle smoothly and effectively
6. Explains how to customise Cradle to people's preferences
7. Shows how to create views optimised to your agile and application lifecycle processes
8. Helps you to create production quality documentation quickly and efficiently
9. Shows how to easily create management information, KPIs, and dashboards

2.4 Advanced Lifecycle Training

The principal benefits from the **Advanced Lifecycle** training element are:

1. Explains basic Cradle terminology
2. Describes fundamental Cradle concepts
3. Shows how to build schemas quickly and effectively
4. Explains how to build and check models using UML, SASD, ADARTS, IDEF and BPMN type notations and integrate them into the need, user story, requirements and test management, V&V and acceptance/compliance activities
5. Explains how to apply quality and data integrity checks throughout the schema
6. Ensures you can operate Cradle smoothly and effectively
7. Explains how to customise Cradle to people's preferences
8. Shows how to create views optimised to your agile and application lifecycle processes
9. Helps you to create production quality documentation quickly and efficiently
10. Shows how to easily create management information, KPIs, and dashboards

3 Training Course Content

Wherever practicable, each training module is accompanied by practical use of the Cradle software, either in parallel with the instructor or as individual or group exercises.

3.1 Administration Training

The **Administration** training course modules are:

1. Introduction
2. Processes
3. Cradle components and architecture
4. User profiles including privileges and tool access rights
5. Teams and the project organisation structure
6. Defining an information structure, including projects and libraries
7. Defining and implementing an access control policy
8. Data quality checks for models and non-model information
9. Import and export and data recovery
10. Configuration management and formal change control
11. Workflows
12. Baseline mode
13. Preferences and shared definitions
14. Facilities of the phase hierarchy and start pages
15. Integrating Cradle with external tools
16. Cradle administration logs and on-demand management Cradle usage reporting

3.2 Fundamentals Training

The **Fundamentals** training course modules are:

1. Introduction
2. Processes
3. Cradle Overview
4. Data Load from Word
5. Data Load from Excel
6. Importing from external files
7. Manual data entry
8. Queries and views
9. Cross references

10. Traceability
11. Hierarchy Diagrams
12. Pivot tables
13. Earned value and burn down graphs
14. Defining and publishing reports
15. Conformance and related quality checks
16. Matrices, KPIs and dashboards
17. Document templates and publishing
18. Configuration management
19. Personal preferences
20. Defining and using the phase hierarchy
21. Defining and using start pages

3.3 Advanced Lifecycle Training

The **Advanced Lifecycle** training course modules are:

1. Introduction
2. Processes
3. Cradle Overview
4. Data Load from Word
5. Data Load from Excel
6. Importing from external files
7. Manual data entry
8. Queries and views
9. Cross references
10. Traceability
11. Hierarchy Diagrams
12. Pivot tables
13. Earned value and burn down graphs
14. Defining and publishing reports
15. Conformance and related quality checks
16. Matrices, KPIs and dashboards
17. Domains, models and model elements
18. Creating and manipulating use case models
19. Creating and manipulating functional, process and operational models
20. Creating and manipulating architecture models
21. Consistency checks and balancing within and between models
22. Traceability within models and between models and other information

- 23. Document templates and publishing
- 24. Configuration management
- 25. Personal preferences
- 26. Defining and using the phase hierarchy
- 27. Defining and using start pages

4 3SL Labour Categories

3SL staff who provide the consultancy element of the **3SL Cradle Training and Consultancy** service are in one of the following labour categories:

Engineer	Fully knowledgeable in Cradle operations and able to perform work in Cradle unattended
Senior Engineer	As Engineer but also able to advise on process definition and application in Cradle, to define operations to be performed by self and others, and to direct others
Principal Engineer	As Senior Engineer but also able to advise in the strategic approach to be used for the conduct of projects with Cradle, and the processes to be used by such projects

5 Security Clearances

You may specify the security clearances to be held by 3SL staff who are to deliver the consultancy element of the **3SL Cradle Training and Consultancy** service.

3SL staff hold BC or SC clearances from United Kingdom Security Vetting (UKSV).

6 Consultancy Work Areas

The consultancy element of the **3SL Cradle Training and Consultancy** service is a flexible way to obtain access to experienced 3SL personnel to perform Cradle-related work in your projects' work areas including:

1. Strategy and policy determination for the application of current engineering techniques and their relevance to the customer's organisation, roles, skills and projects
2. Definition of processes, ConOps, SoWs, project plans, acceptance criteria and user acceptance tests (UATs)
3. Examination of modelling (MBSE) techniques and notations including SASD, IDEF, eFFBD, ADARTS, UML, SysML and BPMN and their possible relevance to, and applicability within, a customer project
4. Definition of information, process and control models of a process being used in, or to

- be used in, a customer project
5. Definition of Cradle database structures
 6. Tailoring of Cradle to a new or existing project process
 7. Loading data into Cradle
 8. Producing document templates
 9. Managing Cradle users and their data
 10. Participating in CM reviews
 11. Performing project administration
 12. Downloading data from Cradle as part of off-boarding

7 Task Specification

The details of tasks delivered by the **3SL Cradle Training and Consultancy** service will be agreed between you and 3SL in an appropriate manner, expected to include statements of:

1. The work to be performed
2. The amount of time allocated to the work, and the appropriate labour categories
3. The source information required before work can begin, who will provide it, and when will it be provided
4. The deliverables to be produced by the task, who will produce each deliverable, and by when will they be produced
5. Any acceptance criteria that you wish to apply to determine the acceptability of the work being done
6. The location(s) where the work is to be performed
7. Any security or other risks associated with the work to be done
8. Any special considerations related to the data, the work, or the locations

8 Delivery and Resources

Consultancy will be performed by 3SL at your site or at 3SL, as agreed between you and 3SL. Training courses will be delivered either at your site or by webinar. 3SL will charge all travel, accommodation and subsistence expenses at cost, subject to a not-to-exceed upper limit that will be agreed with you in advance.

For consultancy delivered at your site, 3SL will ask you to provide:

1. Appropriate authorisations or devices for the 3SL staff to gain access to your site
2. A work area for the 3SL staff
3. If appropriate, a computer to be used by the 3SL staff with access to Cradle

4. Access to a telephone able to make calls to 3SL

For training delivered at your site, 3SL will ask you to provide:

1. A training room with sufficient furniture for the course attendees and the 3SL instructor
2. Computers to be used by the course attendees
3. Data projector to be used by the 3SL instructor
4. Whiteboard or flipchart to be used by the course instructor
5. Appropriate refreshments for the course attendees and the 3SL instructor

3SL will provide a softcopy of the training course materials prior to the training. You may only use the training materials provided by 3SL to assist the attendees at the agreed training course. Any other use of the materials must be agreed in writing by 3SL.

A course completion certificate will be provided for each attendee who has attended the entire course.

9 Duration and Timing

An agreement will be reached between you and 3SL for the duration of each task to be provided by the consultancy element of the **3SL Cradle Training and Consultancy** service. This will be specified in units of 0.5 man-days. A man-day is defined to be 8 hours. All start and end dates will also be agreed between you and 3SL.

If the **Administration** training element is delivered at your site, it will occupy one 7-hour day. If delivered by webinar, the training course will last 7 hours, delivered through webinars whose duration and timing will be decided by you, with agreement from 3SL.

If the **Fundamentals** training element is delivered at your site, it will occupy two 7-hour days. If delivered by webinar, the training course will last 14 hours, delivered through webinars whose duration and timing will be decided by you, with agreement from 3SL.

If the **Advanced Lifecycle** training element is delivered at your site, it will occupy four 7-hour days. If delivered by webinar, the training course will last 28 hours, delivered through webinars whose duration and timing will be decided by you, with agreement from 3SL.

10 Attendees

A Cradle training course can be attended by up to 8 people.

11 Pricing

Please refer to the document “G-Cloud 13 - 3SL Cradle Cloud Software and Cloud Support Price List”, reference SG174/08 and to the document “G-Cloud 13 - 3SL Cradle Skills for the Information Age (SFIA) Definitions and Rate Card”, reference SG178/08.

Please note that when training is provided at your site, 3SL will charge all travel, accommodation and subsistence expenses at cost, subject to a not-to-exceed upper limit that will be agreed with you in advance.

12 Ordering and Invoice Process

The **3SL Cradle Training and Consultancy** service can be ordered directly from the price list and from the service descriptions.

3SL will invoice you after completion of the consultancy task or after completion of the training course, or as may have otherwise been agreed between you and 3SL.

3SL's invoices must be paid within 30 days by BACS transfer with a Remittance Advice sent by e-mail to your 3SL contact that includes your order number and 3SL's invoice number.

13 Cancellation

13.1 Cancellation by You

The minimum notice period to cancel a **3SL Cradle Training and Consultancy** service is 1 week. You agree that 3SL may invoice you for any non-refundable expenses incurred at that time.

13.2 Cancellation by 3SL

3SL reserves the right to cancel a service if one or more of the following conditions apply:

- You do not pay for other services at agreed rates and charges
- Force majeure
- Insolvency
- Material breach

14 Sub-Contractors

3SL does not use any third party sub-contractors to deliver its Cloud Support services.

15 About 3SL

Structured Software Systems Limited (3SL) is an independent software vendor founded in 1987. We are an SME and the only UK-owned, UK-based developer of ALM, enterprise architecture, requirements management, systems engineering, risk management, test execution, configuration management and document management software tools. 3SL has ISO9001 and Cyber Essentials/IASME certification. We have a global network of distributors and a global customer base.