The PSC

Business case development for digital cloud services: planning service

G-Cloud service description

Date: July 2020

1. Business case development for digital cloud services

1.1 Service description

The PSC produces user-focused, information-led business cases which support investment decisions on cloud-based solutions and legacy system removal to transform business services.

Working with clients and their customers, we develop robust technical business cases (in HM Treasury format) which include: strategic, technical, financial, commercial, economic and management elements.

Working with clients and their customers, we develop robust business cases which include: strategic, financial, commercial, economic, managerial elements. We have significant expertise in the HM Treasury business case format (for example, the HMT "Green book") and submitting business cases including for Treasury Spending Reviews. We also deliver Agile business cases as appropriate.

We work collaboratively with clients to develop robust and compelling digital-focused business cases, incorporating best-practice in digital technologies and utilising cloud solutions. We can support your staff in presenting these to formal and informal boards.

Our cases have led to the successful funding of cloud-based projects worth hundreds of millions of pounds.

1.1.1 Service features

- Analysis of current and historic performance
- Projections of likely future service demand
- Development of the case for change
- Comprehensive market scan to inform build-or-buy decisions
- Benchmarking with competitors (in terms of performance and technology uptake)
- Stakeholder engagement (for example, interviews, focus groups, social media surveys)
- Options development and appraisal of a range of solutions -risk analysis and mitigation
- Equality impact and sustainability assessments
- Business case generation following HM Treasury guidelines
- Presenting the case at informal and formal meetings.

1.1.2 Service benefits

- Successfully written business cases for hundreds of millions of pound programmes
- Agile or '5 case' models
- Cross-government experience giving knowledge of successful cases and arguments
- Delivery planning (including resource prioritisation and critical path analysis)
- Work can be completed remotely or at your office.

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Note that some of the following standard sections are not relevant to this planning service but are included in the document for the sake of completeness.

1.2 Data backup, restore, disaster recovery, and business continuity

In most circumstances we would expect data to be stored on your servers to preserve your intellectual property. However, where we are storing work on your behalf we have full ISO27001 compliant data security processes and are audited annually. This includes full dual UK data centres with backup facilities.

The PSC has extensive business continuity processes which were successfully tested during the COVID-19 lockdown in which our productivity remained unaffected. Where staff need to change, we have a large group of staff to draw from, all of whom have been through the same stringent selection process and received the same training. We would discuss any staffing changes with you to ensure alignment and cover the handover costs ourselves.

1.3 Onboarding and offboarding support

Onboarding costs will be included in The PSC's pricing, as will offboarding to the extent of a full handover of documents along with a verbal briefing and a board presentation. More extensive offboarding (multi-day handovers with new suppliers etc) will be as per our published day rates.

1.4 Your implementation plan if you're successful

Service implementation will vary with the particular situation and will be covered in the proposal.

1.5 Pricing overview, including volume discounts or data extraction costs

See our separate pricing document for our day rates. We will supply an individual quotation for this service tailored to your particular needs to ensure you get the best value for money.

1.6 Service constraints like maintenance windows or the level of customisation allowed

Not applicable.

1.7 Service levels like performance, availability and support hours

This service will be fulfilled during normal office working hours unless otherwise requested and agreed.

1.8 How you'll repay or compensate buyers if you do not meet service levels

The PSC always strives to fulfil the highest quality of service and provides clients with a main contact, an escalation path (normally a company Director), and a shadow director as increasing levels of escalation. Any compensation for not meeting service levels will be as agreed in the contract.

1.9 The ordering and invoicing process

As agreed in the contract.

1.10 How buyers or suppliers can terminate a contract

As per standard G Cloud terms and conditions.

1.11 After sales support

The PSC always strives to deliver work with lasting impact and is happy to support clients after sales. We are happy to support with a board presentation, informal questions, and further consultancy as necessary.

1.12 Any technical requirements

The PSC strives to work with the technologies used by our clients. If clients use particular technologies which are likely to affect onboarding or productivity this should be made clear at the time of purchasing.