

Hawkrose

Strategic Outline Case (SOC) Procurement Simulation

Service Definition





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1 Strategic Outline Case (SOC) Procurement Simulation

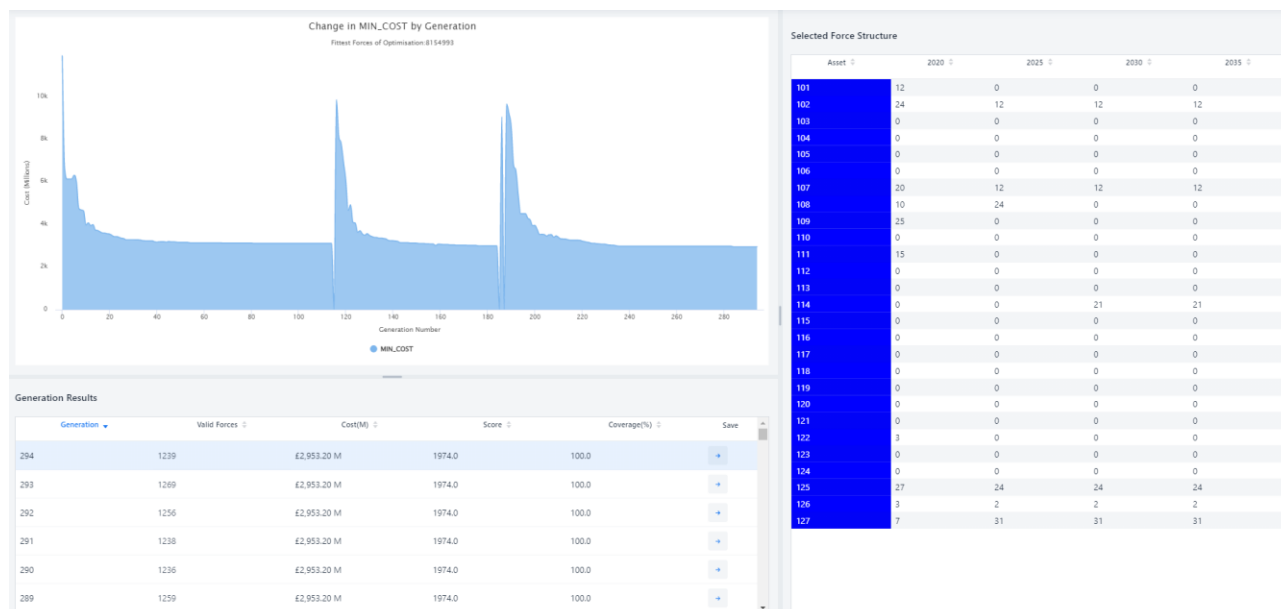
1.1 Service Description

1. The output of the tool is the creation of a strategic Level 0 programme plan for complex HMG procurement programmes that must follow HMT's Green Book '5 case model' methodology. The outputs of the tool include:
 - a. Rough order of magnitude performance, cost, time estimates.
 - b. Pan-delivery requirements – i.e. it does not just cover the equipment procurement, it highlights the linkages between equipment procurement and equipment support, logistics, infrastructure, industrial capacity, regulatory issues, personnel issues (both public and private sector) and carbon emissions.
 - c. 2nd and 3rd order impacts of investment decisions.
 - d. Areas of critical risk.
2. The broad structure of the tool is:
 - i. Users answer questions on what **capability characteristics** they want for their procurement.
 - ii. Users answer questions on how they wish to incorporate **capability force generation factors** (personnel and infrastructure implications) into programme.
 - iii. Users answers what **commercial delivery construct** they think is best.
 - iv. From this information tool creates Level 0 programme plan.
 - v. Team refines Level Zero plan using **Innovative options**.

For more information see the Hawcrose website: www.hawcrose.com

1.1.1 Optimisation

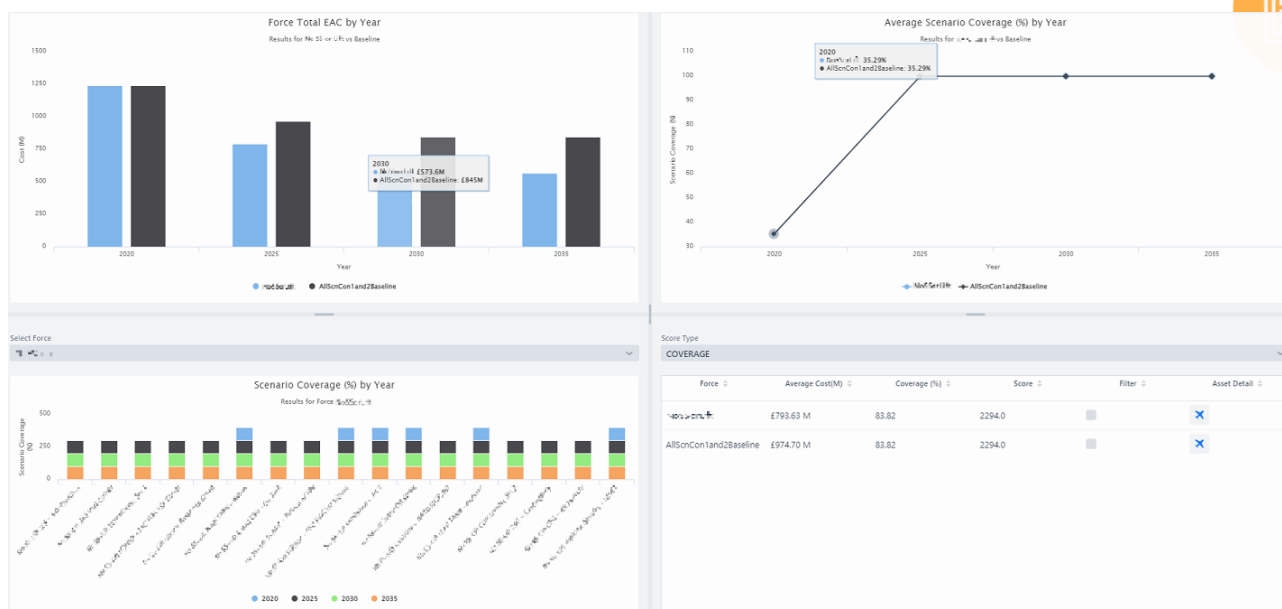
The tool uses genetic algorithms to search for the optimal solution to a problem – e.g. selecting the best force mix based on lowest cost, best score or highest scenario coverage.



The best results can then be saved and assessed using the Evaluator.

1.1.2 Evaluation

The Evaluation module is used to analyse and compare the solutions provided by the Optimiser or solutions that the user has manually created.



1.1.3 Customisation

The tool is designed to be highly customisable and configurable. The platform is designed to be reconfigured and customised for each decision, transformation programme analysis or investment evaluation.

New data can be configured through the UI or uploaded via CSV.

1.1.4 Onboarding

The Tool can be delivered as a hosted managed service or deployed into a customers' hosting environment. If deployed into a customer hosted environment a deployment guide is provided and training given to support system upgrades.

User guides are provided as standard, and training can be purchased as an additional service. This can be online or onsite, depending on customer requirements. Hawkrose also offer continuous user support packages where Hawkrose consultants can act as expert users.

1.2 Service Support

1.2.1 Support Levels

Support models are tailored to customers' requirements and based on agreed SLA's. Response times and support coverage is agreed and documented in a managed service agreement and tailored to the requirements of each customer and system deployment.

The Hawkrose standard approach is to offer three levels of support:

- **Bronze** – UK Office hours support with email-based fault notification
- **Silver** – Extended hours (7:00 – 22:00) 7 days per week with email-based fault notification and trouble ticketing system
- **Gold** – 24/7 support 7 days per week with email and phone-based fault notification and trouble ticketing system

Bespoke support packages can be agreed based on a Service Level Agreement with time to respond targets if required.

All customers are allocated a technical account manager to act as a point of escalation if required.