G Cloud 13 Service Definition Document

1. Cloud Hosting Application Support Services

Summary Description

CI People provides comprehensive governance, project, and enduring engineering lifecycle support for MOD/NATO C4ISR Applications (Chat/LOG/Targeting/Geo/Tracks). We deliver a range of integration support services to enable organisations to transition, transform and deliver highly user-centric, cost-effective digital cloud/hybrid services, for the Air/Land/Maritime environments delivered using the compliant process JSP 604.

How we deliver this Service:

- System Design and Assurance for C4ISR Applications
- Application Build and Validation Testing
- Application Migration and Transition
- Knowledge Transfer
- Application Support (Incident, Problem, Change Management)
- Support Achieving Authority to Test and Operate – 604 Compliance
- Develop Test Strategy, Test Plans and Scripts
- Interoperability and System Gateway Design
- Technical Programme and Project Management using Agile Scaled Agile
- Application Design Documentation (HLD, LLD, Security Case)

Benefits of our Approach:

- We have extensive knowledge in fixed/deployable C2, SA and IM solutions.
- Supporting UK MOD delegation on national/international standards working groups
- Supporting Joint/Maritime/Air and Land Commands, NATO and international defence forces.
- Innovative, Agile development approach and evergreen solutions delivery
- Security Cleared Personnel
- Reduce Operational and Business Risk
- Speed Up deployment Time

Planning Service:

Our Planning service assists you with migrating current applications to cloud hosting, either as Software as a Service (SaaS) or Platform as a Service (PaaS).

Phase 1 - Discovery Understand the clients As is Architecture and Requirements Understand programme Schedules and Budgets Develop the to be architecture Produce a discovery report Produce a High Level Strategy document.

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Phase 2 - Design Produce a High Level Design document Produce Low Level Design Documentation for each application Build Plan for Test & Reference, Live environments Develop Migration and Transition Plans Develop Test Strategy FAT testing of Apps in Test& Reference IT Health Check (ITHC) Achieve Authority to test .

Phase 3 - Build Iterative Build in hosting Environments Verification and Validation of Builds.

Phase 4 - Test System Assurance Testing (SAT) User Acceptance Testing (UAT) Achieve IATO.

Phase 5 - Migration and Transition Communications Plan Identify Users and Data Sets Migrate Users and Data Transition to new service Early Life Support and Knowledge transfer.

2. P3M Controls

Summary Description

CI People delivers the Portfolio, Programme and Project (P3M) management and controls required to track, review, and report performance of cloud-based system and service set up and migrations, to enable realisation of enterprise objectives.

How we deliver this Service:

- Ensures currency, alignment and integrated change control across benefits, scope, plans, schedule, cost, resources, risks, opportunities and stakeholder artefacts.

- Provides exception reporting and escalation against agreed thresholds and Milestones

- Provides robust, holistic and timely management Information to underpin decision making.

- Optimises processes, organisation, tools/techniques and information (POTI).

- Embraces continuous improvement - suggests innovative methods for improvement to delivery.

- Supports tools including MS Project, ARM, CAMS

- Supports recognised standards

Benefits of our Approach:

- Increased likelihood and confidence of achieving objectives.

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- Enterprise works coherently to achieve a common set of capabilities, outcomes and benefits.

- Focuses scarce time and resource on outputs that affect delivery of required capabilities, outcomes and benefits.

- Early and optimised identification, mitigation and management of risks, assumptions, issues and dependencies minimises later costly overspend and over-runs.

- Information of sufficient quality is available to support informed decision making.

- Improved quality of output through robust management of products.

- Increased stakeholder buy-in and confidence.