

# G-Cloud 13

## Transformation Management

### Service Definition Document

April 2022



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# About Spotpush Associates

This document provides details of our Transformation Management Framework and Cloud Implementation approach in relation to the G-Cloud 13 application process.

Spotpush Associates was founded in 2000 with a long standing commitment to delivering results not reports. Spotpush Associates acts a Transformation Management consultancy specialising in large scale, complex transformation programmes with a focus on vision, value, speed, talent and technology..

We provide a structured end-to-end solution for delivering transformation programmes. Our experience in delivering transformation programmes across many different industries has enabled us to shape our approach to managing transformation ensuring successful delivery of key organisational change programs

We believe that to help our clients manage their transformation programmes we, as an organisation, show commitment to our core values everyday and in every way;

1. We are an open and transparent organisation
2. We remain flexible to change and work on providing solutions and not problems
3. We are consistent in our approach
4. We respond positively and quickly to the needs of our clients
5. We deliver on our commitments

We've worked with many organisations. Our clients like working with us: 90% of our business comes from organisations with whom we've worked before. Our uniquely collaborative culture feels different. We work alongside our clients as one team with a shared ambition to achieve extraordinary results.

# Why Spotpush Associates?



## Technical Expertise

- Our teams have deep technical expertise in designing, employing and supporting leading transformation programmes that provide major change and business growth
- We tailor our technical expertise to each engagement and client, rather than relying on 'one size fits all' designs



## Proportionate

- We recognise that no two organisations are the same and only recommend solutions that are proportionate to the challenges our customers face and their risk appetite and budget, we do not load our recommendations with unnecessary management and expensive software solutions



## Flexible Approach

- We tailor our approach to each engagement to ensure we are meeting the requirements of our clients, including a focus on knowledge transfer to client teams wherever possible
- We can provide flexible resourcing, ensuring that you have the right support when you need it



## Value for Money

- Our fees are presented on a transparent, no surprises basis
- We understand value for money is an important part of any service proposition
- As such we offer competitive fees while not compromising on the quality of resources



## Insight

- We have unrivalled insight into delivering transformation programmes and in particular cloud migrations and implementation
- Our transformation Incident Response capability means we are always up to date with the rapidly changing delivery and operational risk

# Service Overview

At Spotpush Associates our business is delivering transformation programmes. Our Transformation Framework allows us to effectively manage transformational change. It helps ensure the right steps are taken and the right people are engaged throughout the transformation lifecycle.

Our Transformation Framework facilitates the adoption of best practices and processes whilst enabling us to speak the same language. Coupled together, these enable us to effectively aggregate and de-duplicate data entry, whilst helping us ensure the health of our transformation portfolio.

Adopting our Transformation Framework is a component of an organisation's Transformation Office which, sits within operations and oversees the delivery and execution of a wide range of transformation programmes across an organisation. The Framework enables individual and connected business areas to react to the market within the confines of the Framework and the relevant controls.

The Framework is structured into four parts: 1. Governance, 2. Lifecycle, 3. Capabilities, 4. Artefacts

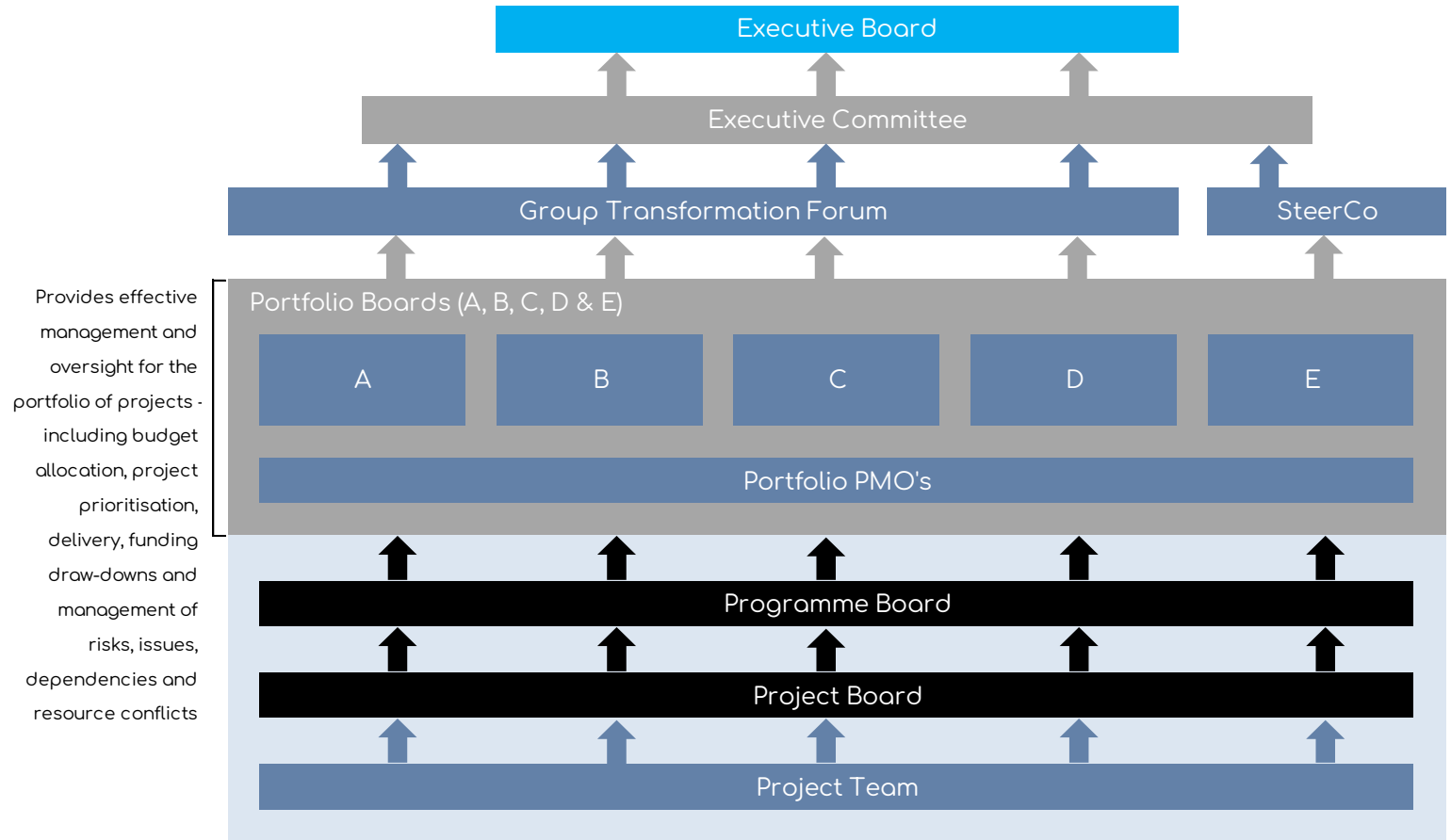
1. The governance layers are there to manage the delivery, financials and reporting aspects to the project, programme and portfolio delivery
2. The lifecycle is a series of stages which align to a broad set of activities that take place on the project / programme. Gates are the mechanism to exit these stages
  1. Gates are intended to be forward looking, but projects can and should be sent back to different stages where required
3. Capabilities are a set of standards and expectations required throughout the project lifecycle regardless of stage. These are predominately tool based capabilities tracked in 3<sup>rd</sup> party Programme and Portfolio Management Applications
4. Artefacts are linked to each of the stages of the lifecycle as a set of criteria required to exit gates

# Service Overview - Governance

UNDERSTANDING THE CORE GOVERNANCE MODEL IS KEY WHEN NAVIGATING OUR TRANSFORMATION FRAMEWORK.

Governance encompasses the Organisational Governance Model as well as the Delivery Boards and Roles & Responsibilities that bring the model to life.

1. The Organisational Governance Model depicts the spans and layers and reporting hierarchy from project team meetings, up to and including the Board. The model incorporates the key Governance forums for all Group entities.
2. Various Delivery Boards exist to govern and control prioritisation and delivery across the Organisational Governance Model and the Terms of Reference and attendees for each entity.
3. Many Roles & Responsibilities are required to bring the Model and its Boards to life and these are designed to help clients of the framework understand their role and the roles of others when delivering transformation within an organisation.

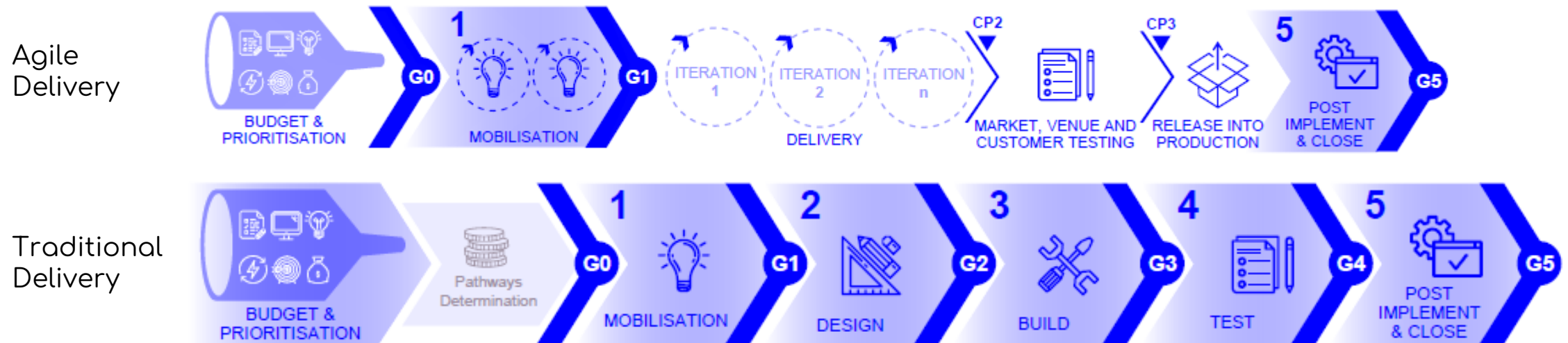


# Service Overview – Lifecycle

THE LIFECYCLE IS THE CENTRAL COMPONENT OF OUR TRANSFORMATION PROCESS AND DICTATES THE STEPS A TRANSFORMATION WILL TAKE FROM BEGINNING TO END.

There are multiple lifecycle pathways that transformation can follow depending on the delivery methodology chosen for the transformation as well as the complexity of the transformation. The appropriate pathway is determined by Budget & Prioritisation.

1. Some steps in the transformation lifecycle are consistent across all pathways including Budget & Prioritisation and Implement & Close.
2. There are two core methods of delivery: Traditional and Agile. A project's personnel and characteristics should be considered when deciding which method to adopt. The stages between Budget & Prioritisation and Implement & Close will differ depending on which method is chosen.
3. There are 3 core categories of project depending on the complexity of the change. These are Small Change, Regular and Significant. The level of artefact production and governance will differ based on the categorisation chosen. Small Changes will be managed as part of a Small Change Bundle with artefacts and reporting produced at the bundle level.



# Service Overview – Capabilities

OUR TRANSFORMATION FRAMEWORK IS SUPPORTED BY EIGHT CAPABILITIES WHICH SUPPORT AND CONTROL TRANSFORMATION DELIVERY.

It is expected that our project and programme professionals will have a good understanding of these already and so guidance is provided for the specific application of these capabilities to the Transformation Framework. Further guidance is provided in guides, which compliment this overview.

1. Planning & Dependency, Resource, Cost & Benefits and RAID Management are core capabilities and feed the MI & Reporting which demonstrate the project's progress to project stakeholders and enable them to make informed decisions about the project.
2. Transformation Control manages any change to the scope of the project once it has been mobilised and is only invoked where changes are required or requested.
3. Stakeholder Management should be considered when mobilising and implementing any project but the artefacts and process listed here are mandatory for Significant projects or those selected at the discretion of the Portfolio Board only.



Planning and Dependency Management



Resource Management



Cost and Benefits Management



RAID Management



Transformation Control



Stakeholder Management



Quality and Assurance



Management Information and Reporting



# Service Overview – Artifacts

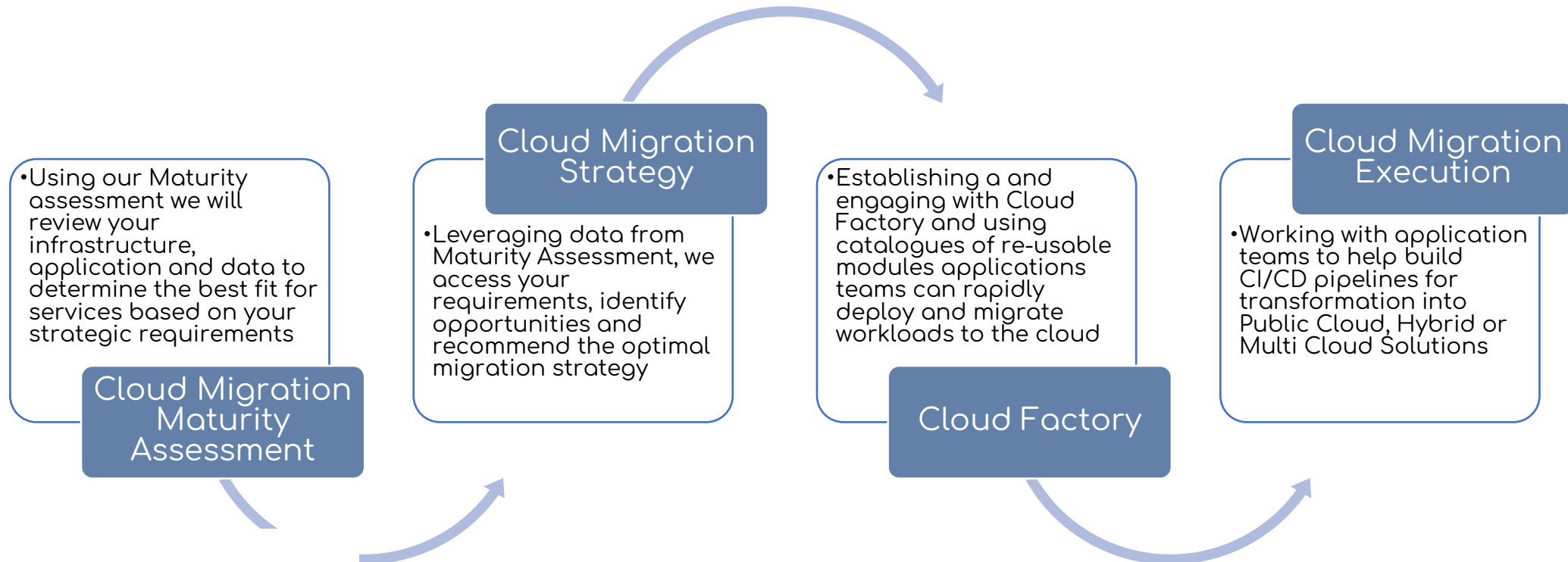
			Project Delivery Artefacts		
			Small Change	Regular Project	Significant Project
Delivery Artefacts by Stage	Stage 0 Budget and Prioritisation	GATE 0	Business Case Lite Mobilisation and Artefact Checklist	Business Case Lite Mobilisation and Artefact Checklist	Business Case Lite Mobilisation and Artefact Checklist
	Stage 1 Mobilisation	GATE 1	Project Initiation Document (inc BIA)	Business Case Project Initiation Document (inc. BIA) Requirements Log & Traceability Matrix (High-level)	Business Case Project Initiation Document (inc. BIA) Requirements Log & Traceability Matrix (High-level)
	Stage 2 Design	GATE 2		Requirements Log & Traceability Matrix (Detailed)	Requirements Log & Traceability Matrix (Detailed) Business Change and Readiness Plan (inc. Imp. Plan)
	Stage 3 Build	GATE 3		Business Change and Readiness Plan (inc. Imp. Plan)	Business Change and Readiness Plan (inc. Imp. Plan)
	Stage 4 Test	GATE 4		Requirements Log & Traceability Matrix (Traceability)	Requirements Log & Traceability Matrix (Traceability)
	Stage 5 Post Implement and Close	GATE 5	Project Closure Document	Project Closure Document	Project Closure Document
Capability Artefacts Artefacts maintained throughout the lifecycle regardless of stage			Clarity Draw-down Template Clarity RAID Log Clarity Scheduled Milestones Clarity Cost and Resource Plan Clarity Benefit Plan	Clarity Draw-down Template Clarity RAID Log Clarity Scheduled Milestones Clarity Cost and Resource Plan Clarity Benefit Plan	Clarity Draw-down Template Clarity RAID Log Clarity Scheduled Milestones Clarity Cost and Resource Plan Clarity Benefit Plan
Clarity Change Request Project Board Pack					
			Clarity Status Reports Plan on a Page	MSP Plan Clarity Status Reports Plan on a Page	MSP Plan Clarity Status Reports Plan on a Page

# Service Overview – Cloud

## CLOUD SERVICES SUPPORTING MIGRATION, OPTIMISATION AND MANAGED SERVICES

Cloud transformations, more often than not, involve 3<sup>rd</sup> party hosting providers such as AWS, Microsoft, Google and Oracle providing IaaS, PaaS, SaaS and technology enablers. The vendor market for these services is complex and procurement processes are varied. Part of our Cloud Transformation Framework will help you navigate this landscape. Before embarking on a cloud transformation programme it's important to carry out the necessary analysis.

Our Cloud Implementation and Migration Lifecycle;



# Service Overview – Cloud (cont.)

MIGRATING TO THE CLOUD IS A PROCESS REQUIRING CAREFUL CONSIDERATION AND PLANNING

Our Cloud Migration process offers numerous benefits as many clients have discovered. We help organisations migrate all or part of an on-premise IT infrastructure to the cloud. Typical IT infrastructure components include applications, database, servers and networking equipment. The on-premises components include any hardware or software you run in a physical building, primarily where your employees work. By moving to the cloud, you switch from an on-premises platform to a cloud-based one. Using a cloud provider's infrastructure can help reduce IT costs, scale more quickly, make services available anywhere resulting in a better customer experience.

Types of cloud migrations we deliver include; re-platform (lift-and-optimize), repurchase (drop-and-shop), refactor (re-architect), retain or hybrid model and retire

## Plan / Discovery

- Solution Architecture Document (SAD)
- Architecture Review
- Central-Function Approval Forum (CAF)
- Security

## Vendor / Migration

- Cloud Migration
- Vendor Management
- Transform
- Refactor
- Security

## Operate / Optimise

- Cloud Operations
- Permit to Operate
- Decommission
- On-going releases
- Support

# Service Management

**Service on-boarding and off-boarding** – Prior to the commencement of any call-off contract, the supplier (Spotpush Associates) will agree with the buyer (G-Cloud 13) the scope of any on-boarding of services and an exit plan for Spotpush Associates to roll off any G-Cloud 13 call-off contract ensuring continuity of services.

**Sub-contracts** – Spotpush Associates may use sub-contractors to deliver additional services and/or agreed services in part or in full.

**Pricing** – Please refer to the associated Pricing Document relevant for this service. In general terms; consultants and engineers will be priced, per day, between £450 and £2500 (exclusive of VAT).

**Constraints** – Support is provided Monday to Friday between 09:00 and 17:00 unless otherwise agreed.

**Protection of Data** – This service is based on security classification of “Official”, however should you have a requirements for a different security classification that you would like us to consider, please contact to discuss.

**Business Continuity and Disaster Recovery** – Disaster recovery plan will be defined during the scoping and requirements definition agreement before commencement of any call-off contract.

**Levels** – We offer a range of service levels, which would need to be agreed before commencement of any call-off contract. At a minimum; response time 24-48 hours, initial briefings and suggested solutions within 72 hours, bi-weekly/monthly review meeting, resource allocation 1-4 weeks.

**Financial recompense** – In the unlikely event that the service provided is not to the customers satisfaction, a negotiable percentage of ‘no fee margin’ will be chargeable for the disputed service between the point of notification of dissatisfaction and the replacement of the service offered.

**Training** – At Spotpush Associates we understand the importance of retaining the necessary skills and knowledge in order to support services that remain in operation after the completion of any call-off contract. As part of any off-boarding process a series of KT sessions will be scheduled by our consultants and engineers ensuring the right amount of knowledge exist within the G-Cloud platform services to continue offering cloud services to the public. We also offer after care support (additional service fees may apply).

# Service Management (cont.)

**Ordering and Invoicing** – Please refer to the Supplier Terms for this service. In general terms; for orders please allow 90 days for invoicing with payment due 30 days on receipt of invoice.

**Termination Terms** – Please refer to the Supplier Terms for this service. In general terms; any termination agreement will be agreed prior to the commencement of any call-off contract with 30 days being the standard termination period unless due to dissatisfaction with service and therefore immediate.

## Contacts;

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Alternatively, email : [enquiries@spotpushassociates.com](mailto:enquiries@spotpushassociates.com) with the following information;

- The name of this service
- The name of your organisation
- Your name and contact details
- A brief description of your business situation (high level requirements)
- Your preferred timescales for starting the work

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