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# G-Cloud 13

Digital – Service Description

**Date:** May 2022

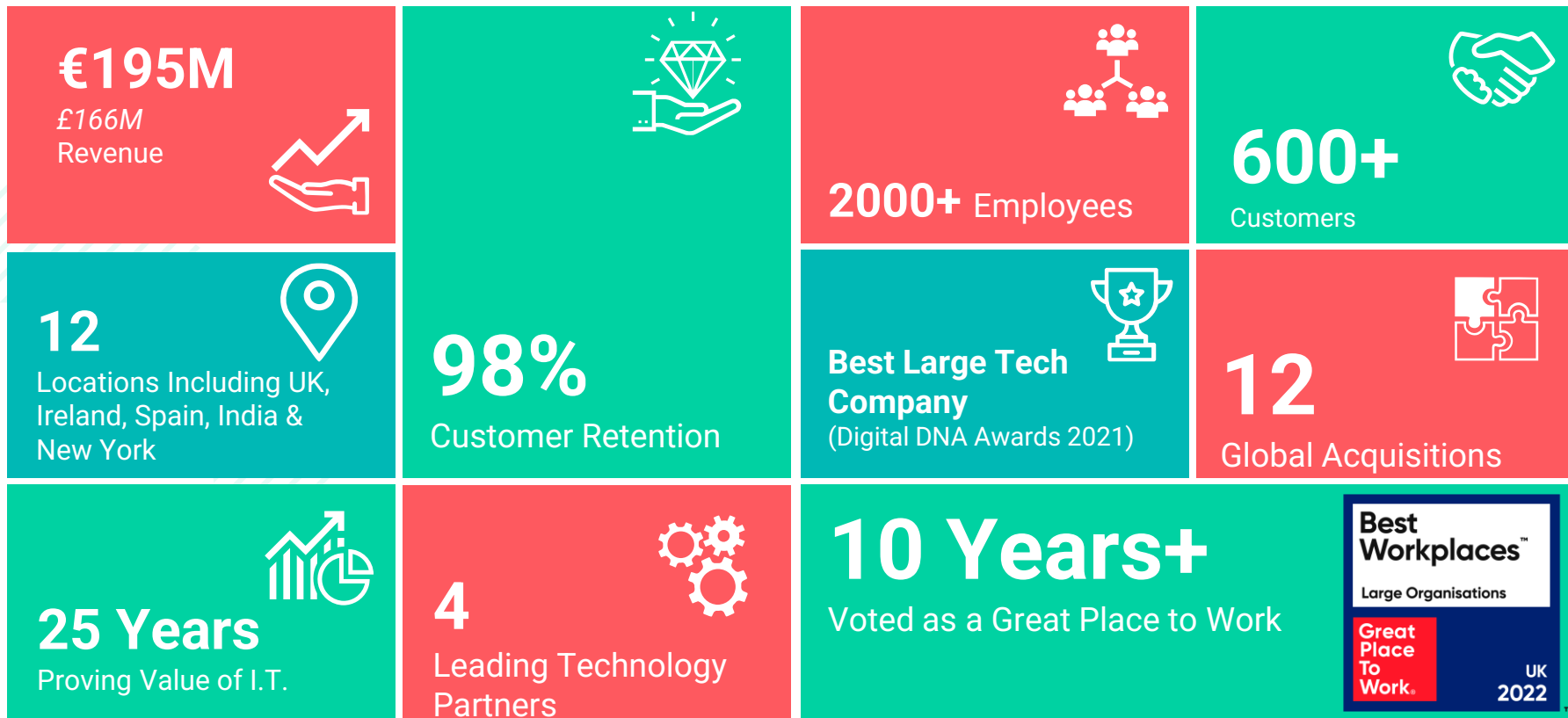
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# Who We Are - IT Starts With You

Version 1 proves that IT can make a real difference to our customers' businesses. Established in 1996, Version 1 is trusted by customers to deliver IT services and solutions which drive customer success. Our 2,000+ strong team, works closely with our technology partners to provide independent advice that helps our customers navigate the rapidly changing world of IT. Our customers include many high-profile Public-Sector organisations across Local & Central Government, Health, Education and Bluelight as well as many FTSE 100 listed companies, Financial Services organisations, Utilities and Commercial sectors.



# Our Difference – Strength in Balance

For the past 25 years we have worked hard to deliver on three commitments underpinned by commitment to our values; making a real difference for our customers, building an empowering culture and growing a strong organisation for the future. Those looking for a short term result or an easier road might sacrifice one benefit for another, but at Version 1 we never have, and never will. We know that our greatest strength is balance across all three; our customers, people and company. **This is The Version 1 Difference.**



- **Customer Success**

Making a real difference through long-term, outcome focused relationships – success that fulfils our people and fuels our growth.

- **Empowered People**

Deliberately selecting, empowering and trusting people who are wired to deliver customer success - an empowerment that drives customer loyalty and organisational strength.

- **Strong Organisation**

A high-performing, financially strong organisation of the highest integrity – a strength that empowers our people and delivers customer success.

 **WATCH OUR  
DIFFERENCE**

# Who We Work With

## Driving digital transformation in the UK public sector

Our 600+ customers include many high-profile Public-Sector organisations across Local & Central Government, Health, Education and Bluelight as well as many FTSE 100 listed companies, Financial Services organisations, Utilities and Commercial sectors.



# What We Do

## Market Leadership Through Innovation

### Data Analytics

- Empowering customers with the right information, at the right time to deliver faster and better decision making to their organisations.
- Services include Vision and Strategy Development, Capability Improvement, Data Warehouse, Integration and Advanced Analytic Services.

### Cloud Services

- Experts in migrating and running complex enterprise applications in the Public Cloud.
- Services include Strategy and Adoption, Migration Services, Cloud Managed Services and Cloud Licensing Services.

### Digital Services

- Version 1 provides best-in-class Digital Services enabling our private and public sector customers to efficiently deliver digital solutions.
- Services include Digital Transformation, Application Modernisation, Design, Managed Services, Digital Government, Data and Analytics, DevOps, Testing and Software Development.

### Application Optimisation

- Optimising your core business applications to help users work smarter, faster and more effectively

### Software Asset Management Services

- Helping enterprise organisations take control of their software assets.
- Services including License Audit Consulting, Cloud Licensing and SAM Managed Services

### Enterprise Resource Planning

- Version 1 is committed to continuous innovation in Oracle Applications Unlimited and helping customers digitally transform through the next generation of Oracle Cloud Applications.



# Our Global Technology Partners

We partner with global technology leaders to provide our customers with the highest quality solutions and services. Our long-standing and enhanced partner relationships and market leading expertise in each partner's technologies allows us to tailor solutions to our customers' unique needs. You can view more on our technology partnerships [here](#).



Version 1 is the Platinum Partner of choice for Enterprise-scale customers across the UK and Ireland.

We are recognised by our customers for our expertise in developing and deploying innovative, enterprise solutions through Red Hat technologies.



Version 1 is a Microsoft Gold Certified Partner, Microsoft's most highly accredited independent technical support provider.



Version 1 proudly holds the status of an AWS Partner Network Premier Consulting Partner.



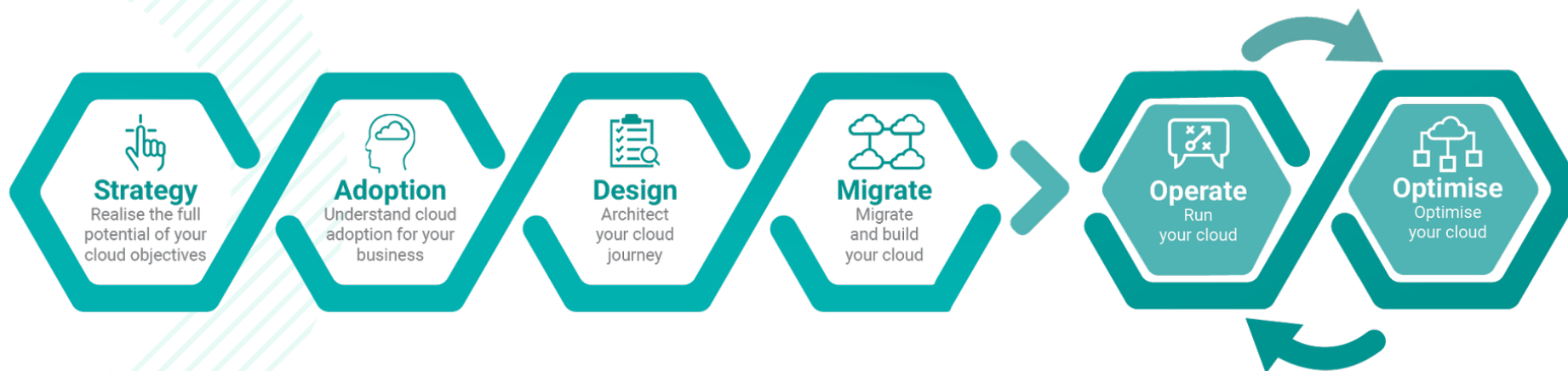
# Our Cloud Credentials

## Harness the Cloud Expertise of Version 1

Partnering with Version 1 enables businesses to overcome common Cloud challenges - We enable our customers to focus on what matters. Choosing Version 1 as your Cloud Partner provides your business with access to full stack, multi-disciplinary teams with unrivalled experience in:

- Application Design, Development and Management
- Legacy Application Modernisation and Transformation
- Database Management and Optimisation
- Software Asset Management and Licensing

Our consultants are experts in multiple areas of the IT industry, including the full lifecycle of Cloud services, from Cloud Strategy and Adoption through to Design, Transition (Migration to Cloud) and Operation and Optimisation (Our Cloud Managed Services).





# Our Core Values

Every single decision we make, from the smallest to the largest, is governed by our six Core Values. They are simply stated, non-negotiable and ever present. Our Core Values are not aspirational – they are real and lived, it's how our people are wired and this is how we spot 'Version 1ers' – as values cannot be faked.



## Honesty & Integrity

Telling customers what they need to hear – not what they want to hear.



## Personal Commitment

Being accountable and keeping commitments



## No-Ego

Having an open, helpful and 'No Job Too Small' attitude.



## Customer First

Actively seeking customer feedback to understand your business.



## Excellence

Good enough is never our objective. We solve tough problems and make innovative suggestions.



## Drive

Our customers are accustomed to working with driven experts always striving to build something special.

# Award Winning Focus

Recognised for our commitment to business, technical and service excellence through a number of prestigious awards including:



6<sup>th</sup> Best Workplace Large Organisation UK (2022) (Top 10 2021)



2<sup>nd</sup> Best Workplace Large Organisation Ireland (2022)



Best Workplaces for Women Ireland (2022)



UK's Best Workplaces™ for Wellbeing (2022)



9<sup>th</sup> Best Workplace for Women - UK (2019,2020)



Great Place To Work India (2021-2022)



Top 10 Best Workplace in Europe (2017, 2018, 2019,2020)



Healthy Place to Work Ireland (2021-2022)



Healthy Place to Work UK (2019, 2020, 2021)



7 Awards UKOUG Partner of the Year Awards (2020-2021)



Best large Tech Company of the Year Digital DNA (2021)

# ESG & Social Value

Version 1 monitor and improve our social value through our ESG strategy that delivers internal and external initiatives to improve the responsibility and sustainability of our organisation for our team, customers, partners, suppliers and communities.



## Environmental & Sustainability

We are carbon neutral since 2021 and have set our target to become net zero by 2025. We plant a tree for every new member of our team and are committed to one beach/river clean up per office in 2022.



## Education Collaboration

We will reach 1000 students in 2022, partnering with 100 education institutes to provide support to colleges, schools and universities. We will deliver at least 60 work experience and placement opportunities. It is vital that we provide this to help shape and encourage the next generation of employees in the technology sector.



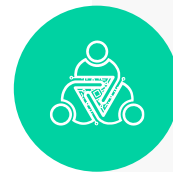
## Health & Wellbeing

With at least 1 initiative per quarter to support our team's financial, physical, and mental wellbeing, we have spent over £1m to ensure the comfort of our remote working team. We are a Healthy Place to Work.



## Women in Tech

Version 1 are developing and nurturing our company wide Women in Tech movement. We are committed that 80% of our women to participate in one WIT activity each year, our organisation will be made up of 40% women by 2025, and that 40% of our management roles are held by women by 2025.



## Community First

Our team volunteered over 1000 hours in 2021 to improve employability and skills in the communities we do business in, and in 2022 we are committed to: At least 25% of the Version 1 team personally contribute to their Community First initiatives. 1000 hours delivered in volunteering to improve employability and skills in the communities we work in over 2022. At least 30 new community initiatives launched by 2023.



## Diversity, Inclusion & Belonging

We are an organisation dedicated to ensuring diversity, inclusion and belonging is at the heart of all do. We commit to delivering at least one inclusion initiative per quarter. Alongside our GPTW awards, we are a Disability Confident Committed employer, a Diversity Mark NI (DMNI) Bronze awardee, and are beginning to work towards our DMNI Silver status, and National Centre for Diversity Bronze Level status.



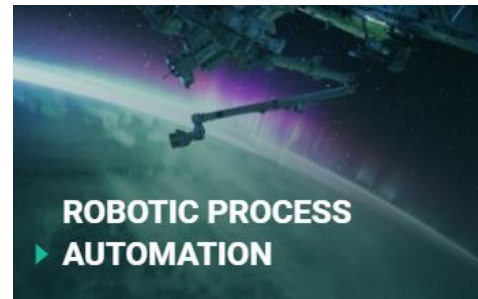
## Social Value

Working with our customers to develop bespoke Social Value packages and to monitor and report on the ESG commitments of our organisation, Social Value generates tailored initiatives to deliver against our customers Social value strategies.

# Our Innovation Labs

Here at Version 1, we use innovation to drive customer success. As an innovative company from inception, we explore disruptive technology to showcase the value and impact it can have on our customer's businesses. As technology emerges, we're committed to ensuring we explore the latest technology in a repeatable and relevant manner.

Set up in 2018, our Innovation Labs develop innovative solutions and proof of value for customers to ensure Version 1 remain on the forefront of disruptive technology. With an annual investment of £1m into our Innovation Labs, explore past, present and future projects that our dedicated team have been working on.





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# Digital Service Definitions

[version1.com/it-service/digital-services/](https://version1.com/it-service/digital-services/)

# What We Do

## Empowering Digital Leadership

Version 1 has 25 years of experience delivering large-scale and specialist Digital, Cloud and ERP projects across the Public Sector, Central and Local government departments across the UK and Ireland.

As a chosen Digital transformation partner, we deliver digital solutions that are user-focused, secure, scalable, accessible, cost-effective and are often, exemplary projects in our customers' respective industries. We are leading the charge in empowering our public and private sector customers to become recognised as digital leaders within their individual verticals by:



### Interaction

Changing how businesses interact with their customers, and how public sector organisations engage with citizens and users.



### Collaboration

Working in collaboration with you to deliver innovative Digital Services with a User Centred Design approach.












### Full Lifecycle Development

Offering full software lifecycle development and innovative, customised solutions that make a real difference to end users.

# Our Digital Services

We provide best-in-class Digital Services that enable our private and public sector customers to efficiently deliver digital solutions and effectively engage with end-users.



 <b>Digital Transformation</b>	 <b>App Modernisation</b>	 <b>Design</b>
 <b>Digital Managed Services</b>	 <b>Digital Delivery</b>	 <b>Data and Analytics</b>
 <b>DevOps</b>	 <b>Testing</b>	 <b>Software Development</b>

# Digital Transformation

## End to End Service Transformation

Our Public Sector customers trust us to deliver lifecycle application services and innovation solutions to enable their organisations to process billions in revenue digitally, and to help millions of citizens benefit from evolved digital services. We cover the full lifecycle, from user story inception, service and product design, software development, CI-CD deployments and performance management.

UK Public sector organisations are increasingly turning to Version 1 to guide them on their Digital Transformation, Cloud and Modernisation journeys.

[Contact us for specialist consultancy and solutions](#) in relation to:



**Digital  
Transformation**



**Application  
Modernisation**



**Data and  
Analytics**



**Cloud Services**



**Agile Delivery**



**Discovery as a  
Service**



# App Modernisation

## Be Prepared for a Digital World - Modernise Your Existing Software Applications

### Is Your Organisation Experiencing Legacy Issues?

Have you heavily invested in your legacy systems over the years, but find that they no longer deliver the performance or functionality you require? We don't believe you should let the investment you have already made go to waste. Version 1 can help you to modernise your core business systems and legacy applications to work in the way you need them to.

That could involve integrating them with other key systems, making them available across web and mobile devices, extending functionality, or migrating your application(s) to the Public Cloud.

Version 1 will help you derive optimal value from existing systems.

### Our Approach to App Modernisation:



### Why Modernise?

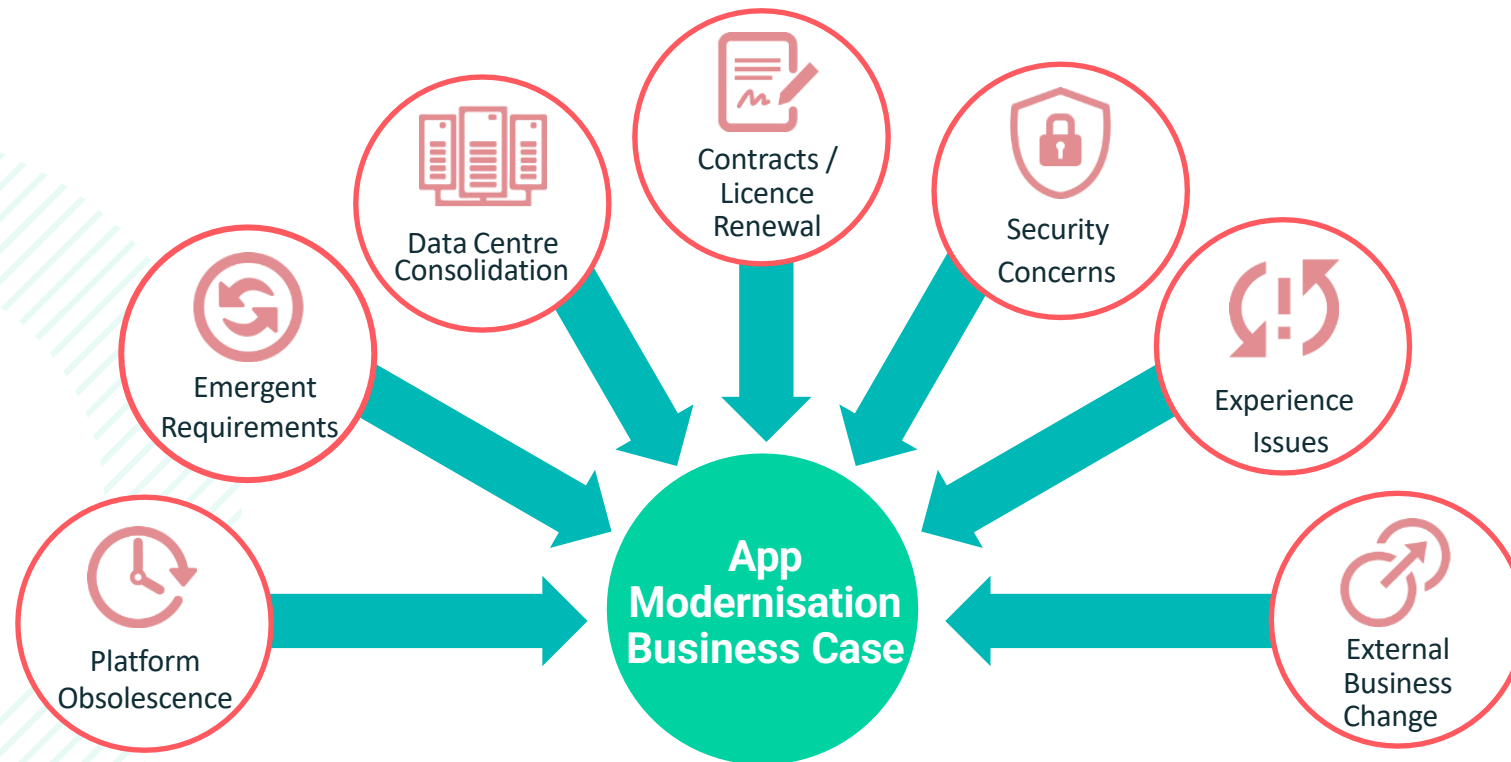
- ✓ Increase Efficiency
- ✓ Increase Scalability
- ✓ Stabilise Legacy Systems
- ✓ Enhance Security
- ✓ Reduce Maintenance Costs
- ✓ Reduce Datacentre Costs
- ✓ Improve User Experience
- ✓ Futureproof IT Initiatives
- ✓ Avoid Legacy Skill Dependencies (e.g. COBOL)
- ✓ Align IT to Strategic Business Objectives

# App Modernisation

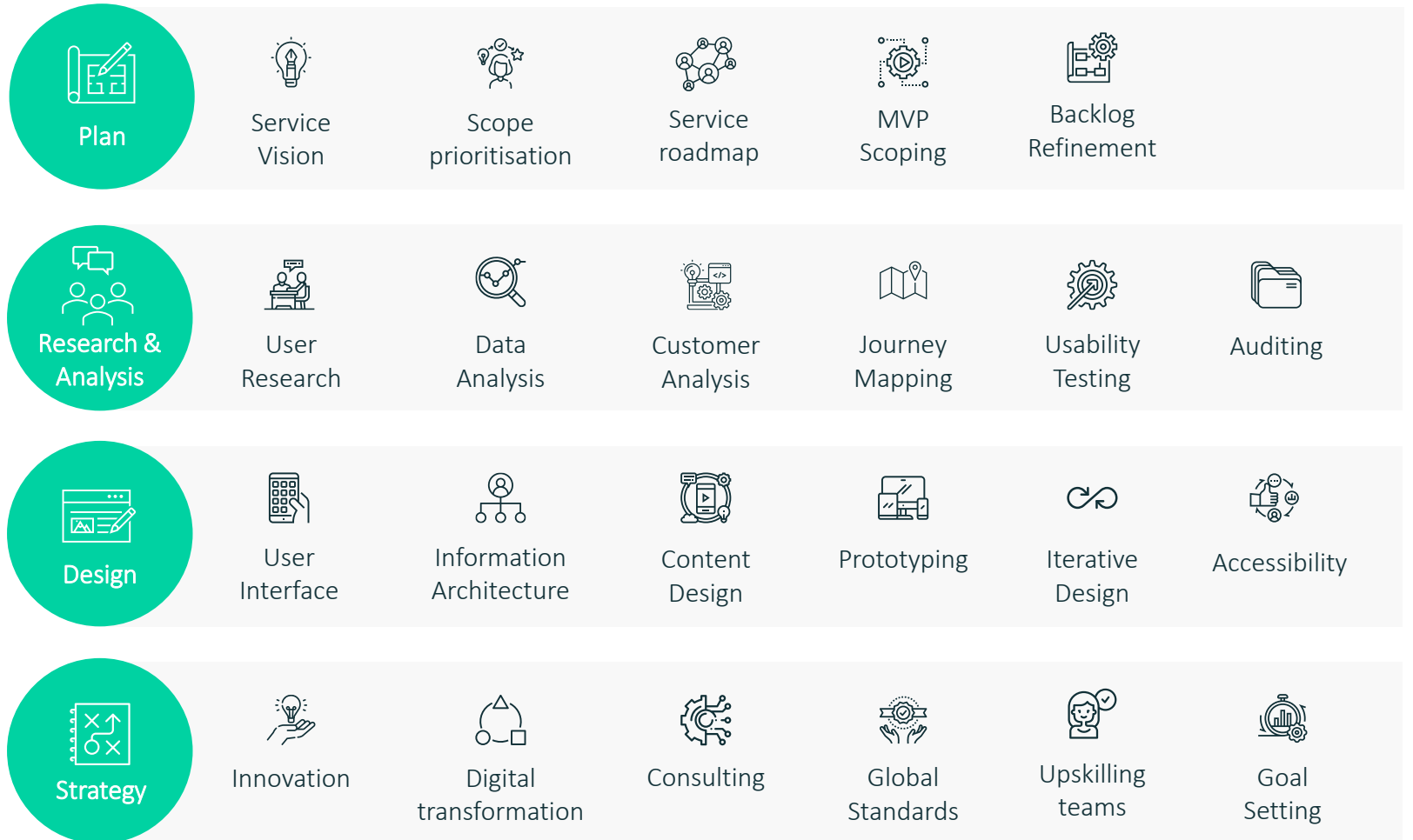
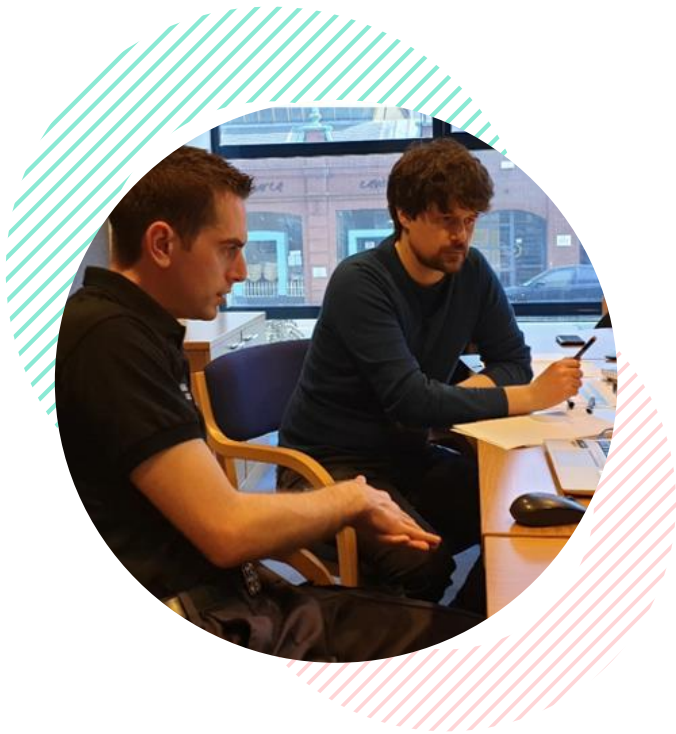
Leverage our Modernisation and Innovation Expertise in Azure, AWS and OCI

You can [book a workshop with Version 1's Application Modernisation FastStart](#), an accelerated technical discovery and business value assessment to understand your current application landscape – identifying modernisation quick-wins amongst out-of-support/out-dated applications, whilst protecting your existing investments.

**We will help you build a Business Case for Modernisation**












# Design Capabilities



# Digital Managed Services



 <b>Cost</b>	 <b>Performance</b>	 <b>Innovation</b>
 <b>Always On</b>	 <b>Streamlined &amp; Optimised</b>	 <b>Proactive Monitoring</b>
 <b>Flexible Delivery Models &amp; SLAs</b>	 <b>Global Standards</b>	 <b>True Partnership</b>

Our customers trust us to maintain, operate and continually improve their digital services.

[Talk to our Managed Service Experts.](#)

# Digital Delivery

Experienced in supporting delivery needs (including urgent and rapid deployment of teams)

We will enable you to close the gaps in Digital Transformation, supporting you to become more self-sufficient through knowledge transfer, up-skilling and training in a way that accelerates productivity for tangible results. You can evolve your organisation by breaking new ground with a trusted advisor that are experts in Digital Services and end-user engagement.

The end result? Digital transformation strategies that become a reality.



Ministry of Justice



163 Strong Team



8 Services

## HMCTS

### Service Features:



18 Workstreams



Remote-first onboarding within 4 weeks



44 Sessions recorded

### Selected Benefits:



Automated testing effort from 12 days to 20 minutes



3 months – 3 releases – 11 features



73% Reduction in support tickets



Home Office



56 Strong Team



1 Service

## Security Industry Authority (SIA)

### Service Features:



4 Workstreams



2 x Internal  
5x Suppliers  
2x Software providers

### Selected Benefits:



Anticipated £45m commercial savings



8 month delivery



100% uptime throughout 2021

[Find out more about our other digital projects and customer success stories](#)

# Data Analytics

## Our Services



### Data Analytics

Advance your data capability with analytics platforms, data mining, data visualisation and predictive modelling techniques to discover hidden trends and patterns to make better decisions – providing the right people with the right information at the right time and to the right device for each user.



### Data Governance & Strategy

Develop a winning vision and strategy, through roadmaps, stakeholder management and profiling, capability improvement and implementation planning and execution. Gain guidance on the alignment of data strategy with business objectives, with advice on a Data Governance approach.



### Data Platforms & Engineering

Ingest data from a variety of sources and systems to data lakes and data staging areas. Apply integration and transformation processes to prepare your organisation's data for reporting and analysis.



### Analytics Managed Services

Partner with a Managed Services provider to eliminate the headache of managing data platforms and business intelligence solutions. With support of Qlik4Oracle, Microsoft SQL, Tableau and Power BI for a range of our customers, we have the proven experience to manage your analytics estate.

# Data Analytics - What we can do for you

## Derive Maximum Value from your Data

Most organisations recognise that data and analytics has the potential to increase efficiency, improve decision making and ultimately deliver a competitive advantage. However, turning an analytics plan into reality can be challenging.

At Version 1 we combine digital, cloud and enterprise application expertise with our data science and analytics capability to articulate a pragmatic roadmap for success. With our analytic accelerators and frameworks, we reduce data gathering and analysis time so customers can focus on their data insights.

### [Unlocking the power of your Data](#)



#### Data Lake Accelerator

Take a no-code approach with Data Lake Accelerator to ingest data from on-premise to Azure Data Lake. Automatically stage data for use in Azure Synapse and integrate IoT data streams with your organisation's analytics and BI.



#### Smart Inventory Management

An Integrated, pre-configured Analytics capability, Smart Inventory Management enables organisations to identify and remove obsolete stock and delivers immediate stock realisation (up to 50%).



#### BI Assessment

Discover your organisation's business requirements and uncover key pain points affecting operational performance. With this assessment, your organisation will receive tailored recommendations to get the most from your data.



#### Analytics Roadmap

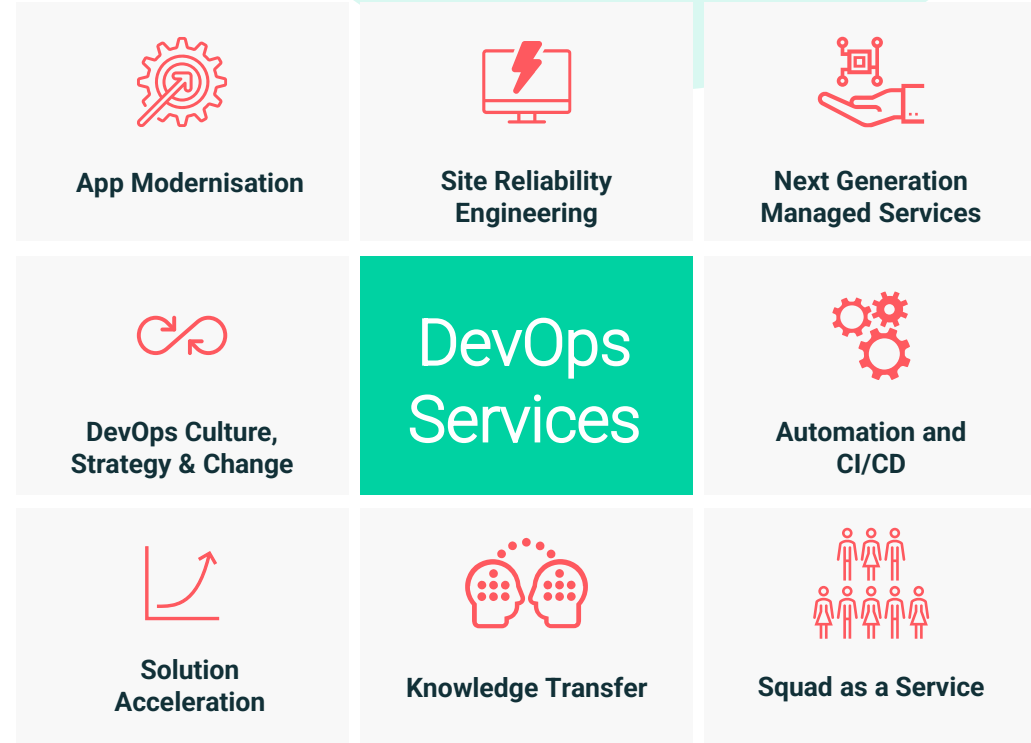
Define your organisation's business objectives through an Analytics Roadmap, receiving tailored recommendations to unlock your data.

# DevOps

## Why Choose Version 1 for your DevOps needs?

Version 1 team of DevOps specialists can deliver a bespoke implementation suited for your organisational needs. We have a strong history of DevOps advisory, project delivery and support. With a range of specialists, from hands-on engineers, architects, and organisation and enterprise change advisors, our experienced team is well equipped to support your organisation's DevOps transformation.

With customers across both the public and private sector, we bring our customers along the journey from legacy to modern development and operational practices and culture.





# Testing

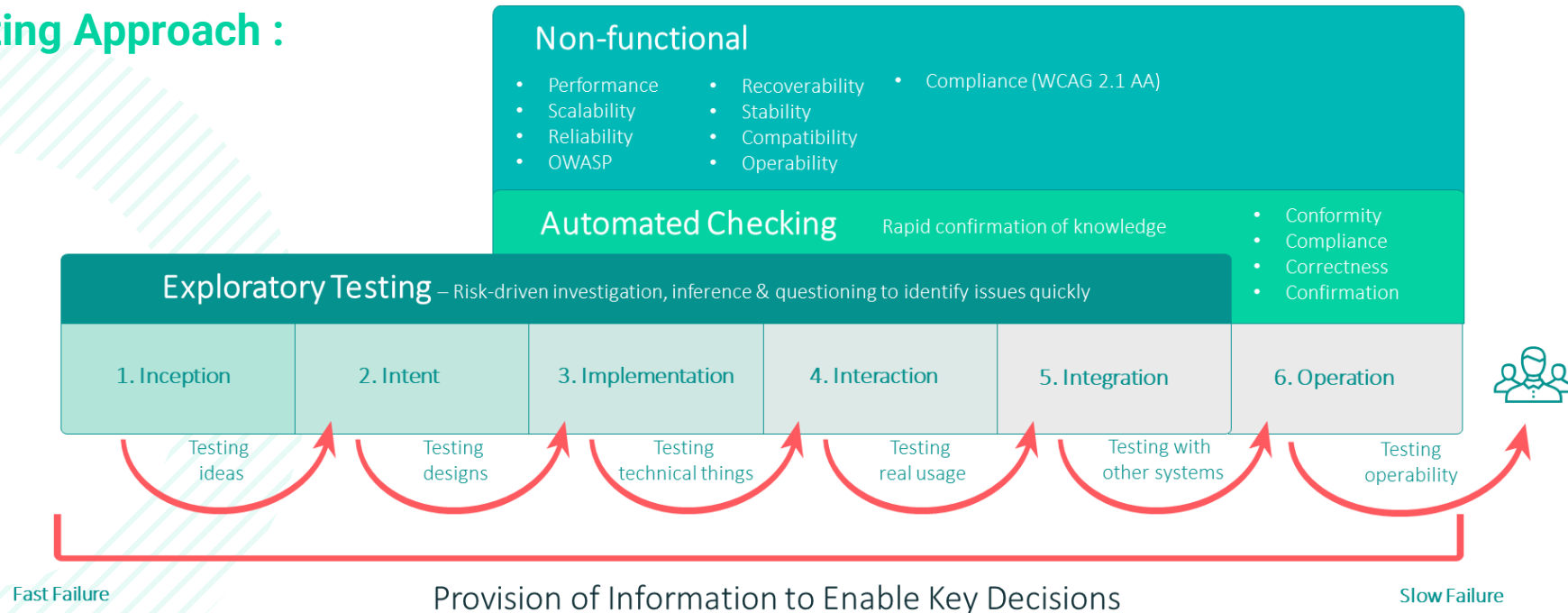
## Enhance, Transform, Succeed

Test as a Service is Version 1's model for partnering with customers, ensuring standardisation and business continuity in the areas of test capability.

It is our commitment to collaborate effectively, apply an automation-first ethos to Quality Assurance and Test. Our service objective includes helping to accelerate your business technically to bring an enhanced competitive edge to your business. With our service approach, a key differentiator is the service management that we provide. This will bring insights to you in terms of efficiencies and effectiveness of our Test as a Service. Make Version 1 Test as a Service a part of your team.

[Talk to us to find out more about how Test as a Service](#) can deliver real benefits to your organisation

## Our Testing Approach :



# Software Development

## Java, .NET, Python

Version 1 can deliver Software Development capability across all the popular development languages such as .C#/Net, Java, and Python, helping you to analyse your needs and then design, test, and develop software to meet those needs using methodologies such as Agile, SCRUM and Kanban.

### Features Overview:

Software development, Design, QA and consultancy services

Multi-cloud service Provider (Azure, AWS, Oracle)

Experienced using Agile development, DevOps, Scaled Agile Framework (SAFe), Scum, Waterfall and Hybrid Methodologies

Design Methodology with user-centric approach, focused on designing to meet user needs (aligned to CDDO, GDS standards)

Secure by Design approach backed by solid security engineering

Test Driven Development and Test Automation

Quality embedded into E2E software lifecycle

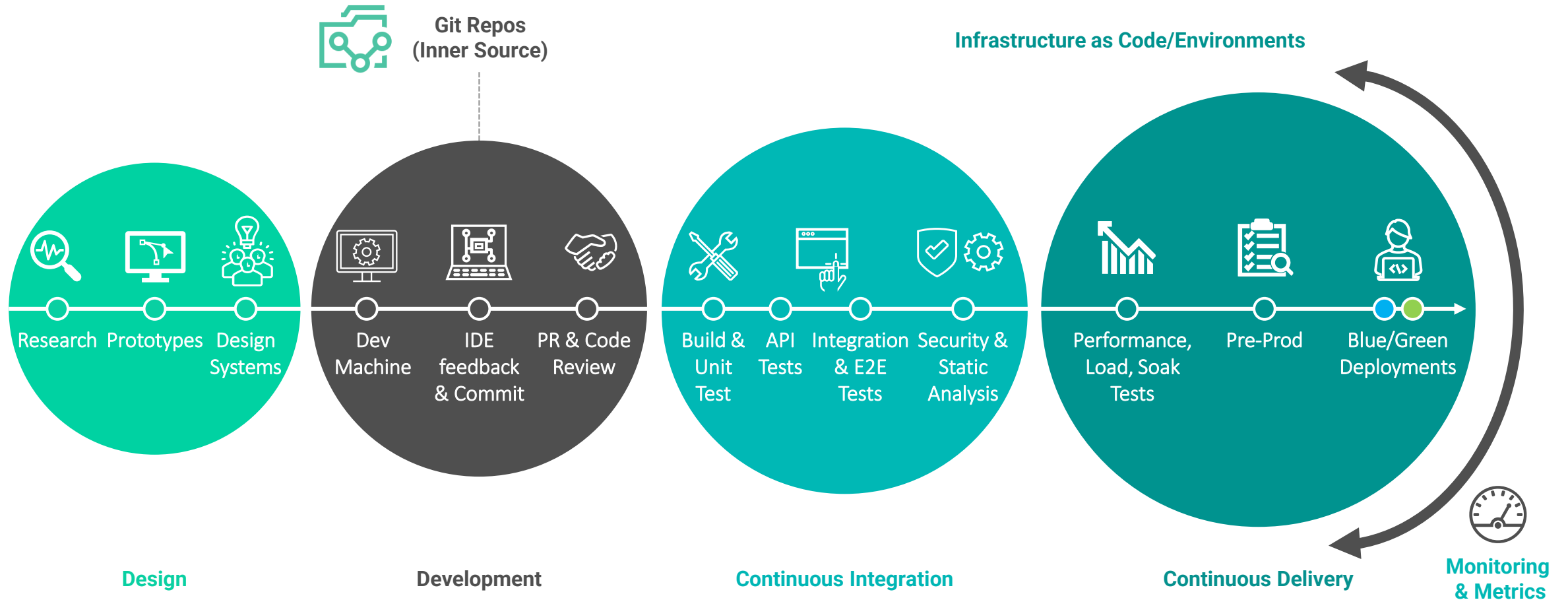
Scalable pool of development and DevOps squads

Coaching, consultancy and support through system upgrades

### Why Version 1?

- ✓ Access to a library of proprietary accelerators
- ✓ Reusable open-source components
- ✓ Always delivered tested, integrated and usable
- ✓ Frameworks to accelerate development to quality standard
- ✓ Flexible solution using Agile methodologies
- ✓ Improved team communication, collaboration and performance
- ✓ Ability to quickly scale teams to meet requirements
- ✓ Design/Delivery of Cloud or On-premise solutions

# Embedding Quality into Software Development



# Why Customers Choose Version 1



## Always On

24/7 365 Service Desk supporting users around the globe.



## Flexible Delivery Models & SLAs

Choose the service-level agreement (SLA) and delivery model (remote, on-site or blended) that is right for your business.



## Full-Stack Expertise

Full-stack support for all technologies and environments - Applications, Databases, Infrastructure & Cloud Management.



## Streamlined & Optimised

ITIL processes adapted and automated to support DevOps and continuous integration and delivery to improve productivity, quality, and service consistency.



## Global Standards

Accredited to ISO20000 and ISO27001 standards delivering assurance in service quality and security.



## Integrated Cloud

With deep expertise across three Public Clouds (Oracle Cloud, Microsoft Azure & Amazon Web Services) we integrate, operate and run modern Cloud platforms side by side with legacy infrastructure and applications.



## Proactive Monitoring

Proactive service monitoring means we identify and resolve issues before they impact your business and deliver a business aligned view of systems and services.



## True Partnership

We work in collaboration with your team and suppliers to own issues and drive them to resolution.



## Continuous Service Improvement

CSI is a core tenet of our Managed Services which means we are committed to an ongoing cycle of agreed improvements in operational efficiency as well as enabling your Cloud strategy.



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## Additional Information

# Best Practices

## Information Security Management System

Version 1 recognise that the relationship between information security and IT service management is so close that we implemented an Integrated Management System (IMS) that has been certified to ISO 27001:2013 and ISO 20000-1:2011 with matching scopes. Version 1 is also certified for Cyber Essentials Plus.

The Version 1 IMS is based on the guidance provided in the International Standard for the Corporate Governance of IT (ISO/IEC 38500) and the International Standard for Risk Management (ISO 31000).



The Version 1 IMS is audited every 3 months, alternately by internal and external auditors. An Information Security Officer along with the IT Governance Committee are responsible for maintaining the IMS, as well as providing advice and guidance on policy implementation

### Backup / Restore and Disaster Recovery

Version 1 recognises that each customer will have different requirements for Backup/Restore and Disaster recovery. Version 1 works with customers to define and agree customer data assurance requirements and designs a solution based on best practice that will fit these requirements.

# Service Delivery



At Version 1, we have a dedicated Customer Success team, whose overarching purpose is to develop long-term, business benefit and outcome-based partnerships with our Customers. We have an enviable track record in terms of our Customer Satisfaction scores (NPS of 64% for 2022) over many years and a customer retention rate of 98%.

Our Service Management systems deliver a best in class Service Management framework that has been designed around the ITIL principles and is certified to ISO20000-1:2011 since 2011. Continuous Service Improvement is central to all Service Management framework. Version 1 adopts a quarterly rhythm that includes independent auditing of our processes and policies every quarter. This frequent audit mechanism ensures that not only do our policies and processes conform to the high standards but that opportunities for improvement are researched and always acted upon.

Our standard support hours are **9am to 5.30pm Monday to Friday** excluding Bank holidays. We can provide extended support up to full 24 x 7 x 365 coverage.

At Version 1, we have divided our service model into three tiers (which is detailed in slide 16). Each tier provides you with access to specific assistance and benefits, allowing you to choose the services best suited to your needs.

For added flexibility, you are welcome to apply more than one tier to different business applications, or to production and non-production workloads.

## Service Credits

We are happy to agree appropriate Service Credit arrangements tailored to customer priorities and the specific details of the service. This will be discussed and agreed during the on-boarding process.

# Our Cloud Managed Services Model

At Version 1, we have divided our service model into three tiers. Each tier provides you with access to specific assistance and benefits, allowing you to choose the services best suited to your needs.

For added flexibility, you are welcome to apply more than one tier to different business applications, or to production and non-production workloads.



## ESSENTIALS

Essential Monitoring and Support

*Suitable for organisations with relatively standard requirements, or small-scale Cloud estates seeking an 8/5 SLA*

**8x5 Support with Standard Response SLA**  
<1hr for critical issues

**Routine Cloud and VM Support**  
Standard backup and patching schedules

**Standard Monitoring Service**  
Alert on basic set of 15-min metrics and threshold breaches

**Essential Cost Control**  
Usage and spend analytics, budget alerting

**Basic Cloud Security**  
Firewall and key management

**Best Practice Advice**  
Access to experts during support hours



## ADVANCED

Advanced Managed Services

*Ideal for organisations seeking advanced 24/7 support with a proactive Next-Gen Managed Service through an advanced SLA*

**24x7 Support with Advanced Response SLA**  
<1hr for critical issues, dedicated tech lead

**Advanced Cloud and VM Support**  
Custom backup and patching schedules, DR testing

**Advanced Monitoring Service**  
Alert on basic set of 15-min metrics and threshold breaches

**Advanced Cost Control**  
Usage and spend analytics, budget alerting and governance

**Cloud Security and Compliance**  
Firewall and CSP WAF management, compliance and security reports

**Best Practice Advice**  
Access to experts during support hours



## PREMIER

Full Suite of Cloud Managed Services

*Ideal for organisations with strategic sophisticated requirements seeking to optimise costs and environments through a Next-Gen Managed Service and Premier SLA*

**24x7 Support with Premier Response SLA**  
<15m for critical issues, dedicated tech lead

**Advanced Cloud and VM Support**  
Custom backup and patching schedules, DR testing

**Premier Monitoring Service**  
Alert on detailed set of 5-min metrics with machine learning analysis and log analysis

**Continuous Cost Optimisation**  
Full cost control service, with premier billing optimisation

**Continuous Cloud Security and Compliance**  
Firewall and CSP WAF management, proactive compliance monitoring

**Architecture Enhancement**  
Recurring architecture reviews and improvements



# Our Service Levels



Level	Description	ESSENTIALS Essential Monitoring & Support (available 8x5/default calendar)			ADVANCED Advanced Managed Services (available 24x7 or 8x5)			PREMIER Full Suite of Cloud Managed Services (available 24x7)		
		Response Time	Update Time	Target Resolution	Response Time	Update Time	Target Resolution	Response Time	Update Time	Target Resolution
P1	Critical Business Service or Function unavailable, severely degraded or inaccessible	30 mins (By Phone)	Every hour	4 hours	30 mins (By Phone)	Every 30 mins	4 hours	15 mins (By Phone)	Every 30 mins	4 hours
P2	Critical Business Service or Function severely degraded	2 hours	2 hours / As agreed	3 working days	1 hours	1 hour / As agreed	1 working day	1 hours	1 hour / As agreed	1 working day
P3	Non-Critical Business Service Function unavailable or degraded	4 hours	Daily / As agreed	10 working days	4 hours	Daily / As agreed	2 working days	4 hours	Daily / As agreed	2 working days
P4	Non-Critical Business Service Function disrupted but workaround available	8 hours	As agreed	1 month	8 hours	As agreed	7 working days	8 hours	As agreed	7 working days
P5	A question, query or minor bug	12 hours	As agreed	As agreed	12 hours	As agreed	As agreed	12 hours	As agreed	As agreed

# Training

## Enabling Uptake



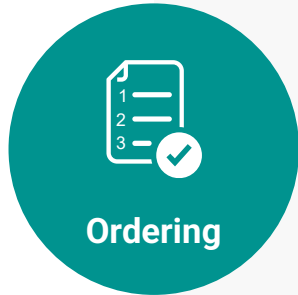
A critical aspect of any project is the need to conduct comprehensive training for the users in the use of the application. Version 1 is committed to conducting professional training to ensure that users of the system can gain maximum benefit from using it.

Version 1 normally propose a ‘train the trainer’ approach to user training be adopted, integrated with the testing and overall acceptance phase of the project. This requires a difference in approach from standard training courses, as users need to be trained in both the application and in how to pass this on to their colleagues.

A number of “super users” for the system should be nominated by the client and could also be identified through a Training Needs Analysis process. The Super Users will be trained in the use of the system, and will then be responsible for training their colleagues. Before commencing the training, the super users will complete the User Acceptance Testing (UAT). As this is a critical part of the project, coming just before implementation, it is paramount that those conducting UAT have an in-depth knowledge of the system so they can accurately determine whether it is functionally accurate and complete. Creating a group of super users helps bring flexibility and reassurance to the initial training process, as well as ensuring resources in place to train new staff when they take up new positions. This helps preserve the operational efficiency of your system, without being reliant on the availability and cost of external training providers.

A User Guide will be prepared to support the training and this would then be made available for all other training that will take place. As the application will be developed utilising widely used conventions, familiar to anyone who has used a major consumer website, we do not envisage that we will need to spend a lot of time on teaching the actual mechanics of using the application. The focus of the training will be on understanding the business processes and how the application supports those processes.

# Onboarding & Offboarding



Ordering Version 1 Cloud Services can be ordered by filling in the on-line form on the Version 1 website or by emailing a summary of the requirements to the Version 1 G-Cloud Account Manager. The summary should include:

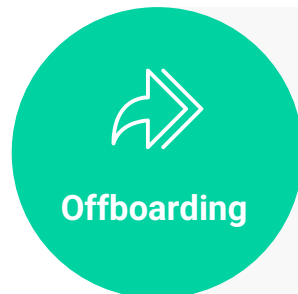
- Organisation and Contact details
- Number of users
- Any optional requirements
- Any specific security and Information Assurance requirements

The Version 1 Account Manager will confirm the details of the service to be provided and confirm the pricing. These details should be entered into the standard G-Cloud Framework Order Form and the Call-off contract completed. The Version 1 Account Manager will assist with this. The G-Cloud Service Charge will be invoiced monthly in arrears.



Version 1 uses an ITIL based Transition Management process to Onboard and offboard customers. This process is ISO20000-1:2011 certified since 13th July 2011.

The Version 1 Transition Management approach is governed by the Prince2 Project Management methodology which has clearly defined governance structures and processes. We tailor our approach thus ensuring appropriate levels of governance, control and reporting are customised to the needs of the client.



Clients can terminate their cloud services contract with one's month notice. Version 1 will assist with service migration and can provide a data extract in an agreed format. This migration work will be chargeable based on the standard G-Cloud rate card

# Customer Responsibilities & Requirements



## Customer Responsibilities

Customers for Version 1 Cloud Services are responsible for:

- Providing a nominated support or service manager as a contact point for issue resolution and escalations relating to the service;
- Ensuring that all users of the system have received appropriate training
- Working in partnership with Version 1 in the resolution of system issues where there is joint element of responsibility e.g. integration issues
- Providing information in a timely manner on request to enable Version 1 to carry out its obligations under the contract

## Technical Requirements

Users of Version 1 Cloud Services require a currently supported web browser and a communications link with sufficient capacity for the service.

The browsers officially supported for this service are:

- Internet Explorer
- Google Chrome
- Mozilla Firefox
- Safari