

CIVICA



# G-Cloud 13 Service Definition Document

Power Platform Services

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# 1. Power Platform Services

## 1.1. Introduction

This is the Service Definition Document for Civica UK Ltd (Civica) Power Platform Services under the G-Cloud Framework.

## 1.2. Overview of Services

Civica offers the following services to help customers to plan and implement their cloud-based strategy.

| Service   | Service Description   |
|---|---|
| Power Platform Business Process Transformation Services | Using our proven methodology, Civica's Microsoft Power Platform Business Transformation Service helps reimagine, streamline, automate and integrate processes for efficiency savings, customer service value-add and freeing bandwidth for innovation. The service includes strategy development, user research and baseline assessment, process re-engineering, change management, planning, implementation, integration, skills transfer and rollout. |
| Power Platform Strategy, Governance, and Service Set-Up | Using Power Platform Service within your organisation can avoid data egress and security concerns. Civica's tried and tested approach will provide a strategy, framework, training and necessary tooling, including Centre of Excellence, to ensure maximum Return on Investment and benefits realisation within Power Apps, Power BI and Power Automate Development.   |
| Power Platform Application Development                  | Power Platform offers a low/no-code approach, allowing a more streamlined approach to build and deploy powerful business applications, automate common business processes and create user-friendly data-driven dashboards and reports.  |

## 1.3. Use of Subcontractors and Partners

The above services are delivered by Civica UK Ltd. Depending on the customer requirement, we may operate with other Civica group companies including Civica NI (Northern Ireland) Limited. Civica NI Limited is registered in Northern Ireland at 10 Weavers Court, Belfast, BT12 5GH.

## 2. Detailed Descriptions

### 2.1. Power Platform Business Process Transformation Services

#### Service Features and Benefits

| Features   | Benefits  |
|--|---|
| <ul style="list-style-type: none"> <li>• Current state assessment: systems, infrastructure, data, people, processes, and governance</li> <li>• Process improvement strategy, modelling and planning using our proven methodology</li> <li>• Hands-on ‘art of the possible’ engagements with live technology prototyping</li> <li>• App development and process automation in a day immersive workshops</li> <li>• Admin in day skills transfer for self-sufficiency</li> <li>• Business solution proof of concept (PoC) exploration and implementation</li> <li>• Pre-migration and change readiness assessments for legacy systems and processes</li> <li>• Flexible scope: data-capture, workflow, Robotic Process Automation, natural language interfaces</li> <li>• Flexible scale: single workshop to full process implementation and rollout</li> <li>• Power Automate, Power Apps, Power BI, Virtual Agents, DataVerse</li> </ul> | <ul style="list-style-type: none"> <li>• Process alignment with business strategy, goals, and value disciplines</li> <li>• Maximise quality and value of process output (product, service, information)</li> <li>• Reduce execution time to improve customer experience or maximise throughput</li> <li>• More efficient resource use (people, information, technology) to minimise cost</li> <li>• Higher internal or external regulatory compliance</li> <li>• Processes readily adaptable to changes in business environment</li> <li>• Build self-sufficiency in process engineering and Power Platform</li> <li>• Improved systems integration, robotic process automation, and data management</li> <li>• Maximise M365 ROI and deliver demonstrable business benefit</li> <li>• Unlock efficiency potential through business led automation development</li> </ul> |

#### Scope

Civica works with customers to transform and automate processes for maximum business impact. Whatever stage in your journey, whether just starting the work of identifying underperforming processes, mid-way through implementation or looking for operational support, our experienced Power Platform and business process specialists can help accelerate your process improvement initiatives. This includes getting the most from Power Apps, Power Automate, Virtual Agents, Power BI, MS Teams and SharePoint as effective platforms for process automation.

Civica's Power Platform Business Transformation Services are all based upon our standard and proven methodology. Our services are flexible, agile and draw from a number of established business process improvement methodologies (e.g. Lean Six Sigma). Hands on ‘Art of the Possible’ workshops and implementation follow our proven formal project methodology and Microsoft best practice, whilst business process improvement engagements adhere to a standard 5 stage approach:

#### Project Approach

Our Business Process Transformation Services scale for a single, intensive, big impact day to an end-to-end engagement that sees through the entire process transformation. Our approach scales accordingly to ensure all activities are delivering value and driving sought business outcomes. Typical engagements follow the following stages:

| Stage           | Typical Activities  |
|-----------------|---|
| Discover        | following project initiation in the first stage we: identify business terms, functional areas and roles, shortlist activities and processes, and catalogue the process landscape.   |
| Case for Change | If required, during this stage, we build the business case by gathering context and characterise in scope processes, establishing the reason for, cost and benefits of process improvement, capturing requirements and future state vision, and identifying impact, performance targets and measures. |
| Baseline        | During the Baseline stage, we work with you to further characterise and assess in scope processes, establishing actors and handoff points, workshopping and diagramming current state flows, and assessing individual process steps   |
| Target          | The Target stage focusses on future state, establishing overall approach and ideas for transformation, characterising improvements, developing ideal workflows, and refining process into realistic target workflows within real world constraints  |
| Roadmap         | This stage plans the transformational implementation by conducting gap analysis, identifying, and prioritising key activities, assessing transition readiness, and building an implementation and transition plan   |

Together, the 5 stages in our methodology deliver a readiness to confidently start the process of a process transformation.

### Added Value and Innovations

Alongside our Business Process Transformation services, we offer:

- Process efficiency health checks.
- Change Management for effective business outcomes.
- M365 and Power Platform roadmap advice.

### Client outcomes

Civica’s Power Platform Business Process Transformation Services deliver:

- Improved understanding your process landscape and where the problem processes lie.
- A clear and compelling vision for business process improvement.
- Implementation scoping and prioritisation aligned with business strategy.
- Dependencies, risks and blockers mitigated.
- Skills and capability gaps identified and planned for.
- Processes transformed and expertly implemented, integrated and rolled out using Microsoft technologies.
- Greater in-house capability through training, building together and skills transfer.

## 2.2. Power Platform Strategy, Governance, and Service Set-Up Services

### Service Features and Benefits

| Features  | Benefits  |
|---|---|
| <ul style="list-style-type: none"> <li>• Creating an in-house service to help grow Power Platform uptake</li> <li>• Apply governance, control and administration over your Power Platform estate</li> <li>• Business application development and process management best practice guidance</li> <li>• Creating robust environmental strategy to provide operational guard rails</li> <li>• Data Loss Prevention (DLP) Policy advice and best practice</li> <li>• Centre of Excellence set-up/health check for management/adherence to policies</li> <li>• Governance/strategy using expert user research and user experience resources</li> <li>• Training, nurturing, using the proven Civica change management framework</li> <li>• Managed Support Service for technical, admin and end user roles</li> <li>• Production of reliable Application Lifecycle Management (ALM) and security management</li> </ul> | <ul style="list-style-type: none"> <li>• A robust and guiding Power Platform, nurturing internal citizen development.</li> <li>• Fully established governance and compliance employing defined and trusted methodologies</li> <li>• Continuous improvement of user knowledge and adoption</li> <li>• Reduce administrative burden and operations overheads / costs</li> <li>• Minimise misuse, data leakage and egress, and technical debt</li> <li>• Operational transparency and complete control of the whole Power Platform</li> <li>• Reduce operational and compliance risk and provision of a safe environment</li> <li>• Modernise your workforce, seamless evolution of solutions and user development</li> <li>• Improved systems integration, robotic process automation, compliance, and data management</li> <li>• Maximise M365 ROI and deliver business benefit and enhanced self-sufficiency</li> </ul> |

### Scope

We are often told that organisations want to take advantage of the advancements made available with the use of low/no-code development and the advent of Citizen Developers. Often, however, organisations are either reluctant to permit citizen development outside of their ‘official’ IT (Information Technology) teams, or they have done and now are faced with a proliferation of applications, forms, workflows which have been done outside of the approved processes and have become unmanageable and cluttered at best.

Civica’s Power Platform Strategy, Governance & Service Set-up services will assist you with all the features mentioned in the table above which will lead to you having a best of breed set of methods, processes and tools to make the very most from your Power Platform.

### Project Approach

| Stage    | Typical Activities   |
|----------|--|
| Discover | We will work with you to deliver an overarching vision and strategy for your use of Power Platform. If you already use it, we will undertake a series of activities to understand the current environment, challenges and opportunities that exist to implement the changes required to achieve the vision and strategies. |
| Design   | Following the Discovery phase, Civica’s expert team will then present a design for your organisation’s Power Platform Strategy & Governance solution that will always refer back to the vision and strategy agreed during Discovery. This could include all or   |

| Stage     | Typical Activities  |
|-----------|---|
|           | some of the outcomes detailed below. When you have agreed with the proposed design, we move into the all-important Implement phase.   |
| Implement | On receipt of the Design, we will work hand-in-hand with your stakeholders and sponsors in order to implement your Strategy & Governance solution as per the requirements and design. At each stage of the implementation, we will robustly ensure that it is exactly in line with what has been agreed and that it meets and delivers the required benefits before being put into production. Again, always aligning to the vision and strategy agreed at the start of the process. Implementation also includes all aspects of Civica's top of class training, adoption and change management capabilities to ensure your users are ready for the solution. |
| Operate   | At the end of the implementation, your solution will be ready to transition to business as usual. This can then be managed by your own in-house Support function, or you may wish to take advantage of Civica's expert managed services team to ensure that the solution is supported and managed as it should be. Either way, we will ensure that anyone who needs to support it will be more than adequately trained and educated in terms of understanding the new solution.   |

## Client outcomes

Civica's Power Platform Strategy, Governance, and Service Set-Up Services deliver:

- A comprehensive strategy for use of the Power Platform.
- Tailored and robust Governance for the Platform.
- A fully functioning, easy to use and understand suite of tools to set-up and operate your new Centre of Excellence.
- Capability to monitor and audit everything created on your Power Platform to avoid clutter, bad practice, and over-proliferation.
- Creation of an application audit process.
- Methods to manage application ownership.
- Provision of best practice training and adoption tools and materials.
- A secure environment to manage licenses and access to data sources through the creation of data loss prevention policies.
- Tools to enable the growth and evolution of your Power Platform (such as a Power Platform Team or Yammer channel).
- Comprehensive plan for supporting the solution.



## 2.3. Power Platform Application Development Services

### Service Features and Benefits

| Features  | Benefits   |
|---|--|
| <ul style="list-style-type: none"> <li>• Design and rollout PowerApps, PowerAutomate flows, Virtual Agents, PowerBI dashboards</li> <li>• Accessible design and intuitive point and click interface design</li> <li>• Powerful app development and automated processes built by experts</li> <li>• Development of PowerBI and Dataverse solutions to reveal timely business insights</li> <li>• Paperless forms and artificial intelligence tools</li> <li>• Maximising security and compliance across all M365 apps</li> <li>• Data visualisations and insight with dashboards and reports inside/outside Teams</li> <li>• Powerful dashboards, reports and insights using Power BI</li> <li>• Use change management, training, learning and adoption framework with ALM</li> <li>• Integration with Azure/M365 and more than 600+ pre-built connectors</li> </ul> | <ul style="list-style-type: none"> <li>• Maximise M365 ROI and demonstrably deliver against strategy</li> <li>• Enable faster, better, cleaner development in a controlled environment</li> <li>• Leverage efficiency &amp; development savings. Faster app production cycle</li> <li>• Improved systems integration, robotic process automation, and data management</li> <li>• Seamless integration with Microsoft 365, office, dynamics, azure and more</li> <li>• Secure access to many sources of invaluable data</li> <li>• Accessible remotely on any device enabling access to tools/capabilities</li> <li>• Allows users to access applications and data wherever they are</li> <li>• Embrace the future by utilising the AI capabilities with M365</li> <li>• Market leading security and compliance tools built-in</li> </ul> |

### Scope

Power Platform is made up of Power Apps, Power Automate, Power BI and Power Virtual Agents. Civica design and develop powerful canvas and model-driven applications to meet your business needs and simplify business processes.

Over many years we have built up the experience and the highest degree of expertise in working with our customers to deliver high value solutions to improve productivity and efficiency whilst at the same time bringing returns on investments over time. We are perfectly placed to either assist your teams in using what the Power Platform has to offer, or indeed building the solutions you need when you need them and as you need them.

In our experience, there are always many quick and big wins to be discovered at any organisation where Power Platform is ideal to deliver these. Whether this be things like absence management, holiday approvals, visitor and event bookings and any approval process. Or turning cumbersome spreadsheets into efficient and modern applications, to say nothing of removing the need for paper-based forms from your business. Civica and our Power Platform offering is designed to make your lives easier, move you forwards and make your business users more productive.

### Project Approach

| Stage     | Typical Activities  |
|-----------|---|
| Discovery | The first phase will always be that of discussing with your main stakeholders and sponsors the solutions that are in scope. This could be done by way of creating a |

| Stage     | Typical Activities   |
|-----------|--|
|           | roadmap or backlog of activities detailing your planned suite of applications, processes, dashboards and reports. In each case we will work with you in drilling into the requirements in order to ascertain the best possible ways in which Power Platform can realise the benefits it can bring you. This phase means that we will have all of the information we need to move into the next phase.  |
| Design    | On a case-by-case basis, each individual solution will need to be fully designed – whether this be using an agile methodology or waterfall (or anything in between) – we will produce a complete and comprehensive design for the solution. Every step of the way we will constantly work with you to ensure that the design is meeting your requirements. This phase will also include a delivery plan so that everyone involved is fully aware of what is being done, by whom and when. When the design and plan have been agreed, we will move to the Implementation phase.   |
| Implement | On receipt of the Design, we will work very closely with your stakeholders and sponsors in order to implement the app/process/report/dashboard as per the requirements and design using the appropriate project methodology. At each stage of the implementation, we will robustly ensure that it is exactly in line with what has been agreed and that it meets and delivers the required benefits before being put into production. Implementation also includes all aspects of Civica’s top of class training, adoption and change management capabilities to ensure your users are ready for the solution employing application lifecycle management techniques as required. |
| Operate   | At the end of the implementation, your solution will be ready to transition to business as usual. This can then be managed by your own in-house Support function, or you may wish to take advantage of Civica’s expert managed services team to ensure that the solution is supported and managed as it should be. Either way, we will ensure that anyone who needs to support it will be more than adequately trained and educated in terms of understanding the new solution.  |

**Client outcomes**

Civica’s Power Platform Services deliver:

- Best of breed and innovative Power Apps, business process automation, Power BI dashboards and reports.
- Cost and time savings.
- Modern digital tools and processes.
- Efficiency savings and giving users the ability to develop their own low/no-code solutions.
- Simplified and more efficient compliance management by using Power Apps and Power Automate to ensure business processes are being followed.
- More efficient and diligent reporting capabilities by using Power BI to accurately report on data in real time with little or no human involvement.
- The capability to position yourselves to start using the AI capabilities available through M365 with innovations like chat bots in Teams.
- Connection and integration of all your data in one place.
- Rapid development capabilities wrapped up in a tight Governance structure to ensure compliance, control and speed to release.

## 3. About Civica

### 3.1. Overview

Civica is one of the UK's largest software companies, with over 30 years proven expertise in delivering improved outcomes for public services around the world.

Civica helps organisations that deliver essential everyday services to rapidly transform customer experience and improve operational efficiency. Offering a complete digital solution, from strategy consulting and solution design to software development and ongoing managed services, our in-depth business and technology know-how is founded on the creation of secure business-critical systems. A user-centred approach means we start with customer needs, putting insights, data and strategic thinking in the driving seat.

Civica is transforming services by working with over 2,000 public service organisations in the UK and internationally, covering local government, education, health and care, housing, and central government.

### 3.2. Civica Innovations

Civica identifies and develops technology innovations to complement its mission of transforming the way its clients work, enabling clients to move to new and more flexible ways of working. Examples include:

- Machine-based identity verification to improve the user experience in public sector pension management.
- Using advanced technologies to address voting decline by improving citizen engagement.
- CovidCertNI, developed by Civica in conjunction with Digital Health & Care Northern and other partners, made it easier and quicker for NI residents to access their Covid vaccination certificate.
- Our partnership with Belfast City Airport applied innovation Sens AI technology to improve passenger experience and safety, earning a shortlisting in the 'Most Innovative Cloud Product or Service - Edge Computing' category at the Cloud Excellence Awards 2021.
- Our NorthStar innovation lab has continued its key role as an innovation leader for public services through the acceleration and application of innovative ideas and technologies. Civica NorthStar has helped promote and decode advanced technologies such as artificial intelligence (AI), machine learning (ML) and augmented and virtual reality (ARVR). Peer-group sessions with customers have similarly helped fuel the innovation focus, to mutual benefit.
- Northwest Anglia NHS Foundation Trust - assisted analytics platform is generating £40m in additional cost savings by identifying cost anomalies in NHS Trusts and removing unwanted variation. Through a pilot undertaken with 6 NHS Trusts, the platform completed the equivalent of 13 years of analysis in under 24 hours. It identified a minimum of 3% additional costs savings for each NHS Trust.

### 3.3. Civica Awards

Civica was recognised as an employer of choice in each of our three key geographies and our products won a range of accolades, including "2021 Best Cloud Transformation in the Pandemic" at the Cloud Excellence Awards. This was for our work with Liverpool City Council and our Community Helper cloud solution.

We were "Highly Commended" in the Most Innovative Cloud Product or Service for NIDirect's, AccessNI service, enabling over 140,000 government disclosure applications to be delivered in the cloud. Harold de Neef, Group Director for Cloud revealed, "this level of external recognition acknowledges the effort that all of us are making to further establish our cloud leadership in public services."

We were listed as a diversity leader in the 2022 UK Financial Times Diversity Leaders list (recognising our commitment to inclusion and a balanced workforce), maintained our Employer of Choice award win in 2021 at the Australian Business Awards and were certified in Aug 2021 as a Great Place to Work in India.

### 3.4. Full List of G-Cloud Services

This is the full list of services provided by Civica on the G-Cloud framework:

- Managed Hosting Services for Azure, UKCloud, Amazon and Civica cloud services.
- Cloud software including D365, M365, Microsoft Power BI, Master Data Management, Chatbots, Mobile Framework, SensAI, Dynamics-based Case and Grant Management and a suite of off-the-shelf software applications.
- Cloud professional services covering:
  - Cloud Research, Analysis, Design and Digital Inclusion Services
  - Cloud Alpha Beta Live Application Delivery Service
  - Cloud Change Management Service
  - Cloud Data Services
  - Cloud Analytics and Insight Services
  - M365 Services
  - D365 Services
  - Chatbot Service
  - Application & Platform Health Assessments
  - Collision Management & Reporting (CRaSH)

### 3.5. Other Crown Commercial Service Framework Agreements

Civica is a leading supplier of solutions and services to the public sector and operates through the following Crown Commercial Service frameworks.

| Framework                          | Ref.   | Lot details   |
|------------------------------------|--------|---|
| Digital Specialists and Programmes | RM6263 | Lot 1 - Capability-based services or delivery of multiple projects covered under an overarching strategic service objectives using PPM (Programme & Project Management) frameworks. |
| Software Design & Implementation   | RM6193 | Lot 1   |
| Digital Outcomes & Specialists 6   | RM1043 | Lots 1 to 3.  |
| Technology Services 3              | RM6100 | Lot 1 Technology Strategy & Services Design.<br>Lot 2 Transition & Transformation.<br>Lot 3 Operational Services.<br>Lot 4 Programmes & Large Projects.                             |

|                                |        |   |
|--------------------------------|--------|---|
| Data and Application Solutions | RM3821 | <p>Lot 1a Resource Planning &amp; Management Solutions including Financial &amp; Commercial.</p> <p>Lot 2a Business Applications.</p> <p>Lot 2c Citizen Services.</p> <p>Lot 3c Community Health &amp; Social Care.</p> <p>Lot 5b Academic Scheduling &amp; Management Solutions.</p> |
|--------------------------------|--------|---|

**3.6. Social Value**

As one of the UK’s largest software providers, Civica takes social value very seriously. Our CEO and Board of Directors set its corporate CSR policies and procedures which are then governed by a set of compliance and improvement teams. These teams cover Civica’s entire CSR agenda and cascade its operational policies and procedures into each Business unit, where a Managing Director oversees their use.

Civica has a range of social value initiatives which are aligned to all five areas of the Government’s PPN 06/20 social value guidance model, a summary of which is listed below.

| Theme                        | Ref.  |
|------------------------------|---|
| Fighting climate change      | <p>Civica’s Environment and Social Governance team provides clear focus for the ongoing development and implementation of our environmental policy, which is supported by our ISO14001 environmental standard. We are committed to working with our staff, customers, suppliers and partners to recognise and reduce the impact we all have on the environment. This goes hand in hand with optimising our services to support environmental and community initiatives.</p> <p>We have a Carbon Reduction Plan in place and a commitment to achieve Net Zero by 2040 at the latest. We are reviewing our energy mix and the materials we use and working with partners to plant a Civica Forest.</p>  |
| Covid-19 recovery            | <p>We were an early signatory to the C-19 Business Pledge in 2020. We focused on safeguarding our people and communities and ensuring the successful ongoing provision of our business-critical software and services.</p> <p>Alongside business as usual for our customers, we have worked hard to support the national and local level response through practical, innovative and updated software capability. We have delivered a range of new capabilities quickly, such as those listed below, and continue to provide system advice, configuration and data insights to ensure effective action.</p> <p>We proactively provide guidance and support for our employees, from keeping remote workers engaged, to our mental health champions and free-to-access Employee Assistance programme. We have adopted a blended working model enabling colleagues to work safely and flexibly at various locations and hub offices, enhanced how we communicate, and continue to look for new ways to share ideas and inspiration.</p> |
| Tackling economic inequality | <p>Civica is committed to working with its customers to deliver value into the community by supporting young people, developing skills and mentoring businesses to attract inward investment and growth that brings with it employment and skills. We support innovation through our NorthStar innovation lab, a company-wide initiative focused on enhanced client outcomes by applying fresh ideas on data, automation, and new technologies. We work with our customers to co-create public services that are fit for today and for the future. Our Civica NorthStar innovation lab creates physical and virtual opportunities for us to jointly explore trends and technologies.</p>  |

| Theme                    | Ref.  |
|--------------------------|---|
|                          | <p>We are a member of the 5% Club and aim to have 5% of its UK work force as either apprentices, graduates, or work experience students by the end of 2025. We employ apprentices and graduates into a number of different disciplines and locations, with a focus on ensuring they are long term employees of Civica.</p> <p>We run our own Civica Academy for employee development and skills enhancement, which delivered over 220,000 hours of training during 2021.</p>  |
| <p>Equal opportunity</p> | <p>Civica is a 2022 Financial Times Diversity Leader and is 'Gold' Investors in People accredited, demonstrating our commitment to promoting equal opportunity by tackling inequality in employment, skills and pay in our workforce. We proactively implement equal opportunities for employment and personal development among diverse groups and local areas and ensure rights for all staff are always protected. This is led by our Group Diversity and Inclusion (D&amp;I) team, championed by our CEO who is also our Chief Diversity Sponsor.</p> <p>Our D&amp;I team monitor the take-up, use and effectiveness of our measures, such as the number of new recruits from minority backgrounds, women, parents and diverse groups, and provide statistics for our Annual Review on performance against targets. For example, we report on the number of people attending training sessions and the split of male to female attendees.</p> |
| <p>Wellbeing</p>         | <p>Civica actively promotes a mentally healthy workplace and workforce through our 40+ Mental Health Champions (MHC) and our 'Health and Wellbeing' policy, encouraging a flexible and realistic work/life balance. We integrate mental health and general wellbeing in all that we do from recruitment and 'First Impressions' to appraisals and strategic management.</p> <p>We also support our customers' and communities' physical and mental wellbeing through: Employee 'Donate-a-Day' to local charities; Local events organised through "Charity Champions"; Directors providing guidance to local community health and wellbeing projects; Supporting social housing tenants to re-focus resources and provide vital support to tenants.</p>  |

### 3.7. How to Obtain Further Information

For further information please see our website at [www.civica.co.uk](http://www.civica.co.uk) or contact us on 0333 321 4914.