

Commercial-In-Confidence

G-CLOUD 14 FRAMEWORK

SERVICE DEFINITION

Creese Consulting Limited

Digital Transformation & IT Strategy

Lot 3 Cloud Support

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Introduction

An overview of the G-Cloud Service;

Jos Creese established Creese Consulting Limited (CCL) in 2015, after a 30-year career across the public sector. CCL has a growing list of public and private sector clients, and provides expert advice, consultancy and constructive challenge on digital transformation programmes, IT strategy, partnerships, cyber security, IT contracts, risk, change management and digital leadership.

Jos is well-known across the UK IT industry and beyond as a thought-leader and influencer, and offers extensive expert knowledge of new technology opportunity, shared services, procurement and cloud adoption. He is an experienced CIO and CDO, past President of both Socitm and the BCS (British Computer Society – the Chartered Institute for IT).

He is an experienced non-executive director in sectors including central government, education, health and the private sector. He has chaired the Open University School of Computing Industrial Advisory Board, is part of the LGA Expert Peer Review Programme and is a non-Executive Director for an NHS Trust. He has previously been listed as the ‘most influential and innovative CIO’ in the UK.

He has worked on national government digital programmes and led large-scale mergers, international IT programmes and the start-up and subsequent sale of a tech business. His work has included developing technology, information and digital solutions across the public sector, especially to support transformation and successful shared service strategies.

As an independent consultant, Jos provides supplier-agnostic advice and insight, typically around how to improve engagement and operation in a digital context and trouble-shooting problem programmes, outsourced contracts and strategic ambitions:

Jos has worked with over 200 clients since 2015, involving advisory services such as:

- Design and implementation of digital operating models and programmes.
- Service review for digital readiness and digital maturity assessments.
- Digital policy, planning and architecture advice, including business case construct.
- Conducting IT strategic reviews and assessment of IT value, vision and efficiency.
- Advice on how to build successful shared services, based on practical experience.
- CIO and CDO recruitment, job design advice, coaching, and IT governance models.
- Contract design, negotiation and renegotiation, including IT outsourcing contracts.
- Building digital and IT capacity/capability for the future.
- ‘Trouble-shooting’ problem projects and programmes.
- IT and digital risks – e.g. cyber, change programmes, information management.
- Mentoring and coaching IT leaders and executives, e.g. navigating political complexity.
- Information management policy and strategy, GDPR compliance and process reviews.
- Customer Service strategies in a digital operating model, including channel shift.
- Running workshops and facilitating events for teams.
- Thought leadership and strategic advice on the future of local public services.
- Design and development of project pilots.
- Tender process and preparation, due diligence work, tender response review.

CCL's ethos is to help organisations to do things for themselves - therefore skills transfer to build in-house building capability is central to all work. Work tends to be in short, sharp bursts, rather than long-term assignments, delivering maximum value quickly.

CCL operates on an entirely independent basis - seeking to assist businesses to increase their market influence, profile, reputation, sales and client base, but never expecting or seeking sales bonuses or incentives. Consultancy assignments are only ever invoiced when specific packets of work have been agreed in advance and targeted to deliver maximum value as quickly as possible, with a strong element of skills and knowledge transfer.

Associated Services;

CCL offers a breadth of contacts and experience few can offer and is always happy to help clients to work with other organisations who may be better placed to provide support.

Data Protection

Back Up & Restore;

N/A

Data processing & storage location;

N/A

Data restoration / service migration;

N/A

Business continuity statement/plan;

CCL will always help clients after an assignment is completed, if there are issues, concerns or more help if required.

Using the Service

Ordering and invoicing process;

When work is commissioned, a short proposal is sent to the client, defining the work, deliverables and fee. Once accepted with a PO, this is the basis of the contract, and invoicing would follow on completion of the work or stage deliverables or periodically as agreed, based on the proposal. CCL is always happy to sign NDAs, and to adapt contracts and work in the clients interest as it progresses – the client only ever pays for the service they use.

Availability of Trial Service;

CCL is always happy to offer a free initial consultation to scope work and define where the value might lie in a commission.

On-boarding processes/scope etc.;

Customer enquiries should be directed to the business email account:

jos.creese@creeseconsulting.co.uk

Or to the website, where there is a contact form: www.creeseconsulting.co.uk

An initial free consultation or meeting is followed up with a simple proposal, typically based on a flexible day rate plus reasonable expenses. Individual pieces of work are typically defined in a project scope proposal.

On-going support can be as little as ½ day as required – informality, ease of doing business, low risk and simplicity being key.

Off-boarding processes/scope etc.;

No long-term contract is required, and the commitment can be cancelled at any time once the agreed projects or programmes are delivered and paid for.

Training;

Training and support is available as part of the service, if commissioned as such. Skill transfer is always assumed a priority.

Implementation Plan;

For any proposed projects a detailed delivery plan can be provided, and indeed the ethos of CCL is to deliver clear and actionable recommendations.

Service management details;

The service operates in normal office hours, but phone contact can be made at any time for existing clients. This is a personal relationship based on a recognised reputation: - if you are not satisfied with the work, you don't pay for it.

Service Constraints;

CCL is a micro business, so resources are limited, but every endeavour is made to be available if required, and telephone support is '24x7' as far as possible.

Provision of the Service

Customer responsibilities;

Clients are responsible for supporting effective delivery. This may include timely decision-making or access to information to support the delivery of a consultancy assignment. For example, running workshops needs a commitment to those attending.

Clients are also responsible for ensuring timely payment of any invoices from CCL.

Technical requirements;

Work will often require an on-site presence. Access to internet and office services (desk, IT and support) may be required, as well as technology for running workshops and presentations.

After-sales Account Management;

CCL prides itself on long-term relationships with clients and individuals. Many organisations use a small amount of CCL service and come back at intervals for more help when required. They always get treated as a priority.

Termination terms;

Termination can take place at any time, once agreed deliverables commissioned are completed and paid for (unless there is an issue with the quality of any work).

Browsers;

N/A

Details of any trial service available;

N/A

Experience

Case Studies

CCL has worked with a large number of public services organisations, especially in local government. References can be provided, but work is usually of a confidential nature (e.g. cyber improvement planning or trouble-shooting digital programmes), so case studies are not published

Clients

There are too many to list all, but here is a selection of clients



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