

# Planning, Set-up, Migration, Assurance, Testing, Training, Service Management Service Definition

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## 1. Service Overview

We provide **independent** advice for the whole cloud technology specification, selection and implementation lifecycle.

This includes situation review, business analysis, cloud strategy, planning, solution specification, options analysis, solution design, security architecture, Proof of Concept, set up, procurement, integration, change management, migration, testing, quality assurance, transition, service specification, user training.

We have practical experience of the whole cloud delivery lifecycle, from the inclusion of cloud services in your Digital, IM and ICT strategy, the identification of initiatives, and the development of business cases through to the deployment and operational management of cloud services. We have assessed on-premise solutions versus cloud options for platform, infrastructure and software and have then taken clients through the journey of specification, procurement, migration, process and business change, deployment and benefits realisation.

We work closely with you to help you specify and deliver new initiatives and get better value from your processes, people, information and technology. We help you to design, introduce and embed new solutions and more efficient ways of working, ensuring that the envisaged benefits of your investment are fully realised.

We can provide advice and guidance on a range of initiatives including pilot based implementations, use of traditional or agile delivery models and have provided wider technical and business design assurance.

We provide a wide range of services as part of our cloud support that cover:

- Business analysis
- Cloud service architecture
- Cloud project specification and selection
- Risk assessment
- Deployment of cloud solutions and services
- Migration planning and transition management
- Supplier onboarding and management
- User training and management
- Cloud Service Integration and Management services (SIAM)
- Cloud Service definition
- Cloud service testing
- Cloud information management and digital continuity
- DR and business continuity assessment and planning

Typical business and application areas we have supported include:

- CRM (such as salesforce), customer management, case management, application and visa processing
- Collaboration and email
- Policing intelligence and investigation (such as ANPR)
- ERP (such as Oracle, Workday and MS Dynamics)
- Shared services
- Correspondence handling
- Grants and subsidies processing



## 2. Track Record

We have extensive experience within the public sector. We are working with various types of organisation to:

- Help them evaluate and deliver the benefits that cloud services can offer
- Assess the solutions available in the marketplace
- Advise on how they should engage with suppliers

Our work has covered all stages of the delivery lifecycle from early assessment of options that formed the basis for overall organisational ICT strategies through to the implementation of new cloud based services. Some examples of our work are shown below.

### ***Home Office - Policing***

We provided architecture and design authority services for the Home Office Policing CTO unit. The adoption of new technologies and the move to cloud/service models were key parts of the work.

This included:

- Definition of the ICT strategy for potential common platform elements for police forces, including developing options and roadmaps. The outputs were consistent with wider Home Office and Cabinet Office strategies and the selected options made extensive use of Cloud services for IaaS, PaaS and SaaS
- Development of an Outline Business Case for an Automated Number Plate Recognition solution including the assessment of cloud offerings for large scale secure infrastructure.
- Provision of information to support an Outline Business Case for the College of Policing's improvement of their ICT systems, including market research for suitable cloud offerings and development of an architecture based on the integration of a series of cloud service offerings. We subsequently developed detailed use cases and ran supplier briefings for suitable G-Cloud vendors
- The development of a service catalogue of 'Infrastructure-As-A-Service' capabilities required by the police, and the 'Platform-As-A-Service' capabilities that could be built on top of these, including cost models and responsibilities

### ***Financial Conduct Authority***

We led the procurement of a major CRM Software as a Service (SaaS) product. The objective was to develop and agree a specific set of contractual terms which took into account the nature of the FCA's business, whilst still having to reflect the SaaS constraints and modes of operation.

### ***Traffic Penalty Tribunal***

We developed a Requirements Definition Document and Roadmap for Change for the Tribunal that specified the introduction of a cloud based portal solution which all parties could access remotely. The supporting business case showed savings for the Tribunal of around £500k over 5 years, a reduction in IT spend by 50% and savings to the councils using the Tribunal of over £150K pa. We have since supported the procurement of the solution.

### ***Department for Transport***

We led a pilot to determine the suitability of a shared solution for handling Ministerial correspondence. The solution ran on G-Cloud infrastructure provided by Fujitsu using an adapted



version of software already running in DfID. The original software was not cloud-enabled so had to be converted for the new infrastructure.

***Experian***

We established the billing requirements for the different Experian operating companies across the world. We compared potential new billing solutions to the requirements which resulted in the recommendation and selection of a cloud-based billing solution.

***English Heritage***

As part of our work on English Heritage's Information Management and Technology Strategy, we included details of the approach and roadmap to support a move away from capital expenditure and towards the exploitation of cloud based services. This included the use of cloud infrastructure for development, test and acceptance environments, and then the migration to IaaS and PaaS offerings.



### 3. Contacts

Chaucer Group Ltd  
10 Lower Thames Street  
London  
EC3R

***David Royal***

Partner

Office: +44 203 141 8400

Mobile: +44 758 819 0075

[David.royal@bip-group.com](mailto:David.royal@bip-group.com)



## 4. About Us

*'We design, develop and deliver sustainable solutions at pace and at scale. Going beyond the technology we align culture, improve strategy and operating models to enable true digital, cloud enterprises.'*

*Together with our clients we create greater value for customers, employees, citizens and wider society.'*

With over 30 years' experience solving our client's biggest challenges Chaucer is consistently recognised as a leader in end-to-end digital and cloud transformation. We provide advice and expertise to help organisations review their current position, evaluate the options to move forward and then plan and deliver new solutions and change.

With 300+ consultants in the UK, together, with the collective power of Bip, we are 4000 people with an international presence, trusted by the world's largest organisations in both the private and public sector. In the public sector we work with government departments and agencies, arms-length bodies, regulatory bodies, and police forces. In the private sector we work with construction, retail, finance, media, transport, utilities, life sciences, energy, and telecommunications companies.

We aspire to be a force for good, improving lives and delivering measurable impact to communities through our commitment to the UN's SDGs and we are on the journey to B Corp. We foster a diverse and inclusive environment, where our people are encouraged to bring their full selves to work. We want our people to thrive.

A large proportion of our work has come through contacts and referrals, and we have actively built long-term relationships with many of our clients through our track record of successful engagement and delivery.

We are totally independent of product vendors and systems integrators. We do not undertake any form of software development and we do not resell other people's products.

We help clients to design, introduce and embed new Cloud-based and Digital solutions and more efficient ways of working, ensuring that the envisaged benefits of their investment are fully realised.



## 5. Other Information

### **The scope of our G-Cloud Service**

The scope of our G-Cloud service is defined in this document and the associated features and benefits. It covers the supply of professional services to support the evaluation, selection and deployment of cloud solutions and services for a range of public sector organisations.

### **Are we a reseller?**

Chaucer is not a reseller and it is totally independent of all product vendors and solution providers.

### **Support provided to buyers**

When buyers have shortlisted one or more of our services, they may ask clarification questions prior to purchase. This helps them understand, in more detail, if we are the best supplier for them and how they can benefit from our service. We then use our knowledge of the cloud solution marketplace to advise and guide clients through the specification, selection and deployment process.

### **How users work with this G-Cloud service**

Users can use this service to obtain professional advisory support for their cloud solution selection, deployment and business transition. This can be on a short term, long term or ad-hoc basis using either selected specialists or a team approach.

### **Service onboarding and off-boarding process**

When a client buys us using one of our G-cloud services, we typically undertake an initiation process at the start of the service to ensure the client's requirements are fully understood and that they are clear about what we will do, how we will do it and what we will deliver. We will also discuss and agree how any issues will be raised and managed from either side during the service operation.

At the end of the service, we will typically undertake a review with the client to ensure they are happy with what has been delivered and that their expectations have been met. We can also discuss and future support if this is appropriate.

### **Pricing**

We provide services and our day rates are shown in the SFIA rate card for this service.

### **Service definition and how it will be delivered**

The services defined in this document and the associated features and benefits will be delivered by one or more of our consultants with full management support and quality assurance from our public



sector portfolio leadership. The service will be delivered from our office, working remotely or at the client's offices, depending on which is most appropriate.

### **Our security certifications and standards**

Chaucer has the Cyber Essentials Plus Certificate of Assurance which is renewed each year.

### **Our approach to personnel security**

Chaucer's personnel checking process for new employees includes all components of the employment processes described on Gov.uk, including validating their right to work in the UK.

We cover checking original versions of the necessary documents with the new joiner and making and retaining copies of these documents.

The identity documents and other information gathered are sufficient to enable Government Security checks to be undertaken. Chaucer maintains an extensive pool of appropriately security cleared consultants.

