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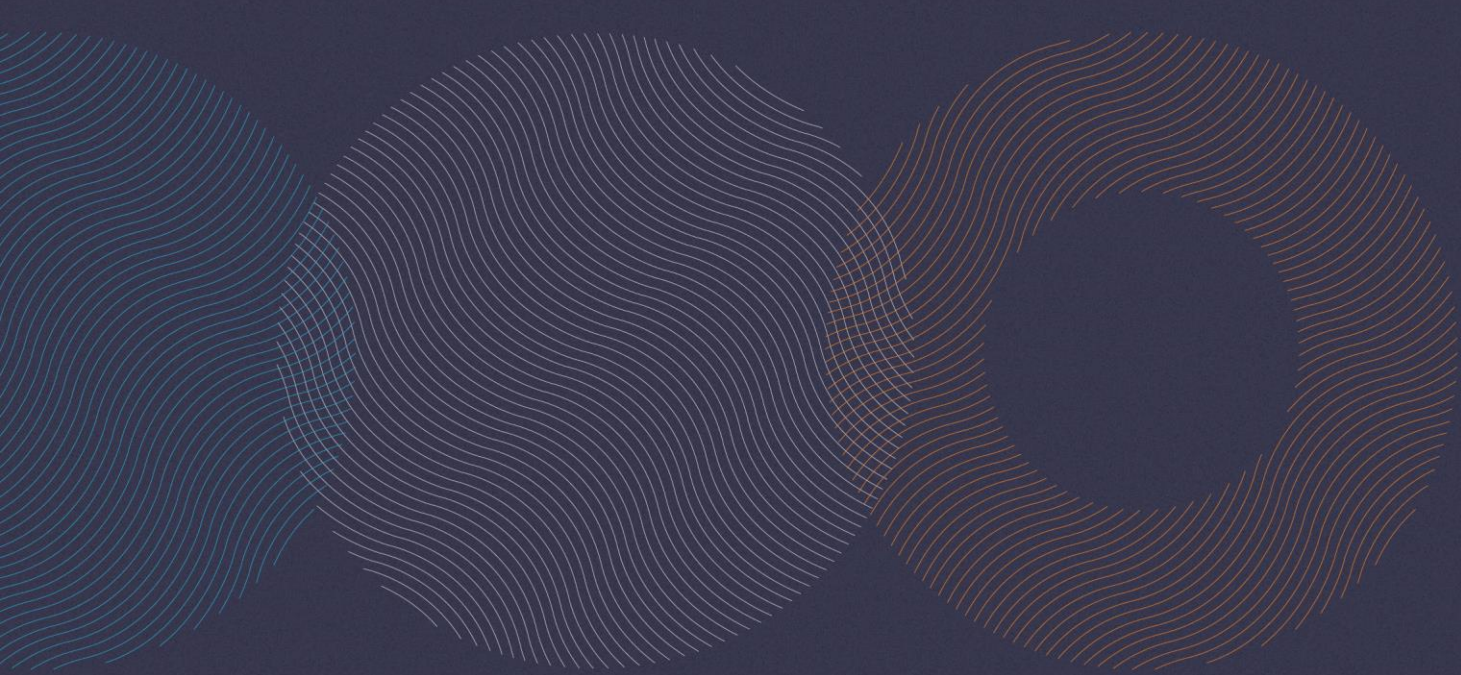# Cloud Solutions, Applications and Infrastructure - TDA
Service Definition

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Contents

1. Service Overview

A Technical Design Authority provides an essential quality control service, ensuring that multiple projects within a programme, or multiple programmes with an organisation or enterprise, have suitable architectures and designs that will complement each other and achieve the wider objectives of the business. Such projects may be at any point in their lifecycle and may use a variety of project approaches and technologies. To act as an authority a TDA needs:

- A baseline set of criteria that projects must aim to meet and to judge them against. Typically, these will take the form of an ICT strategy, standards, constraints
- Independent architects, with a breadth of architecture and delivery experience, to examine submitted designs against the criteria, and suggest improvements to move closer to ideal
- A published process so that participating projects know the standards they are trying to achieve, the engagement points with the TDA and the process that is followed
- The Authority within the organisation to either approve or reject a submitted design

Chaucer has worked extensively within government organisations to provide TDA services and can flex to establish new TDAs, provide support to existing TDAs or assume the management of them.

Key elements this service can provide include:

- The production, maintenance and publication of the strategies and standards essential to ensure the TDA is judging against suitable criteria and is not simply the opinion of the TDA
- The embedding of the discipline, process, and supporting tools necessary to run a TDA
- Establishing the relationships with project architects from a variety of different potential sources. This may include designs from product vendors, in-house project teams, SME suppliers and large-scale SIs, each of which may require different handling. These relationships are key to helping internal staff particularly to know 'what good looks like' and to improve architectures outside of the submission/approval process
- Highlighting the implications and risks of potential designs, across the whole delivery and making suggestions on how these risks can be minimised over the course of the project

Whilst some may see a TDA as a 'blocker' it will, when established and running:

- Harmonise project roadmaps, potentially reducing overall effort and cost
- Reduce unnecessary technical and architectural divergence and debt
- Improve the architectural assets available to projects, increasing the knowledge and skills within the organisation.

2. Track Record

The clients we have provided a TDA service for include:

- Home Office / Border Force / Police Company ICT Directorate / NPIA – National and local police systems
- Defra – Grants and subsidies administration systems programme
- FCO - Corporate Services Programme and Corporate Finance Services

3. Contacts

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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.