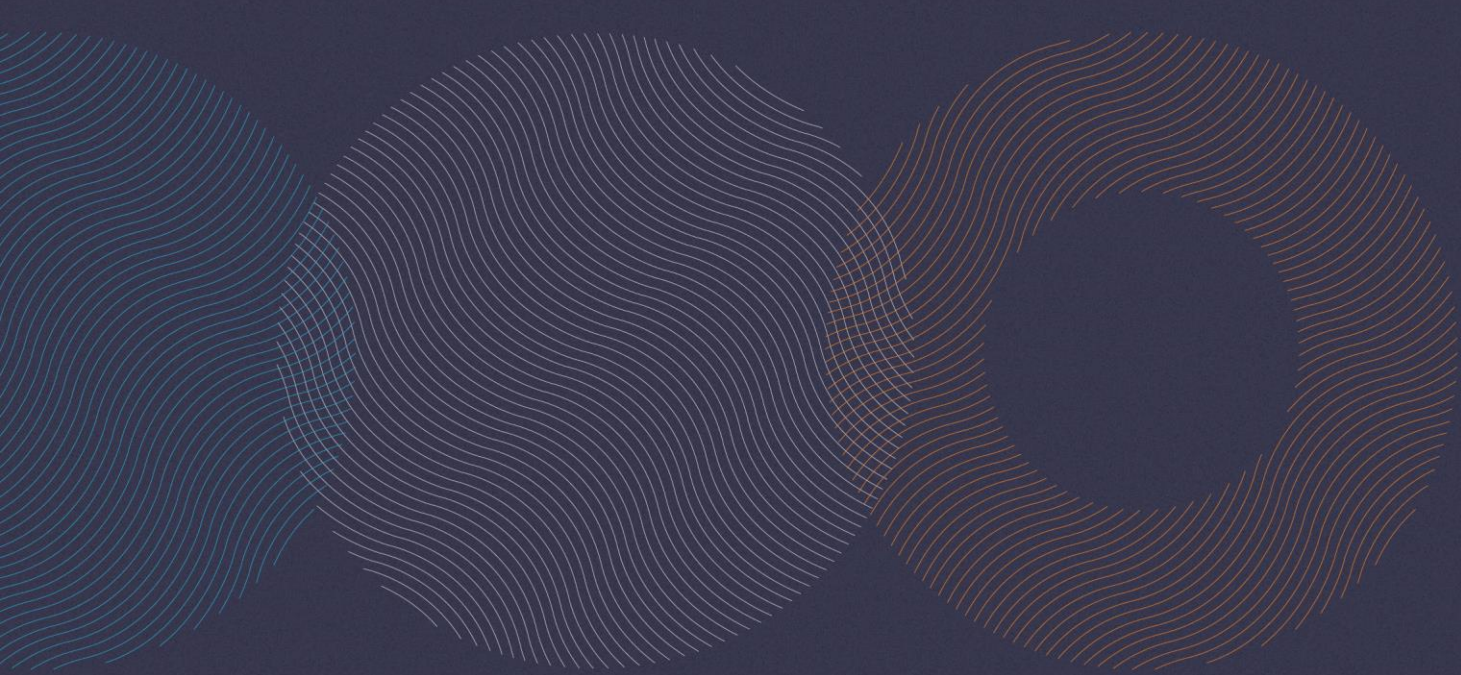


# Digital and IT Strategy Support for Deployment of Cloud Technologies

## Service Definition

Ver: v1.0

Date: 18/05/22



Contents

Contents..... 2

1. Service Overview..... 3

2. Track Record ..... 3

3. Contacts ..... 5

4. About Us..... 6

5. Other Information..... 7



## 1. Service Overview

Chaucer helps organisations create and refresh digital and ICT strategies to ensure that they are at the forefront of the digital challenge and to ensure that they provide a range of high quality, resilient and performant IT services and provide technology functions that provides value for money, giving every customer, be that internal officers and staff or the public, an improved customer and technology experience.

An ICT/Digital Strategy is therefore vital as it underpins all activity and is essential for supporting business objectives. It must align with regional and national strategies, define the Digital/ICT vision and create a strategic roadmap for using information technology, digital assets and technical knowledge.

The types of support we provide include:

- SRO, executive, stakeholder and community engagement, and communications planning
- Defining the strategy approach and plan
- Defining the ICT/digital vision, mission and objectives
- Alignment with organisational strategies
- Defining the design principles for the strategy
- Identifying the key themes for the strategy
- Engagement with the key stakeholders to understand current and future requirements
- Designing the organisational and target operating model to deliver the strategy
- Preparing the strategy roadmap to understand the full impact of strategy
- Costing the delivery of the strategy
- Final consultation to gain buy in and agreement to strategy
- Undertake periodic reviews to understand progress of the strategy

## 2. Track Record

We have worked with a range of organisations to help them deliver successful IT-enabled change. This includes:

**3 Police Forces** – A new director for 3 UK Police Forces, with a joint in-house collaborative ICT function, launched work with Chaucer to develop a digital strategy and joint thinking on how digital services could be improved to ensure it delivered joined up digital services and met future digital business requirements. Over 12 weeks a small team of three consultants worked with senior stakeholders across the three Forces to undertake an external review of the current and future strategic digital landscape and get an in-depth understanding of their core digital services, key drivers and ways of working to produce a new digital strategy and roadmap for delivery.

**Police Digital Service** - Our teams have worked with national partners to review the National Policing Strategy 2020-2030 which had been in place for c2 years; its roadmap outlines 12 digital ambitions and data & technology enablers. There was a requirement to review progress against the strategy to show central and national programmes of work were aligned to the National Policing Strategy and identify key progress to date.

**Police Digital Service** – Chaucer was asked to support the delivery a refreshed National Police Digital Strategy and to include delivery plans/roadmaps for Forces, PDS, Industry and other departments to aid implementation. Over 150 Stakeholders were engaged across policing with interviews held with key stakeholders and a SWOT analysis of current strategy developed to understand current



opportunities and threats. A refreshed National Policing Digital Strategy was produced and consultation was undertaken to gain feedback. Roadmaps were created for each stakeholder group which demonstrates how the Digital Ambitions and Enablers are actioned through a detailed map of key products.

**2 Forces** - 2 Police Forces asked Chaucer to develop a unified IT strategy and IT Target Operating model to ensure that they provide value for money IT services by improving and developing new technology, reducing/shifting demand, investing in its people and driving out cost from management of IT services. It was critical that both Forces continued to improve technology, reduce bureaucracy, streamline processes and deliver value for money IT services to meet organisational needs. We developed the IT strategy and costed roadmap for delivery and reviewed their Target Operating Model to ensure that the skills were in place to deliver the strategy effectively.



### 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.

