

Transport systems (Agile development of Network Management Systems)

Service Definition Document

Sopra Steria



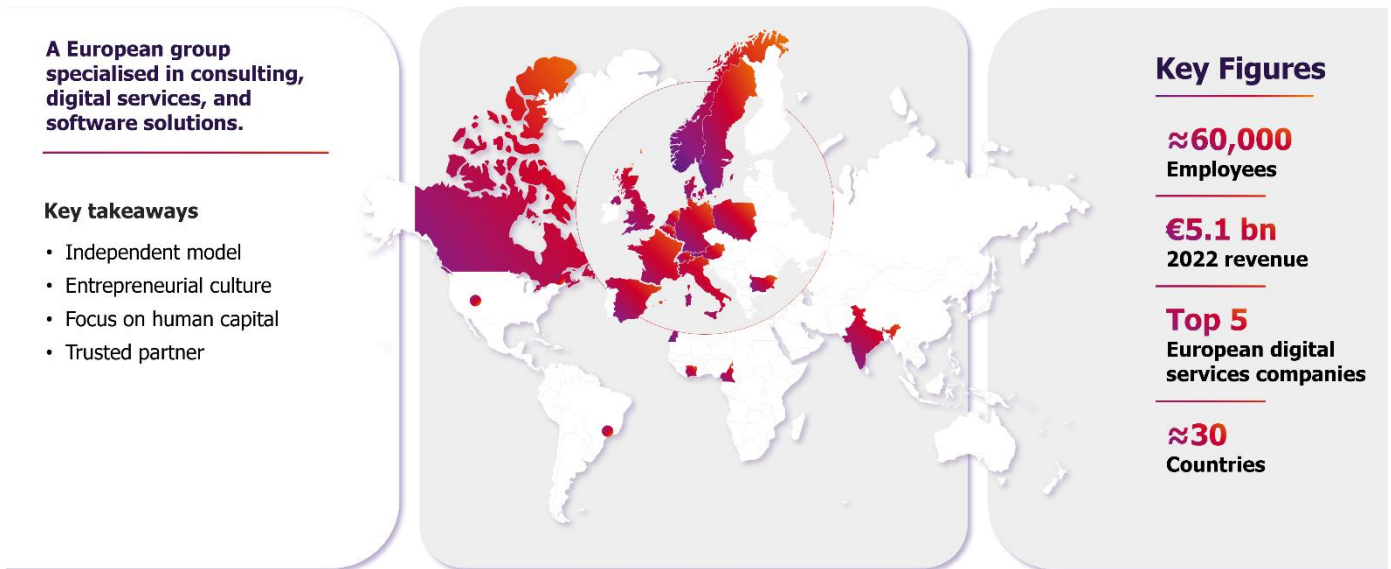
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1 About Sopra Steria

1.1 Overview

Sopra Steria is a European tech leader recognised for consulting, digital services, and software development, helping our clients drive digital transformation to obtain tangible and sustainable benefits. We provide end-to-end solutions to make organisations more competitive by combining in-depth knowledge of a wide range of business sectors and innovative technologies with a fully collaborative approach. Sopra Steria places people at the heart of everything we do and is committed to making the most of digital technology to build a positive future for our clients. Our reach is illustrated below:

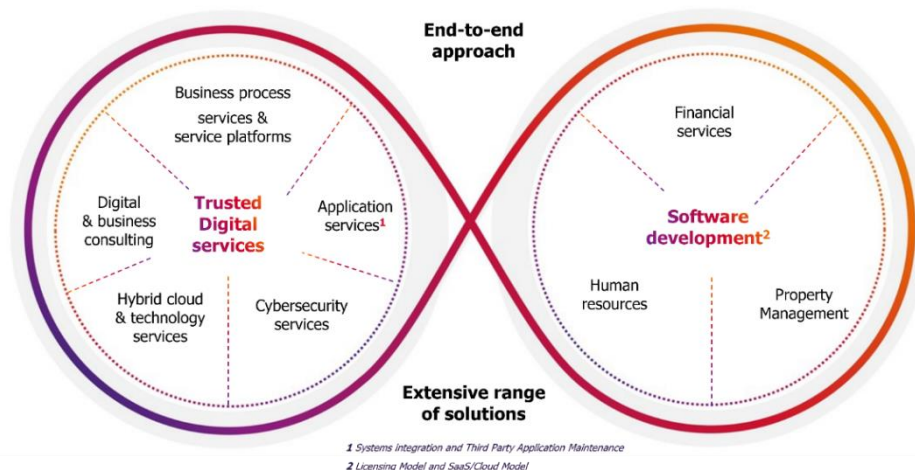


Making a difference is central to what we do and how we support our clients, and in turn, citizens. We reshape public services, making them more efficient to deliver and more accessible for the people that need them, across central and local government, devolved governments, and the wider public sector.

1.2 Our Cloud Capability

Our Cloud Centre of Excellence and cloud-enabled Practices serve clients across the public sector, delivered by a global team of cloud practitioners, with certified resources in AWS, Microsoft Azure, Google Cloud, and Oracle Cloud.

Sopra Steria offers a comprehensive end-to-end offering, comprising trusted digital services and software development:



1.3 Our Credentials



Cybersecurity

Leader "Cyber resiliency services"
(NelsonHall)



Cloud

Large account (best category >\$250m)
in the "Public Sector Industry Cloud Landscape"
(Forrester)
Leader "Cloud public in Europe" (ISG)
Leader "Cloud Native Application" & "Application
Transformation Services" (Quadrant)



IA

Leader "Intelligence Process Automation" (Quadrant)
Major player "European Professional Services for Data-
Drive" (IDC)
Major contenders "AI services" & "Intelligent Process
Automation services" (Everest)



Digital twins

Industrial metaverse
Partnership with Nvidia & SkyReal
Major Contender "Digital twin Services" (Everest)



IT for Green

Best in class "consulting and digital services for
sustainable development" (PAC Innovation Radar)
Major Contender "NetZero Consulting Services"
(Everest)



2 Service Overview

2.1 Service Description

Sopra Steria has proven ability to develop efficient and effective transformation Transport Network Management Systems in an Agile manner. Enabling agile operational systems and processes for operators to manage the transport networks of the future. Enabling Network Operators to connect to their customers and influence the use of the network.

2.2 Features

- Tried and tested framework to define Agile delivery
- Addresses quality, architecture, governance, analysis, tools and insight requirements
- Transformation of existing architecture to a cloud-based design
- Transformation from legacy interface to common data platform
- Simplification of the operational interfaces with common operational view
- Providing detailed data on live network events, incident management systems
- Working collaboratively with the Network Operator in an Agile approach
- Collection of live in-vehicle data
- Using digital network models, data analytics to determine network usage
- Accurate dissemination of live data

2.3 Benefits

- Faster responses to network incidents
- Automation of operational processes
- Keep the network moving, efficiency for network users
- A safer and cleaner road network
- A consistent operational view of the network

2.4 Our Approach

Establish the basis and scope of the agile engagement, using the appropriate agile maturity matrix to guide us to the most effective and valuable collaboration. Sopra Steria uses numerous agile matrices that can be applied in a wide range of contexts, and which allow us to tailor our services for each unique engagement.

Kick-off: Launching the agile project

- Assessment of the actions of the maturity study
- Outline of the organisation, roles, sharing of issues and roadmap
- Commitment on a number of days with a commitment to carry out workshops & training.

Scoping phase: Define the project's provisions

- Definition of the organisation, teams, environments & platforms
- Transformation of the product (or products) vision into a first backlog
- Commitment to a number of sprints with velocity tracking without further commitment

Calibration phase: Validate the project's provisions

- Agile break-in period, adaptation and handling of obstacles to increase velocity

- First deliveries validated at the end of each sprint
- Commitment to a number of sprints with a commitment to velocity progression

Nominal phase: Produce a pre-agreed volume

- Maintaining capacity over time and continuing the process of continuous improvement
- Production and compliance with quality indicators
- Commitment to maintain a certain velocity and software deliverability in each sprint.

2.5 Inputs

We would expect the following inputs from you as part of this service:

- Senior management sponsorship
- A nominated agile leader or champion
- Commitment to support the agile engagement assessment
- Technical and DevOps personnel according to the project needs
- A clear set of objectives for the engagement

This is a high-level list and is not exhaustive. If you cannot provide all of these inputs, then we can discuss altering our approach to accommodate your situation.

2.6 Outputs & Deliverables

Some of the outputs and deliverables generated from the service are identified below:

- Measurable value delivered according to the agreed metrics for the service
- A continuous improvement roadmap for the project/programme/portfolio
- Active, structured, documented knowledge transfer
- Targeted metrics designed to create transparency of the service, to support continuous improvement
- Iteratively delivered, production-ready, working software

This is a high-level list and is not exhaustive.

2.7 Certifications & Skills

Some of our certifications and skills related to this service are identified below:

- Expert Agile coaching (e.g. IC-Agile Certified Agile Coaching Expert)
- Certified Product Ownership
- Certified Scrum and Kanban expertise
- Agile project management and BAs
- Technical expertise in Service Design, UX, CX, content design, Product, software development, DevOps, software testing, automation, performance testing

This is a high-level list and is not exhaustive.

2.8 Case Study

Client:

UK based Transport Client, Sept 2019 - Sept 2023

The challenge:

To replace a legacy system in use 24/7 by operators on a rota, with a new system that had to be on one screen, 'future proof' (i.e. extensible for future integrations as they become required by the business) and 'easy to use'. This had to be done using a co-created agile framework.

What we delivered:

This world-leading traffic management system was built by combined teams of Client and SSL engineers and project managers over a period of 3 years, resulting in a product that delighted the operators and managers of the Network Management Control Centre. We delivered technical expertise in Service Design, DevOps and software development and testing; agile BAs; Expert Agile delivery management and coaching that supported delivery and the necessary associated culture shift. Clear and simple metrics guided leadership decision-making. This project was a well-publicised success for both organisations.

Outcome:

- Reduction of incident resolution times by operators of 15%
- Integration of disparate services into a single application, reducing maintenance costs and production errors to close to zero
- Important lessons about agile project delivery that Client have been able to apply to other projects

3 Pricing

Please refer to the Pricing Document for this Service.

4 Next Steps

4.1 Contact

Please contact us if you would like to know more about this service or any of our listings on G-Cloud.

Email: soprasteria-gcloud@soprasteria.com

As all of our G-Cloud enquiries initially come into a single contact, please remember to tell us:

- Your name, your organisation name and contact details
- Which service you are enquiring about
- A brief summary of your requirements or problem statements that you would like support to address

4.2 More Information

More information about our services and capabilities can be found on our website [here](#).

