



# Technical Change & Delivery Service Catalogue

April 2024

Gold  
Microsoft  
Partner  
 Microsoft

Azure  
Expert  
MSP

Windows and SQL Server Migration Advanced Specialisation  
Teamwork Deployment Advanced Specialisation  
Calling for Microsoft Teams Advanced Specialisation  
Meeting and Meeting Rooms Advanced Specialisation  
Adoption and Change Management Advanced Specialisation  
Threat Protection Advanced Specialisation  
Identity and Access Management Advanced Specialisation  
Information Protection and Governance Advanced Specialisation  
Cloud Security Advanced Specialisation  
Azure Virtual Desktop Advanced Specialisation

transparency  
transformation • partnership • clarity

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# Technical Change & Delivery

Our Technical Change & Delivery services detail the different ways that we can interact with your organisation to support the implementation of technology solutions present within the Microsoft Cloud portfolio.

## Consultancy Services

Our consultancy services are designed to provide your organisation with the support and guidance that you need, irrespective of the stage you are at on your journey to the cloud. With expertise that spans the breadth of the Microsoft Cloud portfolio, Transparency are uniquely positioned to assist you with every aspect of your deployment, from conception through to managed deployment and handover across both Modern Workplace and Azure.

We understand that organisations like to engage in different ways, and for a variety of reasons. To this end we provide a full range of delivery services that accommodate everything from end-to-end managed implementation, through to tactical ad hoc consultancy and packaged services that ensure you have access to the experts you need, at the point that you need them.

Our Packaged Services are focussed on ensuring the ongoing availability and performance of your cloud infrastructure or services. Our significant experience in deploying, managing, and maintaining Microsoft Cloud technologies ideally positions us to provide insight and recommendations on optimisation and enhancement opportunities that are often overlooked in the context of many “as a Service” propositions.

Our workshop programs complement our traditional consultancy services, providing fixed price, structured interactions focussed on specific technology areas that aim to inform and mature your decision process around the onboarding of new services. Available to support a variety of Microsoft Cloud solutions, these engagements offer valuable insight and experience that can significantly accelerate deployment and ensure alignment with accepted best practice principles.

Regardless of your need, our extensive team of certified Microsoft Cloud experts are on-hand to guide you at every step, ensuring you receive the market-leading service, flexibility, and value that Transparency are proud to represent as one of the UK's leading Microsoft Gold partners.

## Managed Project Delivery

At the heart of our consultancy offerings is our provision of industry leading expertise that delivers against defined project outcomes.

Following a robust framework, governed by our [Project Management Services](#), our consultants will work in isolation, or in tandem with your internal team to deliver to the objectives outlined within the proposal.

Each of our projects follows the same methodology, incorporating:

- **Scoping Workshop:** Working with you to review the environment in detail, define the approach plan, and identify specific risks, assumptions, or pre-requisites that need to be considered in line with the delivery activity.
- **Scope Document Creation:** Comprising either a Project Initiation Document (PID) or Statement of Work (SoW), the scoping document acts as the project reference - incorporating the findings of the Scoping Workshop, a definitive scope, and acting as the basis for mutual sign-off.
- **Implementation:** The stage of the project where the activities defined in the Scope Document are implemented and configured.
- **Handover:** A scheduled and pre-defined point in the project where our consultants will ensure you are briefed on the detail of the implementation, and familiar with the technology components deployed to support ongoing support and management.
- **Documentation Creation:** A comprehensive write-up of the solution deployed, and configuration unique to your organisation. A copy will be issued to you on completion, and a copy retained within our secure document store to enable ongoing support.

Managed projects vary in complexity and size and may be structured in a way which supports the delivery of the objectives in a phased manner. Full details on the recommended approach will be defined through the Pre-Sales process and documented fully in the proposal documentation.

### Time and Materials Consultancy

Development and data projects are different to a standard cloud infrastructure project. There are many more variables that need to be explored which requires a different approach to both scoping, project approach and billing.

- **Costing** - Our costing is undertaken on a time and materials model. These times and costs are estimated only and do not constitute a fixed-price quotation.
- **Scoping Workshops** - Working with you to review the environment in detail, define the approach plan, and identify specific risks, assumptions, or pre-requisites that need to be considered in line with the delivery activity. The scoping effort is provided based on the understanding of the requirement, the existing environment and expected functional behaviour.
- **Scope Outcomes** - A scope can not only provide the details of the next actions but can also define whether a project is possible or not. There is a possibility that the requirements cannot be met due to a number of variables and thus the project cannot proceed past this initial discovery.
- **Implementation:** The stage of the project where the activities defined in the Scope Document are implemented and configured.
- **Contingency** - An estimated contingency has been included for unforeseen additional time required to complete the required tasks. This is estimated and could exceed the allotted time. However, should this additional time not be required, it will not be charged.
- **Change Control** - A standard Change Control Process is maintained to track and approve changes to the scope including unforeseen requirements which will materially impact these time and cost estimates during the course of the development process. These CRs can be either approved, to increase the scope of deliverable and resultant cost, or not approved, and the scope of the granular deliverable decreased accordingly within the overall requirements in order to maintain
- **Handover:** A scheduled and pre-defined point in the project where our consultants will ensure you are briefed on the detail of the implementation, and familiar with the technology components deployed to support ongoing support and management.
- **Documentation Creation:** A comprehensive write-up of the solution deployed, and configuration unique to your organisation. A copy will be issued to you on completion, and a copy retained within our secure document store to enable ongoing support.

### Ad Hoc Consultancy

We recognise that not all deployments benefit from being structured in nature. There are occasions where focussed expertise is required that can align to your internal team, or where the nature of a deliverable cannot be easily defined.

To support these requirements our ad hoc consultancy services allow you to engage a subject matter expert to work with you for a defined period. This may be in support of a wider project requirement, to address a specific technical challenge, or to provide guidance around proposed plans or activity.

Whatever your requirement, our qualified consultants can extend and work with your in-house team to support specific technical activity and output that you define.

### Packaged Services

Some consultancy engagements are fixed, predictable, and repeatable in nature. Whilst they can benefit from the framework of [Managed Project Delivery](#), in the interests of rapid deployment and efficiency it's not always necessary to approach them with the same level of rigidity as a traditional project engagement.

Whilst an [ad hoc](#) interaction is sometimes a more flexible and agile approach; many organisations value the governance and structure that Transparency are able to provide through a managed project. Our Packaged Service offerings seek to address this, comprising a pre-defined framework for the delivery of specific tasks that are fixed or low-risk in nature (for example, health check review activity or proof-of-concept / small scale pilot deployments). These are delivered to a pre-agreed scope of work and timescale, providing certainty of cost, objectives, and output.

The nature and specific details of each packaged service are defined within associated service schedules, examples include:

- Legacy Authentication Deployment & Migration
- Microsoft Endpoint Manager Proof-of-Concept Deployment
- Microsoft Teams: Health, Governance, and Security Review
- Training & Adoption Portal Enablement

Further details on our Packaged Services can be provided on request.

## Workshops

There are times when the path forward can seem uncertain. Our structured workshops are focussed on providing the information you need to accelerate your adoption of Microsoft Cloud services through a mix of education, planning, advisory, and best practice sessions.

Typically run as either one- or three-day engagements with key stakeholders, our workshop offerings span a range of technology areas including:

- Accessibility
- Microsoft Azure (including Foundations readiness)
- Azure Sentinel
- Cloud Strategy & Migration
- Intelligent Cloud
- Microsoft Cloud Security
- Microsoft Compliance
- Microsoft Power Platform
- Microsoft Teamwork (Adoption, Calling, or Meetings focussed)

Working with you to tailor an agenda that meets with your requirements and current position, our consultants will provide insight into the available technology, prioritising the alignment of features and functionality with your desired objectives. Whilst the format is bespoke to each technology area, a typical engagement will comprise:

- **Discovery:** An informal discussion aimed at understanding your key business objectives, current awareness of the technology in-scope, and used to shape the remaining workshop agenda.
- **Envisioning:** An exploration of the art of the possible, focussed on deep diving into the technology through interactive demonstrations, presentations, and open discussion on deployment rationale, best practices and use cases.
- **Current State Assessment:** Alignment of the output from the envisioning stage with your environment and infrastructure. This stage may involve the deployment of elements of the technology using trial licensing to demonstrate value through a practical assessment of your environment. In other cases, small-scale proof-of-concept or readiness activity can be completed.
- **Design & Plan:** The development of a next steps plan that incorporates discussions from the workshop, and which can be used to progress deployment internally, or through a [Managed Project Delivery](#) engagement in partnership with Transparency.

Further details on our Workshop offerings can be provided on request.



## Project Management Services

### Project Management

Transparency apply a pragmatic application of the PRINCE2 methodology, tailoring as appropriate to allow for a successful project delivery. An experienced Project Manager will be assigned to ensure project delivery is controlled, planned, tracked, and communicated effectively. This aligns with our core focus at Transparency; to provide the best possible service whilst being clear and transparent through all aspects of our interaction with you.

The allocated Project Manager will discuss and agree with you the correct level of governance to apply, proportionate to the complexity and size of the project and aimed at managing delivery in a flexible and collaborative way.

### Project Delivery Controls

As a general rule, the following controls will be recommended and managed throughout the engagement by the Transparency Project Manager:

- **Project Initiation Document:** An important document used to gather key information agreed as the foundations for the project to commence. This will be signed project sponsor following agreement of the project scope. In the case of a smaller project, this document may be substituted with a Statement of Work on agreement.
- **Project Plan:** A formal plan to communicate specific project activity tasks, timescales, and the resources required. Interdependencies will also be identified and managed.
- **Highlight Report:** A document used to highlight achievements, forecast activity, summarise controls and support budget reporting.
- **Progress Checkpoints:** Scheduled meetings through project delivery on an agreed basis (typically weekly), to provide an opportunity for the project team to raise issues and assess progress against the project plan.
- **End of Stage Checkpoints:** Scheduled at key milestones to ensure approval and sign-off is achieved prior to progression to the next phase of the project.
- **Change Control:** Any issues deemed to affect the foundations and agreed scope of the project will be subject to formal change control. This will be managed by the Transparency Project Manager and discussed with the project team, escalated to the project sponsor if required.
- **Risk Management:** Following a risk assessment conducted during initiation, a project risk log will be maintained and monitored.

### Project Collaboration

Transparency recommend the use of Microsoft Teams for the duration of project delivery. The Teams site will be used to store and share documentation, and to manage project logs for actions, issues, risks, and change requirements. In our experience this open collaboration tool underpins successful delivery; allowing the project team to be connected and supporting governance via an immutable history of project communication and data.

## Skills For the Information Age (SFIA) Definitions and rate card

### Standard Rate Card

	Strategy and architecture	Change and Transformation	Development and implementation	Delivery and Operation	People and skills	Relationships and engagement
1. Follow	£1,250	£1,250	£950	£950	£1,250	£950
2. Assist	£1,250	£1,250	£950	£950	£1,250	£950
3. Apply	£1,250	£1,250	£1,050	£1,050	£1,250	£950
4. Enable	£1,250	£1,250	£1,250	£1,250	£1,250	£950
5. Ensure or advise	£1,350	£1,250	£1,350	£1,350	£1,250	£950
6. Initiate or influence	£1,400	£1,250	£1,400	£1,400	£1,250	£950
7. Set strategy or inspire	£1,500	£1,500	£1,500	£1,500	£1,500	£1,500

### Standards for consultancy day rate cards

- **Consultant's working day:** 7.5 hours exclusive of travel and lunch
- **Working week:** Monday to Friday excluding national holidays
- **Office hours:** 8:30am to 5:30pm Monday to Friday
- **Travel, mileage subsistence:** To minimise our impact on the environment whilst maximising the productivity and wellbeing of our delivery teams, the above rates assume a minimum of 80% of the days charged are delivered remotely, with up to 20% being available where appropriate, to provide for on-site engagement. Should you require more than 20% of the days to be completed on-site, a levy of £100 per day will be charged.
- **Mileage:** As above
- **Professional indemnity insurance:** included in day rate