Service Definition

Lucid Support Services Ltd

G-Cloud 14

Cloud Consultancy Solutions

&

Project Delivery Services

Contents

Service Outline

Lucid Support Services are a certified supplier of cloud based, managed technical solutions. Our augmented project delivery services and technical consultancy experts deliver outcome-based work package solutions, under individual Statement of Works (SOW) for the public sector. We partner with government clients to transition, migrate and maintain cloud services through bespoke resourcing solutions.

Our technical expertise covers consultancy, management, development, migration, integration, administration and support based services across the entire IT spectrum, UK wide, including:

- Legacy to cloud migration from architecture to deployment
- Infrastructure, virtualisation and cloud
- EUC strategy, change, transformation & IT services / operations
- Support, deployment, networks & security
- Software development and programming languages
- Integrated project management, support and coordination

We have been a pillar of support to the public sector for over 20 years, working both directly and via digital frameworks (Crown Commercial Services, G-Cloud, DOS, DSP and more). We continually strengthen the technical scope for numerous government departments such as the MOD, MOJ, Home Office, Cabinet Office, DWP, HMPO, DCMS, HMRC and FCDO.

Our Accreditations and Associations:

Detailed Services (1)

CLOUD TRANSFORMATION

- AWS Well-Architected Review
- Cloud Advisory and Strategy Services
- Cloud API Infrastructure Development
- Cloud Consultancy, Professional Services and Software Support
- Cloud Discovery and Design
- Cloud Provisioning and Migration Services
- Cloud Security and Professional Services
- Office365 Consultancy and Professional Services

CLOUD MANAGEMENT

- Cloud Services and Technology Sourcing
- Cloud Hosting, Software and Technology Services Integration
- Cloud HR and Payroll Software Services
- Cloud Consultancy Service
- Cloud Infrastructure Assessment, Design & Implementation
- Cloud Architecture, Security and Strategy Services
- Cloud Platform Development
- Cloud User Experience and Design Service

DIGITAL SERVICES

- Digital Business Model Design
- Digital Enterprise Architecture Services
- Digital Experience Platforms for Customer Engagement
- Digital Networks, Cloud Planning and Implementation
- Digital Services Platform Optimisation Assessment
- Digital Strategy and Roadmap Services
- Digital Transformation Advisory and Consulting - Digital Transformation Services

EMERGING TECHNOLOGIES

- AI Chatbot Design and Delivery (MVP)
- Amazon Alexa, Cortana and Google Assistant - Design, Build and Support
- Artificial Intelligence (AI) and Machine Learning Service
- Deep Learning, Deep Neural Networks and Professional Services
- Internet of Things IoT Advisory Service & Implementation
- MuleSoft Consultancy Services
- Robotic Process & Intelligent Automation
- Zscaler Consultancy and Professional Services

AGILE, DEVOPS DELIVERY

- Agile Cloud Development
- Agile Coaching & New Ways of Working
- Agile Coaching and Support
- Agile Delivery – Platform/DevOps/CI/CD/UR/UX
- Agile Maturity Assessment
- Agile Methods, Practices and Tools
- Agile Project Delivery

BIG DATA MANAGEMENT

- Big Data Analytics Service
- Big Data Discovery Service
- Big Data Architecture and Analytics
- Big Data Management Implementation & Testing Service
- Big Data Management Support Service
- Big Data DevOps Services
- Big Data in the Cloud
- Big Data Management & User Adoption Service

Detailed Services (2)

CYBER SECURITY GOVERNANCE

- Cyber Security Assurance Management for Cloud Service
- Cyber Security Audit
- Cyber Security Technical Services
- Cyber Security Vulnerability Assessment
- Cyber Threat Monitoring and Intelligence Services
- Cybersecurity Network Asset Visibility and Illumination Assessment
- Cybersecurity Security Management Advice and Build
- Cybersecurity WAF Design/ Implementation

MOBILE SERVICES

- Development of Enterprise Web and Mobile Apps
- EMM/UEM Configuration and Build Services
- Enterprise Mobile Strategy Service
- Implementing Mobile Self-Service applications on an SAP
- MDM Solution Design and Support Airwatch & Intune
- Mobile Solutions
- Mobile Testing Services
- Web and Mobile Digital Services

ERP

- Microsoft Dynamics CRM Cloud/ Professional Services
- Oracle Cloud Infrastructure (OCI) Architecture Review and Project Delivery
- Oracle ERP Design and Professional Services
- Oracle Fusion Consultancy Services
- Salesforce Advisory Consultancy and Implementation
- Workday Consultancy Professional Services
- Salesforce CRM Cloud Platform Development
- SAP Consultancy & Support

TESTING SERVICES

- Oracle HCM Cloud Testing Services
- Oracle Testing Services
- Testing: Oracle Cloud
- Oracle CX Cloud Testing Services
- Oracle SCM Cloud Testing Services
- Oracle ERP Cloud Testing Services
- Oracle EPM Cloud Testing Services
- Oracle Engineered Systems (EXA) Testing Services

SAP

- SAP API Management Services
- SAP Mobile Application Cloud Service
- SAP Cloud Migration Service
- SAP Hybrid Integration Services
- SAP HCM SuccessFactors Cloud Service
- Training on SAP Service
- Design and Implementation of SAP Cloud Solution
- Information Lifecycle Management (ILM) and Archiving for SAP

ORACLE

- Oracle Mobile Cloud Services
- Oracle Cloud ERP Implementation Service
- Design and Implementation of an Oracle Cloud Solution
- Oracle Identity Management Services Utilising Oracle Identity Cloud Service (IDCS)
- Oracle Government Cloud Security Assessment
- Oracle E-Business Suite (EBS) Upgrade and Cloud Migration
- Oracle Chatbots Services

On-Boarding

Define the Requirement

We review client priorities, policies, specific SOWs and outcomes, drafting a timed roadmap for attainment. We will carry out series of meetings and workshops with stakeholders and system owners, facilitating technical and functional discussion with the with our client to define the scope of work and commence planning for successful delivery.

Resource Planning

We work closely with our technical consultants, project managers and end client to fully understand and define the requirement in detail and scale of quality resource. This involves outlining objectives, daily duties and milestones. This can be carried out through workshops, questionnaires, virtual meetings, one-to-one or group meetings.

Delivery Team Formation

We form a high quality, suitable technical delivery team from our bench (usually 48 hour turn around, up to 5 working days for specific skill requirements). They are thoroughly quality assessed in line with client requirements, we then present the consultant/team to the client for review.

Once identified and accepted by the client, we organise kick off meetings and commence the induction process.

Establish Expectations

Individual KPIs are embedded into SOW and employment contracts, providing a legal framework for performance guarantees which is monitored in regular 1-2-1's throughout the contract duration. All KPIs are tailored for specific contracts and client requirements and high-level analysis of performance progression is reported to the client in monthly review meetings, for assurance of service delivery towards SOW outcomes.

Contract Commencement

Specific call-off contracts are signed off by us and the client, with a project roadmap planned out. Lucid commence the onboarding process prior to contract start date to ensure that our team/individuals can stand up productively from day one, with work commencing as agreed.

Service Delivery and Management

During the early stages and on a regular bi-weekly basis their after, Lucid will carefully manage the individuals and provide a comprehensive oversight of performance, including individual and overall progress, current and upcoming milestones and actions required. This will also include continuous and informed performance evaluation, empowering the creation of suitable improvement measures where necessary. We will cover all appraisal measures and remedial actions necessary to meet the client's needs.

Using The Service & Ordering

Customers are invited to contact us by phone, email, MS teams, physical drop ins/meetings or through our website to place a general enquiry. We respond to your requests in real-time or contact you directly to understand exact requirements and objectives with a view to offering a best fit solution.

A quotation and proposal is then generated. We will support you to raise the necessary call-off contract/order form and Statement of Work.

Our commitment to building long-term strategic customer relationships, offering market and sector intelligence, ensuring our clients are equipped to make the right decisions are our highest priority.

Our specialists are carefully screened, technically and culturally, to match a range of specifications from minuscule to the most demanding. We fully vet our workforce and carry out additional required security checks such as BPSS, SC & DV clearances.

Service Management Details

Lucid provide each client with a unique, dedicated internal Account Management team, who are available on a 24/7 365-day basis. This includes an **Account Director** for high level negations or escalation, an **Account Manager** for everyday liaison, contract management and resource requests, an **Account Co-ordinator** for back-office support and cover and an **Operations Support Analyst** to assist with purchase orders, timesheets, invoicing, etc.

Your dedicated Account Management team oversee the project's performance and resources, ensuring alignment with strategic objectives. They assist in defining roles, responsibilities and decision-making processes. We will lead weekly, monthly and quarterly governance meetings with you throughout the duration of the contract. Within these meetings Lucid cohesively review SOW progress against SLA's, strategise decisions, report accomplishments, address issues and continually review process improvement opportunities to achieve the most cost-effective solution and subsequently the best return on investment.

Our deployed specialists may work under your supervision and direction, but with hands on engagement from your Account Management team to monitor and ensure successful service delivery in line with SOW deliverables. Individual performance is assessed in fortnightly catch ups with the individual specialists to review tailored KPI's, which we create upon contract award. We continually review the previously agreed delivery roadmap to ensure that we are hitting milestones, achieving objectives and improving processes where possible. This will be included within every contract management meeting held with yourselves to provide comprehensive overviews of progress.

Off-Boarding

Final Review → Exit Strategy → Knowledge Transfer
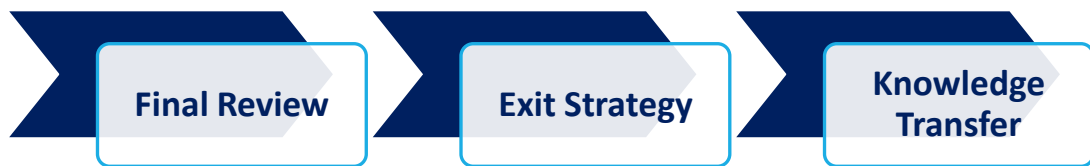
Final Review

Lucid will review all milestones and achievements, successes and challenges, in hand with our client. This will include the details of what needs to be offboarded/closed off, how, why, when and where.

Exit Strategy

We will agree on an effective phased approach, reducing skill/resources accordingly in the final months of delivery whilst ensuring that deliverables are achieved, moving the focus to the handover. This includes our careful management of the consultants and phasing out the transfer of programme activities to ensure a smooth and straightforward off-boarding process.

Knowledge Transfer

Our regular project management and technical documentation throughout the engagement puts us in good stead for successful knowledge transfer. Our **Knowledge Sharing Hub** will be available throughout the assignments for consultants and delivery teams to communicate preauthorised documentation that would benefit the client's internal resources for training, providing a knowledge legacy post-delivery.

- Creating **handover certification of works** completed under any project to be passed onto relevant client delivery teams.

- Upon completion of an assignment Lucid will request a **service statement** / **evaluation** on how the client felt the service was delivered, as well as **exit interviews** for the specialists, to monitor, learn and implement improvements.

- All **equipment and property** belonging to a client will be returned along with any building passes/access. Any system assess should be blocked by the client.

We ensure that written material and findings are reviewed within fortnightly meetings throughout the contract's tenure, to check accuracy and ease of understanding for the client or incumbents. We aim for a 5 day overlap of service to enable a seamless transition of knowledge.

Training

Lucid utilise our highly qualified internal **Technology Brand Champions** to aid our deep understanding of your requirement. This will be one of our Senior Technical Consultants who played a key role in recent, similar projects. By doing this we enhance the production of SOW's, create intricate roadmaps for project delivery and establish true KPI's with deployed specialists.

We work closely with your in-house technical teams to ensure that they are equipped with the necessary skills and expertise. This is achieved by utilising the technical expertise of our delivery team when on assignment, by means of shadowing and imparting essential knowledge from Lucid's technical experts during implementation and with a focus towards handover.

Any essential training such as niche technology or custom-made systems must be identified at the engagement stage and Lucid will provide various options to facilitate training requirements such as location / premises for workshop training to be held, management and coordination of training sessions at client sites, and coordination and scheduling of virtual training. Where required Lucid can provide certified trainers and course development specialists if featured as part of the requirement.

Invoicing
and Termination

Invoicing

Supply chains are paid within 30 days. Lucid work on a Time and Materials basis.

Lucid are certified to the Prompt Payment Code (PPC), reference **457688**

Operations Manager - Rachel Lovely - Invoices@lucid-support.com

Termination Terms

As per G-Cloud framework agreement and to be discussed upon negotiation of works.

Lucid offer our clients a "swap out option" in our standard terms of business enabling the client to request a replacement resource on the contract assignment with immediate effect within the first 4 weeks should Lucid's consultant/Expert not be suitable for any reason. After the initial 4 weeks standard notice periods will be required (negotiable). Any days/hours work carried out by Lucid team prior to termination within the first 4 weeks probation period would still be chargeable (time & materials basis).

The Buyer can terminate a contract at any point with 30 days' notice (the amount of notice time can be agreed at the call-off stage). If the Buyer decides to terminate the contract, the Buyer should send a termination notice in writing to assigned Lucid Technical Lead/Project manager via email to kick-off the termination process. Lucid will respond to this email within 24-48 hours.

We can discuss with the Buyer to set a timeline to use up their final support time and offboarding process that needs to be adhered to as part of the termination process. We would provide High Level Documents (HLD) and Low-Level Documents (LLD) at the time of termination which will enable Buyers to transfer to another supplier subject to the contract being fulfilled.

All property, data and information held in connection with the Framework or Call Off Contract will either be returned or destroyed as per "Lucid's Secure Disposal Policy.'

DATA

Data Processing & Storage Location

Lucid Support Services are ISO9001, 27001, 14001 and Cyber Essentials PLUS certified and adhere to strict internal processes in accordance with GDPR and our Privacy Policy.

Data Restoration / Service Migration

Should Lucid be required to carry out Data backup, Data restoration and disaster recovery and to hold any personal information relating to client data or projects, it will be done using industrial best practices and tools. We do so under our own GDPR regulations, and it is secure within our own server environment and included in our Data Classification Policy. We have been accredited by Cyber Essentials PLUS, only users authorised users within Lucid who have a need to access this information in performance of their duties will do so.

Technical

Ensures escalation procedures are actioned and properly communicated if agreed service levels are about to be breached. Ensures that all escalations are appropriately recorded.

CLIENT: HOME OFFICE
DATE: JAN 2020 – DEC 2024 (ongoing)

Lucid Support Services partnered with the Home Office in January 2021 post PNC1 data loss affecting 112,697 person records. Lucid were required to support the existing programming team who were becoming increasingly involved in supporting the National Law Enforcement Data Program. Expert resource was required to support and maintain the PNC software development program until such times as the new national Law Enforcement Data Service is delivered. PNC enables all police forces, law enforcement agencies, approved organisations and government departments to access the system for specific purposes and to carry out checks on criminal offences and convictions to registered Vehicle information and registration. Application software on the Police National Computer is written in Software AG's Natural programming language using an ADABAS database on Fujitsu BS200 hardware.

The Requirement:
The Home Office required a supplier who could provide substantive input to the design and construction of PNC application and impart knowledge and information to other members of the PNC application development team. This role required an in-depth knowledge of working with Natural / Adabas products to enable provision of expert input into design and construction of the Police National Computer application enhancements and developments and for specialist resources to work alongside existing civil servants to act as additional support to the critical PNC development team.

The Solution:
Lucid were engaged to provide a range of technical specialists to deliver the service. During an initial Discovery period of 2 weeks, Lucid worked with HO to clarify the role, scope and requirement, and develop a detailed approach for the work. Lucid's Programme Delivery Manager supported HO in producing statements of work, a project road map, and milestone delivery expectations, as well as acceptance criteria for the final deliverables.

As a result, we agreed the scope, team size and service duties of the project team to be provided within a 12-month frame, This included:

- Software development using Software AG's Natural programming language (V4+)
- ADABAS 'direct calls'; utilities such as ADAREP; design of ADABAS files
- BS2000 Job Control Language (JCL) and Natural Remote Job Entry (RJE).
- Writing code for applications
- Troubleshooting programs issues
- Developing solutions
- Maintaining data system
- Provide user support.

In order to deliver the client's strategic objectives, Lucid translated agreed Statements of Work into clear role specifications, including measurable outcomes for specialists to achieve.
We provided HO with the following Application programming expertise:

- 1 x Technical Lead (Adabas Natural expert - SFIA 7)
- 1 x Senior Developer – (Adabas Natural - SFIA 6)
- 1 x Application Developer – (Adabas Natural - SFIA 5)

Managed Services Value added:

- Produce SOW, analysing the deliverables and converting them into individual job specifications
- Managing milestone achievements against overarching SOW and timeline for delivery
- Lucid's Program Manager drove internal HO activity for readiness assessment, transition and embedding of the solution, identifying spikes in skills and resources to enable the delivery team to scale up/down as required
- PO/Financial forecasting
- Formation of specialist delivery team
- Security Clearance compliance, Background checks and client-side Onboarding

Results:

The PNC application development and support team requirement is ongoing for the near future. The Home Office intend to replace two police IT systems: the Police National Computer (PNC1) and the Police National Database (PND2) with a new but delayed system named NLEDS. The program to develop NLEDS was launched by the Home Office in 2016 with an original planned delivery date of 2020, the NLEDS program has yet to deliver the expected services, and the total costs to the Home Office have increased by 68% to £1.1 billion.

An independent program review commissioned by the Home Office found that if the program continued as it was, it would be late, difficult and costly to roll out and maintain, and would not meet the needs of the police. Following this review, in December 2020 the Home Office reset the program for the second time and removed the replacement of the PND from its scope.

The Home Office's delay in introducing the National Law Enforcement Data Service (NLEDS) is putting police access to vital information at risk, according to a new report by the National Audit Office (NAO). The Home Office must continue to run existing systems at a cost of £21 million per year for the PNC and £13 million for the PND and under the new plans, the program is not expected to deliver a service equivalent to the current PNC until 2025-26 and is anticipated that support services contracts will be required to run on an ongoing basis until go-live.

CLIENT: DCMS
DATE: JUNE 2022 – MARCH 2024

Lucid were engaged by DCMS to support a large-scale digital transformation program. Due to a lack of digital skills internally at DCMS, and the inability to deliver on government lead, digital and transition change initiatives, DCMS engaged with us to quickly mobilise a skilled DDaT consultancy team. The service required was based within the Digital & Technology Team that forms part of wider corporate services included in the new DDaT directorate. Our engagement spanned across all functions and directorates within DCMS, working both with senior stakeholders on strategic objectives as well as operational teams, contributing to internal implementation of departmental policies and shaping future strategy and innovation, to help deliver first class IT services as efficiently and effectively as possible.

The Requirement:

DCMS enlisted Lucid to establish a proficient DDaT delivery team comprising skilled technical specialists and third party DCMS partners to strategically integrate and bolster the existing delivery capacity within the team, thereby fortifying their capacity to efficiently manage and enhance their delivery portfolio. Lucid oversaw stakeholder engagement and requirements capture by holding bi-weekly user sessions and on-site planning meetings. This collaborative approach ensured the seamless alignment of objectives and the continuous optimisation of resources placed ensuring a positive project outcome.

The Solution:

Lucid's team engaged with, and led on, a large-scale digital transformation project, working collaboratively with DCMS to define the strategies for a global end-user computing platform from desktop to mobile, and ensuring that the deployment, management and security was in line with the expectations of the business and industry best practice. Using digitally gathered feedback and face to face business analysis workshops we were able to capture and map the key deliverables from user point of view to the roadmap of realistic and achievable, technical transformation.

The service involved working alongside the EUC Management team and technical Architects in the ongoing deployment of the comprehensive platform migration along with all of the associated environmental management platforms:

- Workspace One UEM Mobile Device Management
- Workspace One Access Identity Management Platform and SSO
- Windows 10 support and management including WSUS, Sysprep, MDT, and imaging
- VMWare Horizon View and 7.x/8.x to manage and configure virtual desktops
- Microsoft Office 2016 to M365 transition, deployments and customisation
- Application packaging, customisation, and deployment

Specialist roles provided by Lucid included:

- Delivery Project Manager SFIA 5
- Technical Delivery Manager SFIA 5
- Business Analyst SFIA 4
- ServiceDesk Managers SFIA 3
- ServiceDesk Analyst SFIA 2
- User Researcher SFIA 4

Results:

DCMS engaged with Lucid to mobilise a technical delivery team with the objective of modernising and improving their systems so that they have the best data and management information to deliver their strategic priorities.

Lucid's technical team aided the delivery of several objectives:

- ⟳ Providing strong leadership and project management resources, as well as specialist technical skillsets to support DCMS digital transformation.
- ⟳ Development of tools, processes, standards and frameworks needed to enable safe, secure data sharing across departments, improving collaboration to support decision making and improve services. This involved cross departmental security working groups and regular sessions with Government Security Group policy team.
- ⟳ Renewal of IT systems to automate and fully digitise repetitive manual processes and update outdated legacy IT systems, refocusing civil servants' time to higher valued added activities where it can deliver the most impact
- ⟳ Development of a system to streamline the management of staff, allowing for great autonomy, self-service and the removal of excess process.
- ⟳ Knowledge transfer, and internal IT upskilling conducted by the Lucid consultancy team whilst on assignment. This included onsite on the job training and remotely hosted workshops.

Department for Digital, Culture Media & Sport

Case Study 3

CLIENT: HIGHWAYS ENGLAND (NATIONAL HIGHWAYS)
DATE: JUNE 2016 – JUNE 2021

Highways England engaged with Lucid in mid-2016 via (G-Cloud) to assist with several high-profile projects that required specialist consultancy expertise to deliver high profile and complex programs of work. Whilst covering many different areas of responsibility, capability and technical skillset, Lucid's response was the rapid and efficient supply of an augmented technical delivery team with unique expertise in the migration of legacy asset data.

The Requirement:

As part of a complex business change programme to enable smart technology throughout the UK road network, Highways England (HE) needed to introduce an Integrated Asset Management Information System (IAMIS) to replace 17 disparate legacy systems. During migration to the new system, HE required an independent DDaT team to deliver the objectives they set at the start of the contract:

- Conduct data quality assurance
- Document data structure and integrity
- Maintain integrity of 8.5m+ Data Objects
- Support HE programme until go-live of the IAMIS

Lucid were engaged to provide a range of services to deliver data migration and data quality assurance services.

During an initial Discovery period of 2 weeks, Lucid worked with HE to clarify the role, scope and requirement, and develop a detailed approach for the work. Lucid's Programme Delivery Manager supported HE in producing statements of work, a project road map and milestone delivery expectations, as well as acceptance criteria for the final deliverables.

As a result, we agreed the scope of the data migration and assurance to be provided within an 11-month frame, including:

- Configuration of new Asset Management System to meet business requirements
- Migration from legacy system to new system, consisting of 37,000 Structures, 2m Components, 3m Documents and 3.5m other Data Objects.
- Documentation of Source and Target data models using SPARX EA
- Data migration requirement definition, design, KPIs and reconciliation
- Data verification and Data Quality Assurance ensuring fit for purpose

The Solution:

In order to deliver the client's strategic objectives, Lucid translated agreed Statements of Work into clear role specifications, including measurable outcomes for specialists to achieve. We provided HE with the following DDaT skills profile:

- 1x Programme Delivery Managers (SFIA Level 5)
- 2x Service Transition Managers (SFIA Level 5)
- 1x Lead Service Designer (SFIA Level 5)
- 2x Lead Data Migration Consultants (SFIA Level 4)
- 2x Senior Data Architects (SFIA Level 4)
- 1x Principal Business Analyst (SFIA Level 4)
- 1x Test Manager (SFIA Level 4)
- 1x BI Developer (SFIA Level 3)
- 1x User researcher (SFIA Level 3)

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This team had the requisite skillset to meet requirements for the project, with expertise and certification in:

- Asset Data Migrations, utilising TOGAF
- Agile practices (including discovery and solutions development), SCRUM & PMI, with Agile Certified Product Manager and Product Owner (AIPMM)
- the Software Delivery Lifecycle, including CSSLP certification
- Test Managers certificated in Software Testing and specialist knowledge of software delivery test tools.
- Data Leads had minimum 5 years' experience in Data Governance, Analysis, Migration and Strategy.
- BA had 10+ years unique experience in process notation techniques, including BPMN and DFD, and expertise in data mining and report creation

Delivery:

Lucid provided IAMIS Architectural assurance and guidance to business transformation across the whole service lifecycle and provided high level specification for system changes identified in the Roadmap, including Data Quality Assurance enablement, Data Integration and system training. Data structure and integrity were documented, enabling the data to be integrated into the new system to go live.

- Working with HE to produce SOW, analyse deliverables and convert them into individual job specs
- Managing milestone achievements and increasing/decreasing resources on the programme accordingly
- Lucid Programme Manager drove internal HE activity for readiness assessment, transition and embedding of the solution, identifying spikes in skills and resources to enable the delivery team to scale up/down as required
- Data Specialists assured data quality received from 3rd party software by defining target system data requirements; documenting Source and Target data models using SPARX EA; undertaking source system data analysis (business and technical); investigating and resolving data quality issues; defining and designing data migration and integration requirements; liaising with 3rd party supplier; and managing performance to agreed KPIs
- Data Architects identified any solution gaps/issues that could prevent delivery of the IAMIS using a gap analysis matrix
- Business Analysts communicated with stakeholders through weekly status reports and conducted user research on application design
- PMO's worked collaboratively to support achievement of programme objectives, locating, collecting, and storing all current design documents for the IAMIS solution and related systems in a structure which enables future reference
- Management of service transition functions and handover into BAU adhered to ITIL v3 specifications

Transition of Service Back To Client:

Lucid managed the exit and handover by facilitating a knowledge sharing platform, utilising GitHub and G-Suite. This included preparation of a Service Support Definition and associated Service Readiness Review documents. Project closure phase was implemented after completion of handover to operational support and ensured all project documentation is stored in the document management system. We conducted project closure reviews to capture learning points and summarise these in a report to HE for review.

As key objectives of the programme were delivered and achieved, HE sign-off, Lucid managed the exit and handover through 3 stages:

- Phasing Down a gradual reduction of programme activities
- Phasing Out post-implementation when the system goes live
- Phasing Over where we transferred programme activities to HE

Results:
The new IAMIS launched into a live environment in June 2019, to a 5k+ user base within HE.
The solution successfully tracked, mapped, and managed £113bn of infrastructure assets.
The solution replaced 17 asset data systems into one single repository, which allowed all assets to be managed through one system, delivering the following benefits to HE:

- Data integrity: One version of the data, Common mapping of all data
- Data efficiency: Asset data readily available from a single source, transparent and efficient maintenance activities
- improved reporting capabilities by providing self-service reporting and analytics

Lucid delivered the solution on time, with 99.9% data migration success - exceeding Business defined and independent Data Assurance KPIs.

Contact Us

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