# G-Cloud 14 Response

## Lot 3 – Cloud Support Service Definition

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## Information and Technology Service Support

Description: Supporting with the design, development and programme management of innovation, customer and human centric information and technology services to leverage value, deliver outcomes and achieve benefits.

**Service features**
- Human centric design
- Customer centric design
- Outcome based contacting
- System selection
- Vendor selection
- Architecture
- Risk management
- Service design
- Service benefits
- Ensures system fulfil design criteria

**Service benefits**
- Delivery of cloud support services that deliver benefits
- Aligned to end user needs
- High level of adoption and acceptance
- Risk mitigated
- Cost saving and operational efficiency
- Increased productivity

**Planning**
Working with the client to understand their business needs and ways-of-working, uil will define the enterprise and solution architecture, the data needed, the infrastructure to deploy, the applications necessary and the service, security and training wrapper required.

**Set-up and Migration**
Working with the client to understand their current and future state, we will devise the most cost effective and business resilient methods of moving to the cloud or between different cloud providers.

**Quality Assurance**
We will develop an assurance strategy aligned to the business and service outcomes. Which will describe how each element of the service is quality assured, from strategy, user requirements, data and infrastructure and training/competency development. This is conducted at all different capacity levels to ensure the service volume transactions can be assured at or above the defined levels.

**Fighting Climate Change**
Our services are designed to reduce the impact of cloud service on the climate, through addressing the factors that contribute to climate change in our activities and those from our clients.

## Information Management Strategy

Support a systems engineering approach to discovery, design, development and implementation of information management and digital twin for organisations to leverage value, deliver outcomes and achieve benefits outcome delivery evidenced through realisation plans and information monitoring protocols.

**Service features**
- Benefit mapping linked to organisational outcome framework
- Green Book compliant business case and benefits realisation plan
- Infrastructure measurement and monitoring strategy, implementation and Intervention impact assessment
- Systems Engineering approach, Enterprise and solution architecture
- Lean Business process development
- Whole life asset information requirements plan
- Outcomes based procurement strategy and strategic asset management plan
- BIM Level 2 and 3 strategy and implementation plan for service provision
- Outcome based contracting, supply chain and vendor selection with Information
- Organisational design, change management associated with digital transformation
- Definition and creation of a digital twin

**Service benefits**

Ensure information management plan delivers against organisations' outcomes requirements

Identify information users and their data requirements up front

Engage suppliers with clear OIR, AIR, EIR enabling better performance

Ensure system delivers design criteria

Engage supply chain through information exchange

Improved business performance

Unlock and achieve investment outcomes

Optimise existing service performance

**urban innovation labs**

Dr. Andrew Robinson

t. +44 7484 214 093

e. arobinson@uil.io