G-Cloud 14
Service Definition

Cloud Delivery
Management

May 2024

Overview

A comprehensive, end to end service covering the entire life cycle of digital and initiatives from strategy setting through selecting solutions and delivering new or restructured solutions. Approaches address the full lifecycle from prototyping and evaluation through to benefit delivery of cloud transformation. All backed by secure management capability.

1.0 The Cloud Delivery Management Service

- Digital Strategy Development, Roadmap and Review.

- Analysis of legacy to understand performance, limitations and risks.

- Developing technical architecture plans based upon requirements and cloud opportunities.

- Portfolio, Programme and Project best practice: Change Management and Agile.

- Secure by Design, Privacy by Design and Supportability by Design.

- Comprehensive cost of ownership modelling including implications of proprietary services.

- Transition services including planning, readiness assessment, management, testing and acceptance.

- Independent review, baselining and solution development.

- Comprehensive testing strategy.

- Data management, data cleansing and migration.

2.0 Benefits

- Demonstrate compliance with Digital by Default and the GDS Manuals.

- Deliver Value for money from cloud investments quickly.

- Build confidence in delivery, through structured assessment and improvement.

- Maintenance and people overheads are not placed on the customer.

- Enterprise architecture to improve coherence.

- Improved resilience through the application of chaos engineering.

- Focus on delivering business benefits.

- Security as a business benefit rather than an overhead.

- Improved data management and compliance (eg GDPR).

- Reduce delivery time through left shifted comprehensive testing.

3.0 Cloud and Digital Strategy

Whether the client's Digital Strategy is in its infancy or is well developed, we provide evidence-based analysis to build the strategy and support it with delivery roadmaps. Supported by technical views these consider the viability of the approach and its financial impact. This is done by continuous iteration around the Delivery Model.
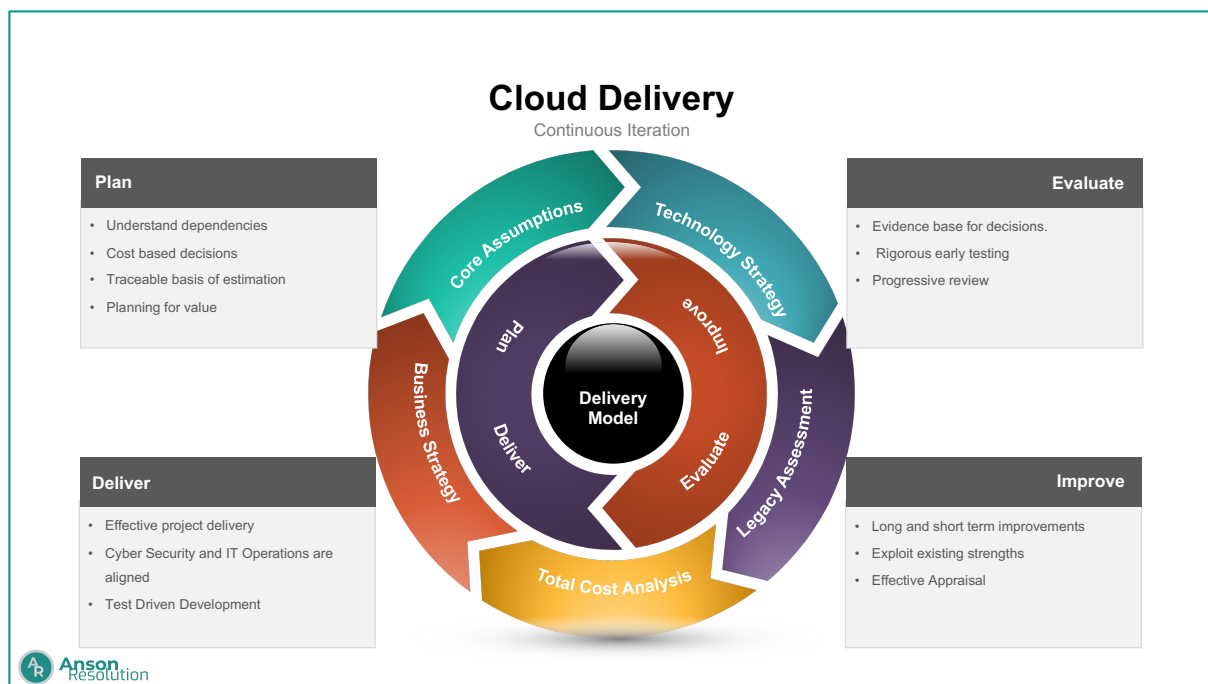
Digital strategy development follows an iterative process of exploring:

- **Business Strategy.** Identifying how business needs will drive the solutions, and areas where there are opportunities that merit deeper exploration.

- **Core Assumptions.** Capturing underpinning assumptions helps to ensure an enterprise view of architecture and a consistency of understanding by stakeholders. It also helps expose risks and opportunities.

- **Technology Strategy.** The opportunities offered by different solutions need to be fully understood. Exploring products, standards and proprietary features is necessary to understand options.

- **Legacy Assessment.** Legacy is unavoidable, and its nature of legacy has a significant bearing on the delivery of new capabilities. Thorough analysis, including where appropriate the measurement of performance, allows the development of evidence-based recommendations.

- **Total Cost Analysis.** Strong cost management underpins successful delivery of projects and technologies. Anson Resolution can develop a variety of costs models to support different project phases, from feasibility through to implementation, to ensure that decisions are well founded in evidence.

3.1 Planning

Our experienced project managers can support all elements of project delivery. Deeply grounded in Agile approaches, we also have considerable experience of: Managing Successful Programmes, Earned Value Management, Risk and Cost Estimating Maturity, Benefit Management and Change Management. An approach can be tailored to meet the specific needs of a customer and the project.

We can perform an end to end assessment to understand the current technology capability and the ability for this capability to change over time. This can include: application profiling, cloud readiness assessment, network analysis and service management and cyber security maturity assessments. The outputs can be used to prioritise backlogs, to inform technology roadmaps.

We can conduct Discovery phases and Proof of Concepts, to explore technical, integration and policy issues, as well as building understanding of overall risk.

Scaling issues can be examined, along with the potential scope of Alpha and Beta phases to manage delivery risk. This can include architectural elements such as the potential to deploy common libraries and services, and parallelism in the development of applications.

A systematic process can be deployed to identify and analyse the interests of stakeholders. This can be used to define appropriate communication material to meet their needs. A well-executed stakeholder management process will ease approvals of both the business case, and regulatory milestones.

3.2 Training

The service can include the assessment of training needs and the identification of the optimum methods for delivery for particular target audiences. Training material can be developed and delivered, either face to face, as e-learning or through mentoring by floor walkers.

3.3 Setup and Migration

We offer a comprehensive migration management service to execute the project plans.

Readiness assessments can explore both the technical and organisational aspects of the current position and feed into transition planning, ensuring that the overall risk of acceptance is maintained low. Projects can be sequenced to maximize the business benefits, allowing the earliest switch off of legacy equipment.

Solutions can involve Data evaluation, introduce Data Lifecycle Management and conduct Data Cleansing or transformation.

We can provide Programme or Project Management Services. We set standards, wherever possible using automation techniques to ensure they are adhered to, to ensure that any new code or system is secure, performant and operable. Solutions are designed with security to the fore, to achieve he best balance between functionality and security and long-term supportability.

3.4   Quality Assurance and Testing

Following a philosophy of Test Driven Development, we offer a suite of pre and post migration performance testing of applications, websites and networks, including:

- **Testing Strategy and Planning.** The identification of scope, acceptance criteria and metrics.

- **Requirement Analysis.** The analysis of business, user, functional and technical specification documents.

- **Test Design.** The preparation of test plans, the setup of testing environments and tools, the development of automatic test scripts, and the development of additional test cases and scenarios.

- **Test Implementation.** Execution of tests and the recording defects, triage results, retests and defect closures.

- **Test Improvement.** The capture of Lessons Learned and Best Practices.

Auditing can be provided at each stage of the lifecycle, including:

- Security audits.

- Privacy impact audits.

- Performance audits.

- Policy audits.

4.0   Onboarding and Offboarding

Prior to commencing work, we will develop a team and task agreement with the customer. A Project Initiation Document is used as a vehicle to for a structured start-up and to provide a record of this refined agreement. This also describes how

the task will be managed, and can provide for customer controls over and above those called for in the G-Cloud Framework.

5.0 Packages

Agile Project Management lies at the heart of digital delivery. Anson Resolution have experience of agile delivery methods applied to a variety of contexts; from organisational consultancy through to complex infrastructure delivery. A variety of Lifecycles can be used to guide an engagement, including: Agile (based on Scrum), Lean, Continuous Delivery (Agile), Continuous Delivery (Lean), Exploratory and Programme.

A number of pre-defined packages can be deployed to meet particular needs, including:

- **Digital Design Sprints.** A short, focused exploration of a specific area of customer requirement concluding in the systematic analysis of prototype solutions. Typically involves a small team for a full week.

- **Spike.**   A spike is a product testing method. Typically a spike test involves gathering additional information to: understand a new technology, analyse a problem thoroughly to assist in delivery planning or to mitigate future risk.

- **Booster.**   A time limited uplift to the resourcing of an existing task. This is usually done to address delivery surges and to allow skill transfer into the existing team.

- **Review.**   Our team include experienced reviewers who can provide an objective and impartial view on existing plans, project delivery and architectures. A fixed time and resource task, based upon the good practice in the Infrastructure and Projects Authority guidance, but tailored to the needs of digital projects. Recommendations are couched in terms of opportunities to improve the likelihood of success.

6.0 The Ordering and Invoicing Process

An engagement is initiated in response to a G-Cloud Order Form. This defines the overall task and the limit of resources that can be committed to it. Anson Resolution can help to complete this Form if appropriate.

Invoices are submitted monthly, based on activity completed. In addition, a monthly summary of activities completed, and forecast to task completion is reported.

7.0 Pricing Overview

	Strategy and Architecture	Change and Transformation	Development and Implementation	Delivery and Operation	People and Skills	Relationships and Engagement
1. Follow	£425	£425	£425	£425	£425	£425
2. Assist	£600	£560	£560	£560	£560	£560
3. Apply	£900	£795	£795	£795	£795	£795
4. Enable	£1100	£950	£950	£950	£950	£950
5. Ensure or advise	£1200	£1050	£1050	£1050	£1050	£1050
6. Initiate or influence	£1400	£1250	£1250	£1250	£1250	£1250
7. Set strategy or inspire	£1750	£1650	£1650	£1650	£1650	£1650

Further information including volume discounts is contained in our pricing guide.

8.0   The Small Print

All services are provided in accordance with the G-Cloud Framework Agreement and Anson Resolution's Terms and Conditions.

Buyers can terminate the contract at any time having given 30 days' notice.

9.0   Support Hours

Initial response to inquiries should be within one hour, Monday to Friday 0800 to 1700.   There will be no response at weekends

10.0 Contact

We would be pleased to discuss any elements of this offering, please get in touch using:

contact@ansonresolution.co.uk

11.0 About Anson Resolution

Anson Resolution are Cloud Native Service Provider who combine experience of cloud design, deployment and management, and cyber security to deliver best outcomes for our customers.