Strategy iT

G-Cloud 14

Service Definition Document

About Strategy IT

STRATEGY IT LIMITED is a UK based Information technology consulting company

Strategy IT Limited is a pioneering UK-based Information Technology consulting firm that redefines the approach to **technology-enabled change**. We firmly believe that people are the drivers of change, supported and empowered by technology. Our methodology goes beyond mere digitalisation; it focuses on **cultivating a digital mindset**, enhancing skills, fostering capabilities, and deploying technology tools to empower your workforce. Our aim is not just to temporarily transform your business but to **instil a lasting impact**, ensuring that your team propels your organisation forward **long after our engagement**.

At Strategy IT, our mission is to increase value at every interaction, fostering sustainability and agility within your organisation rather than fostering dependency on external parties. Knowledge transfer is integral to our delivery model; we seamlessly integrate ourselves into your organisation, fostering a unified team mentality and a trusted partnership ethos. This approach facilitates shadowing, mentoring, open collaborative discussions, and informed decision-making.

We understand that **digital transformation is an ongoing journey** rather than a finite destination. It encompasses multifaceted challenges across all aspects of your business, requiring adept navigation to achieve a fully optimised digitally enabled business model encompassing customers, processes, partnerships, people, platforms, and products.

With the agility of a small to medium-sized enterprise (SME) and the expertise garnered from both leadership and collaboration with global service providers, we specialise in delivering intricate business-enabling solutions and transformational programmes. We leverage a blend of permanent staff, trusted associates, and key partners to ensure the right mix of resources tailored to your needs.

Our experience has taught us that **there is no one-size-fits-all approach** to digital transformation, nor is it a one-time effort. It requires adaptability and the cultivation of a culture of innovation and continuous learning. Together, we will empower your organisation to swiftly respond to evolving changes, overcome challenges, and seize opportunities as they arise, ensuring sustained growth and competitiveness in today's dynamic landscape.

What we do

TOGETHER we shape your preferred future and put structure around change.

At our core, **we prioritise people**: our team members, our clients' employees, and our collaborative partners. Our philosophy revolves around **empowering every individual to reach their fullest potential**, thereby catalysing growth and success for you, your organisation, and your customers.

Our expertise lies in people-centred, technology-enabled transformation, where we accord **equal importance to managing people change** as we do to **technological advancements**. Our transformational services are structured around three key themes:

- Technology-Enabled Business Change - **Business Transformation**: We specialise in orchestrating seamless transitions that leverage technology to drive impactful business change.

- Core Technology Modernisation - **Cloud Transformation**: Our proficiency extends to modernising core technologies, particularly through cloud-based solutions, to enhance efficiency and agility.

- Design-Led Transformation of Customer and Employee Experiences -**Digital Transformation**: We excel at crafting compelling digital experiences for customers and employees, prioritising user-centric design principles.

Listening to your aspirations, we **blend our distinctive insights, knowledge, and expertise** to offer strategic counsel, comprehensive assessment, pragmatic design, meticulous planning, seamless implementation, and robust support for change adoption. Our collaborative approach ensures that your goals are not just met but exceeded sustainably.

We endeavour to **comprehend your unique needs** and intricacies, **co-creating value** in a manner that sets us apart. Through close integration and collaboration with your internal teams, we **foster self-sufficiency**, empowering you to navigate continuous change independently.

History has taught us that success is not solely about size, strength, or speed, as demonstrated by the experiences of industry giants like Kodak, Nokia, Xerox, Blockbuster, and Blackberry. Rather, it hinges on adaptability. We are here to guide and assist you in cultivating an adaptable organisational culture, equipping you to thrive amidst evolving landscapes and seize new opportunities as they arise.

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At Strategy IT, we hold the belief that the aim of **digital transformation** and **cloud adoption** is **not** merely to **mimic digital-native organisations**.

Rather, it's **about fostering adaptability** and nurturing a **culture of innovation** and **continuous learning** while **staying true** to your **organisational identity and purpose**.

This approach enables you to swiftly and appropriately **respond to evolving circumstances**, **challenges**, and **opportunities within your unique context**.

Our focus is on helping you **become the best version of your organisation**, **excelling** in your **core competencies** and delivering **exceptional outcomes**.

It is not merely about becoming a digital or cloud-first organisation; it is about leveraging technology strategically to **enhance** your **capabilities** and **achieve** your **objectives** while **preserving the essence of who you are**.

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Digital Strategy

Service Description

Strategy IT brings a collaborative approach to establishing your digital vision and co-develop a sustainable business-aligned strategy and comprehensive roadmap to leverage emerging digital platforms and cloud technology to deliver value early and iteratively. Together we identify opportunities to improve ways of working, employee and customer experiences, productivity, and efficiency.
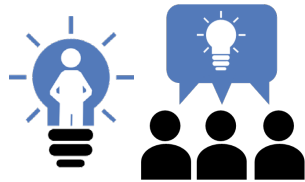
Features

1. Discovery and research to identify the challenge and opportunities.
2. Review of strategy documents, stakeholder interviews, focus groups, workshops, surveys.
3. Assess surveys, demand, usage data, trend analysis and capabilities assessment.
4. Business aligned digital vision definition and gap analysis.
5. Strategic objective and success criteria definition.
6. Strategy co-creation to leverage digital and cloud technologies opportunities.
7. Recommended strategic themes, roadmaps, sequencing, priorities, architecture, and technologies.
8. Suggested work packages and critical success factors.
9. Value chain and capability mapping.
10. Organisation transformation readiness assessment.

Benefits

1. Establishes a shared vision of a preferred future.
2. Provides a business and customer aligned coherent digital strategy.
3. Utilises a user-driven and customer-centric collaborative approach.
4. Enables rapid strategy identification that reflects organisational objectives.
5. Develops a digital strategy and roadmap that allows targeted transformation.
6. Develops a digital roadmap that allows agile exploitation of innovation.
7. Identifies priorities for change, focusing on key customer digital challenges.
8. Provides actionable recommendations, founded evidenced requirements and demand.
9. Utilises a collaborative approach to ensure the client retains ownership.
10. Aligns services to digital-first principles.

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Data Strategy

Service Description

Strategy IT helps organisations become more insight lead and develop a culture of data literacy across the organisation. The data strategy development provides a clear and holistic vision for data governance, data requirements, data usage, organisation outcomes, and capabilities. Articulating how data will enable actionable insights and support the business.

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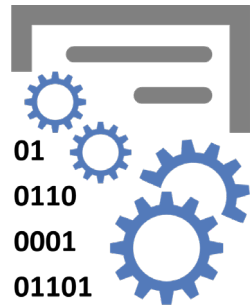
Features

1. Discovery and research to identify the data challenges and opportunities.
2. Definition of data vision, aspirations, principles, strategy and expected outcomes.
3. Alignment of business, cloud, data and digital strategies.
4. Recommend data operating model design.
5. Review data management, stewardship, standards, quality and literacy.
6. Map critical data sources.
7. Review end to end data journeys through SaaS, PaaS, IaaS.
8. Gap analysis of the current and preferred future state.
9. Roadmap, programme and project definition for future state initiatives.
10. Acceleration options, investment themes and indicative cost model.

Benefits

1. Defines the future data vision, strategy, principles, objectives.
2. Establishes a shared vision of an insight lead future state.
3. Provides a coherent set of digital, data and cloud strategies.
4. Aligns data strategy with business strategy and wider organisational goals.
5. Assesses future data needs and the impact on the organisation.
6. Identifies key cloud data skills, capabilities and resources.
7. Provides a roadmap for the development of the data platform.
8. Provides a clear and actionable data strategy and approach.
9. Enables accelerated platform delivery and, the iterative release of value.
10. Addresses data governance, data handling, data architecture, people capabilities.

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Digital Transformation

Description

Strategy IT supports organisations in delivering and executing digital transformation programmes and projects. First, we assess the digital strategy, the definition of the digital principles, roadmaps, a sequenced implementation plan, business case development, portfolio and programme planning, adoption and change management plan, and benefits realisation plan before an accelerated execution.

Features

1. Discovery and research to identify the challenge and opportunities.
2. Co-creation of a defined digital vision and digital business blueprint.
3. Co-creation of a defined digital transformation strategy and roadmap.
4. Identification of digital opportunities to maximise business value.
5. Reference architecture of the "as-is" and "to-be" digital architecture.
6. Define business change management approach and map value chains.
7. Digital transformation Target Operating Model review.
8. Define cloud technology improvement roadmap and recommendations.
9. Identify quick wins in line with business and digital strategy.
10. Aligns digital strategy to capability, people, tools, technology, and processes.

Benefits

1. Identifies critical success factors for digital transformation.
2. Identifies digital capability gaps.
3. Assists in clarifying the digital transformation business case and benefits.
4. Identifies priorities for digital change focused on customer challenges.
5. Aligns services to digital-first, user-driven and customer-centric principles.
6. Standardises digital service definition and capabilities for reuse.
7. Prepares staff for an effective digital transformation.
8. Establishes digital platforms for agile and iterative service development.
9. Identifies barriers to digital transformation.
10. Improved processes and effective ways of working.

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Digital Maturity Assessment

Service Description

Strategy IT will work with key stakeholders to understand the digital vision and ambitions of the organisation. Then we will assess the gap between the current state and the aspiration to establish the required changes to enable the organisation to achieve its preferred future digital form.
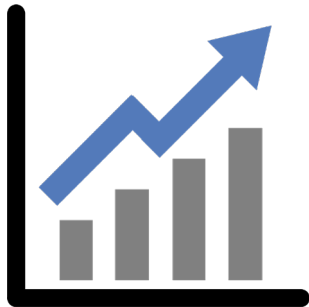
Features

1. Discovery and research to identify the challenge and opportunities.
2. Assessment of current digital maturity and working practices.
3. Definition of digital vision, aspirations, principles, strategy and expected outcomes.
4. Review the alignment of business, cloud, data and digital strategies.
5. Review digital blueprints, architecture and technology decisions.
6. Review digital portfolio, capabilities and investments.
7. Review project lifecycle and governance.
8. Review the digital roadmap and sequencing of deliverables.
9. Presents findings and recommendations.

Benefits

1. Provides insight into priorities for investment to improve digital capability.
2. Highlights opportunities to leverage technology to increase productivity and efficiency.
3. Identifies digital gaps and where improvements would deliver benefit.
4. Identifies ways to improve digital capability and build strategic functions.
5. Identifies why, how and when to accelerate digital delivery.
6. Provides clarity of next steps to deliver digital capability and digital roadmap.

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Enterprise Architecture

Service Description

Strategy IT utilise enterprise architecture to help organisations define a consolidated business, information, technology, and security roadmap as a critical planning tool. It enables the organisation to put structure around technology strategy and change to achieve its desired business vision and outcomes most efficiently to maximise value.

Features

1. Discovery and research to identify the challenge and opportunities.
2. Alignment of customer, business, cloud, data and digital strategic requirements.
3. Co-development of consolidated enterprise architecture as a critical planning tool.
4. Co-development of a technology strategy.
5. Agrees on architectural principles and standards.
6. Agrees on architectural review and integrated governance mechanisms.
7. Experts in architecture methodologies.
8. Design appropriate level of enterprise, solution and application architectures.
9. Support knowledge sharing and upskilling architects.
10. Agile just-in-time architecture practices.

Benefits

1. Architecture that meets the business need and maximises value.
2. Reduces architectural complexity and increases reusable components.
3. Enables informed technology and digital platform decisions.
4. Provide a modern, cost-efficient, responsive, agile and highly effective architecture.
5. Delivers clarity and agreement on the As-Is and To-Be architectures.
6. Identifies architecture strengths and weaknesses (enterprise, security application, information, technical).
7. Streamlines and standardises integration.
8. Reduced third party dependency through rationalised enterprise architecture.
9. Ensures architecture meets customer, business and technical objectives.
10. Enable increased collaboration and clarity between business and technology stakeholders.

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Solutions Architecture

Service Description

Strategy IT helps organisations build and configure optimised digital solutions which strategically align to business and customer needs. We define digital blueprints, reference architectures, and architectural patterns that consider the organisation's technology platforms, context and ambitions. We help design platform-based solutions that are future-proofed and support agility and scalability.

Features

1. Discovery and research to identify the challenge and opportunities.
2. Alignment of customer, business, cloud, data and digital strategic requirements.
3. Alignment between the operating model, technology strategy, and architecture principles.
4. Drive standardisation of technologies, approaches, tooling and methodologies.
5. Solution architectures that are defined in context and balanced.
6. Design digitally-enabled end-to-end solutions.
7. Assessment of current technology and strategy to align with needs.
8. Assessment of cloud delivery roadmap and portfolio.
9. Ensure solutions provide reliability, performance, scalability and portability.
10. Ensure sustainable support capabilities.

Benefits

1. Alignment of digital, technology and business vision and architecture.
2. Increase reuse, reduced cost and duplication.
3. Increase use of platform plus agile approach.
4. Better management of complexity.
5. Leverages investment in cloud services and modern technology.
6. Reduces risk exposure, providing balanced costs and increasing ROI.
7. End-to-end coverage from business processes to solutions and underlying data.
8. Ensures architectures and roadmaps remain agile and responsive to change.
9. Provides assurance that the solution is best for your organisation.
10. Reduces vendor dependency.

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Business Change Management

Service Description

Strategy IT's change management practice utilises the Prosci ADKAR® Model for change management. We work with organisations to ensure equal value is given to change management to enable the delivery of accelerated returns on investment, increased user proficiency, resistance management and reinforcement so that processes do not revert over time.

Features

1. Change management strategy design, planning and delivery programme integration.
2. Use of the Prosci ADKAR® Model results-oriented approach to managing change.
3. Business change management methodology examples and templates.
4. Stakeholder analysis, engagement and communication planning.
5. Project change risk assessment and mitigation recommendations.
6. Integration of change management with technology programmes and business models.
7. Change management readiness assessments.
8. Change management planning for communication, sponsorship, resistance, coaching & training.
9. Ready-made (but tailorable) templates and processes to accelerated delivery.
10. Assistance to build competency in change management.

Benefits

1. Proven approach to managing, monitoring and realising your business benefits.
2. Objective assessment of your organisation's readiness and ability to change.
3. Increased/early Return on Investment through increased speed of change.
4. Identification, analysis and impact mitigation of aggregated change risks.
5. Increase in change acceptance using the Prosci ADKAR® Model.
6. Increased executive ownership and workforce engagement in business change.
7. Less disruption to service through proactive resistance management.
8. Reduction of lost productivity, staff turnover and underachieving projects.
9. ProSci Certified Change Management Professionals.
10. Successfully achieving embedded and sustained change.

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Programme & Project Management

Service Description

Strategy IT supports organisations to define, optimise, protect and deliver their portfolio of programmes and projects using the most appropriate methodology (agile, waterfall or a hybrid). We work with you to prioritise, sequence and accelerate delivery through proven approaches leveraging experienced programme, project and change managers.

Features

1. End-to-end programme, project, product delivery and management.
2. Selection, establishment and adoption of appropriate programme and project frameworks.
3. Alignment of programme and project governance to organisational processes.
4. Confirmation of requirements, priorities, expected outcomes and success criteria.
5. Identification of risks, issues, assumption, dependencies, owners and mitigation strategies.
6. Selection of tools and processes to enable and support delivery.
7. Full lifecycle programme and project management.
8. Expert programme, project and product management.

Benefits

1. Alignment with overall strategic priorities and goals of the organisation.
2. Improved management of programme and project interdependencies and business impact.
3. Proactive management of resource capability and capacity across programmes.
4. Proactive risk, issues and change management.
5. Increased speed of delivery.
6. Enhanced pace of innovation to enable and support business transformation.
7. Increased credibility from on-time and on-budget delivery.
8. Fast return on investment and benefit realisation.
9. Increased transparency, collaboration and learning.
10. Clarity of programme and project leadership and governance.

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Programme & Project Recovery

Service Description

Strategy IT supports organisations in rapidly assessing programmes and projects experiencing challenges and providing interventions and recommendations to shorten the recovery duration. We can conduct a high-level review or use a more detailed six-step process, including intervention, assessment, recommendation, planning, execution and closure.
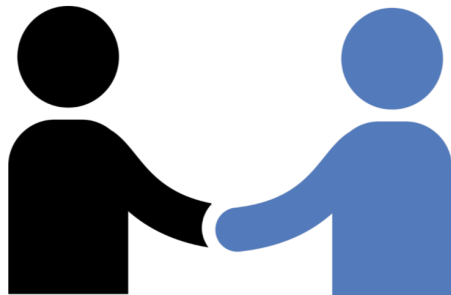
Features

1. Discovery and research to identify the challenge and opportunities.
2. Intervention needs analysis and problem identification.
3. Tactical stabilisation and in-depth audit and assurance review.
4. Recovery recommendation.
5. Development and implementation of programme recovery and resource plan.
6. Review of project performance thresholds to trigger project recovery.
7. Establishment of best practice programme governance.
8. Return to tolerance and stay well monitoring and measurement plan.

Benefits

1. Rapid recovery and stabilisation of challenged/failing programmes or projects.
2. Independent and objective assessment of programme health and intervention needs.
3. Rapid root-cause diagnosis with tangible data and insight.
4. Open engagement and safe spaces with a focus on recovery.
5. Mitigation of the cost associated with project delay or failure.
6. Reduced risk of programme failure and management of staff morale.
7. Improved governance and visibility of risks.
8. Avoidance of impact on team credibility.

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M365 Velocity Migration

Service Description

Strategy IT specializes in accelerated migration to M365. We have extensive experience in planning, preparing and delivering successful velocity migrations that result in compressed migration timescale, improve support team ownership, increased adoption of new ways of working and proficiency in the use of the M365 environment.

Features

1. Discovery and research to identify the challenge and opportunities.
2. Definition of M365 vision, aspirations, principles, strategy and expected outcomes.
3. Gap analysis of the current and preferred future state.
4. Alignment of M365, business, cloud, data and digital strategies.
5. Assessment of legacy environment and application dependencies.
6. Microsoft 365 readiness assessment.
7. Remediation recommendations of any items highlighted against best practice.
8. Defining velocity approach, project sequencing and change management.
9. Business case, roadmap, programme and project definition.
10. Migration tools selection and scripting expertise.

Benefits

1. Provide a clear strategic business case for rapid M365 migration.
2. User-centred approach to improve adoption and proficiency of M365 usage.
3. Due diligence of the existing state and environment readiness.
4. Collaborative approach definition, planning and delivery with in-house teams.
5. Utilise a project-based sequenced approach to enabling M365 components securely.
6. Use of proven migration tools to accelerate migration.
7. Improve user experience through integrated implementation and change management.
8. Long-lasting sustainability and increased capability at the organisation.
9. Organisation benefits delivered quickly.
10. Maximise the value of the investment in M365.

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Legacy Technology Modernisation

Service Description

Strategy IT will enable and support you to leverage the cloud to modernise legacy environments. We will assess feasibility, prioritise, design, implement and test the migrations to harness the enhanced scalability, reliability, performance and security of cloud services. Where possible, we will leverage SaaS and PaaS services first.
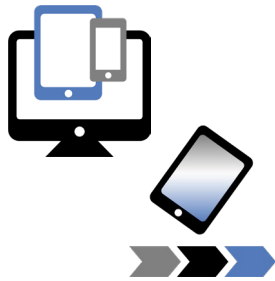
Features

1. Discovery and research to identify the challenge and opportunities.
2. Alignment of customer, business, cloud, data and digital strategic requirements.
3. Alignment between the operating model, technology strategy, and architecture principles.
4. Application Portfolio and modernisation opportunity assessment.
5. Technology portfolio assessment and modernisation opportunity assessment.
6. Application and technology lifecycle heatmap (retain/refresh/replace/retire).
7. Define business change management approach and map value chains.
8. Potential modernisation roadmaps with dependencies.
9. Plan, work packages and technology cost model.
10. Business case for change.

Benefits

1. Clarity of focus and direction for legacy technology.
2. Improve understanding of current application and technology constraints.
3. Promotes informed discussion with stakeholders.
4. Identifies new opportunities for change and provides drive and impetus.
5. Identifies areas for priority investment in innovation.
6. Identify areas for automation and for harnessing ready-made PaaS capabilities.
7. Delivers a blueprint of how to deliver future cloud services.
8. Identifies areas of technology risk.
9. Improved service levels for performance, reliability and security.
10. Opportunities to upskill existing staff through the modernisation project.

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Technology Organisation Design

Service Description

Strategy IT takes an activity-centred approach to designing high-performance modern technology organisations. We work with you to develop an integrated digital, data and technology enabling organisation that fits the purpose. First, we define key business activities, digital capabilities, roles, target operating and structure models, and then map people to positions.
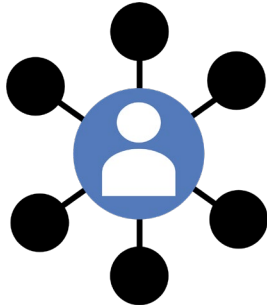
Features

1. Discovery and research to identify the challenge and opportunities.
2. Alignment of customer, business, cloud, data and digital strategic requirements.
3. Benchmarking of organisation with an industry best practice model.
4. Identifying key activities, and core capabilities needed to meet objectives.
5. Alignment to DDAT and SFIA capability frameworks.
6. Defining of target operating model, roles and organisation structure.
7. Mapping talent to roles based on capability or development potential.
8. Identify career development pathways and progression opportunities.
9. Establish equally valued technical and management career paths.
10. Design talent management strategies for a high performing workforce.

Benefits

1. Required activities, capabilities and roles are defined before people matching.
2. Promotes equality of opportunities based on competence.
3. Ensure a clear understanding of career opportunities and performance requirements.
4. Provide learning and development opportunities aligned to business requirements.
5. Improves the ability to target the right talent and skills.
6. Aligns roles and job descriptions with a common capability framework.
7. Improves workforce planning and resource allocation.
8. Identifies the critical activities and value proposition of the team.
9. Provided a benchmark to reassess improvements and maturity.
10. Identify priorities for urgent improvement and increase in capability.

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Additional Information

Onboarding & Offboarding Process

Listen, understand and document the requirement & success criteria

Each assignment is unique, and we know that it is essential that we work with you to understand your requirements and success criteria before we tailor our approach to maximise the opportunity for a successful outcome. We may iterate the Statement of Work(s) through the discovery phase.

Team member and work alignment

We understand the capabilities, expertise and experience of our team members, we also know the type of work that excites them. Bringing together the right team members and the work that motivates them leads to better outputs in the desired timescales.

One team, one purpose

We embed our team to augment your capabilities, increase collaboration, and purpose alignment and bring new thinking informed by our previous experience, proven good practice and knowledge of optimised delivery approaches, methodology, mechanisms and alternative solutions which deliver benefits early and iteratively.

Organisational Context

Each organisation's situation is different, we will ensure that we understand any sensitivities, particular risks and any changes that may be relevant; your constraints, sensitivities and key drivers to ensure the outputs we provide fully match your ambitions and expectations.

Pricing

Our pricing is available in the standard Rate Card and SFIA Rate Card documents which are provided separately. We can also provide fixed prices for work.

Ordering And Invoicing

Our Master Services Agreement (MSA) contains our standard terms, once we have agreed on a Statement of Work(s) and the appropriate agreements have been signed by both parties, and a Purchase Order submitted, we will start work on a mutually acceptable date.

Invoicing is monthly in arrears for the services provided unless otherwise agreed in the Statement of Work(s) Payment terms are 30 days or less as may be agreed.

Termination Terms

There is no licencing agreement for the services we are offering, either party may terminate a Statement of Work or the MSA in accordance with the usual terms set out in the MSA in accordance with the Framework Agreement and Call Off contract.

Customer Responsibilities

For any given requirement, we will identify any risks, assumptions, issues, or dependencies on the customer (e.g. access to key stakeholders, facilities, documentation, etc.) and agree on these at the start of the work.

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