Raptor CSL

G-Cloud 14
Lot 3 Cloud Support - Service Definition Document

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About Raptor

Raptor provides acquisition support, digital transformation, business change, programme and project management, and systems engineering services for clients within Defence, the wider public sector, and the private sector.

We are a Bristol-based consultancy, working throughout the UK, committed to helping customers successfully deliver their complex portfolios, programmes and projects. We support customers across the full lifecycle to implement and deliver clear strategies and plans, drawing upon our breadth of experience and the lessons we have learned from undertaking senior engineering and programme delivery roles within multi-billion-pound acquisition and change programmes.

Raptor offers the following services to customers through the UK Government's Digital Marketplace G-Cloud 14 Framework Contract:

Enterprise Transformation

Business Analysis

Overview
Raptor's Business Analysis service baselines the current ("as-is") state of an enterprise (in terms of processes, organisation, tools and information (POTI)), and establishes a target ("to-be") state, and associated transition path/states, against validated enterprise goals and objectives for digital and cloud-based systems/services.

Service Features

- Delivered in accordance with the Government Digital Service Standard & Manual.
- Supports continuous improvement initiatives through feedback and adaptation.
- People, processes and tools to deliver at Official and above.
- Adopts a user centric and risk balanced approach.
- Captures and visualises enterprise goals and objectives comprehensively.
- Engages stakeholders to understand perspectives and requirements effectively.
- Defines current/future processes, organisation, technology and information for optimisation opportunities.
- Conveys complex information clearly and effectively to diverse audiences.
- Analyse challenges and devise creative solutions for enterprise problems.
- Assess proposed solutions for alignment with business needs.

Service Benefits

- Unbiased advice and support - Raptor is solution/product agnostic.
- Faster and more informed decisions based on thorough analysis.
- Optimising processes, organisation, technology and information to reduce cost.
- Identify and mitigate risks early to ensure success.
- Ensures initiatives align with enterprise goals and objectives.
- Smooth transition during periods of change through effective planning.
- Optimising resources by aligning them to enterprise goals and objectives.
- Better understanding leads to improved services and increased stakeholder satisfaction.
- Clear metrics track progress and demonstrate impact of initiatives.
- Innovation - Identifying and exploiting opportunities.

Business Case & Approvals

Overview

Raptor's Business Case & Approvals service drives the production of clear, concise, evidence-based business cases and supporting documentation at all levels including HMT. A strategy of comprehensive and proactive stakeholder engagement addresses concerns early, enabling high tempo whilst increasing the probability of successful approval - first time.

Service Features

- Developing the case for change - strategic context and rationale.
- Development and articulation of viable business case options.
- Development of concept and analysis.
- Evaluation of potential benefits against associated costs.
- Analysis of impact of options on organisation operations and objectives.
- Stakeholder engagement to ensure business case objectives align with expectations.
- Generation and assessment of cost, time, performance and risk data.
- Compliance with HMT Green Book and five case model.

Service Benefits

- Clear line of sight between benefits, outcomes and delivery.
- Optimised plans and return on investment.
- Stakeholders buy-in from the outset.
- Scrutiny community brought in early and issues addressed proactively.
- Comprehensive risk identification and assessment to understand risk exposure.
- Increased probability of successful approvals – first time.
- Evidence based support documentation packs.

Business Change Planning

Overview

Raptor's Business Change Planning service provides expert guidance to facilitate seamless transition in business operations, people, processes, information and technology, optimising benefits from Cloud technology. We drive digital transformation by ensuring smooth change implementation, business continuity, strategic alignment, and measurable benefits realisation, fostering success in business change and transformation.

Service Features

- Target Operating Model (TOM) definition for Cloud services.
- Comprehensive analysis of current state and future business requirements.
- Identify change vision and interventions across People, Process, Technology and Data.
- Understand and assesses culture and blockers to change.
- Roadmap development to align with strategic business objectives.
- Develop incremental change interventions that each deliver value.
- Comprehensive stakeholder identification and engagement to build case for change.
- Communications planning and delivery.
- Identification of change success measures.
- Adherence to Digital by Default and Government Digital Service Requirements.

Service Benefits

- Strategic alignment ensures change efforts support overarching business objectives.
- Improved stakeholder engagement fosters support and commitment to change initiatives.
- Comprehensive planning mitigates risks, ensuring smooth change implementation and success.
- Agile methodologies facilitate swift response to change.
- Understanding benefits from Cloud digital services.
- Best practice agile, waterfall and hybrid methodologies.
- Risk and benefit definition, validation, measurement, tracking and reporting.
- Informed decision-taking driven by effective Management Information.

Business Change Management

Overview

Raptor's Business Change Management service supports organisations through transformative cloud initiatives, enabling strategic shifts in operations, processes, and culture. We provide comprehensive analysis, planning, and execution support to ensure smooth transitions. With a focus on stakeholder engagement and measurable outcomes, we drive sustainable change and foster organisational growth and resilience.

Service Features

- Strategic planning for transformative interventions aligning with organisational objectives.
- Incremental and iterative delivery across People, Process, Technology and Data.
- Stakeholder engagement and communications, ensuring transparency and buy-in from stakeholders.
- Enable action by removing blockers to change.
- Continuous monitoring and evaluation to measure progress and adjust strategies.
- Risk management strategies to mitigate obstacles and ensure smooth transitions.
- Agile methodologies facilitating rapid adaptation to evolving business needs.
- Embedding continuous improvement into business change activities.
- Adherence to Digital by Default and Government Digital Service Requirements.

Service Benefits

- Aligns organisational goals with the potential of Cloud technologies.
- Improved stakeholder engagement fosters support and commitment to change initiatives.
- Demonstrates the benefits of Cloud solutions to stakeholders.
- Controls delivery of targeted interventions to enable progressive change implementation.
- Identifies barriers and risks and facilitates their elimination or mitigation.
- Progressive measurement of change success to iterate and adapt.

Stakeholder Management & Communications

Overview

Raptor's Stakeholder Management and Communications service provides comprehensive plans and engagement to influence and communicate with stakeholders effectively. Our service encompasses stakeholder identification, analysis, and tailored communication plans. Through transparent and timely communication, we foster trust, alignment, and support, ensuring project success and stakeholder satisfaction.

Service Features

- Identifying and mapping key stakeholders and groups with vested interests.
- Developing the Stakeholder Management and Communications Plan.
- Evaluating stakeholder needs, expectations, and influence levels comprehensively.
- Developing tailored communications to engage stakeholders effectively.
- Building trust with open and honest information sharing.
- Establishing channels for stakeholders to provide feedback and express opinions.
- Addressing disagreements and concerns promptly and diplomatically.
- Exploiting digital communications channels adapted to resonate with audiences.

Service Benefits

- Improved stakeholder satisfaction strengthens project support and collaboration.
- Enhanced trust and transparency foster stronger stakeholder relationships and engagement.
- Timely updates reduce uncertainty, enhancing stakeholder confidence and commitment.
- Reduced risk of resistance ensures smoother project implementation and outcomes.
- Enhanced feedback mechanisms promote continuous improvement and innovation.
- Strengthened relationships drive long-term partnerships and sustainable project success.

Performance Management & Metrics

Overview

Raptor's Performance Management and Metrics service provides comprehensive strategies and tools to monitor, evaluate, and improve organisational performance. Our service includes defining key performance indicators (KPIs), establishing measurement frameworks and metrics, and implementing feedback mechanisms. Through data-driven insights, we enable organisations to make informed decisions.

Service Features

- Delivered in accordance with the Government Digital Service Standard & Manual.
- Defining KPIs for aligning objectives with organisational strategic goals.
- Developing measurement frameworks to measure performance across business areas.
- Developing metrics and identification of data sources.
- Customisable dashboards for visualising and interpreting performance metrics.
- Trend analysis identifying patterns and opportunities for performance enhancement.
- Generate concise and informative reports for stakeholders.
- Provide actionable insights for improving performance.
- Monitor metrics regularly for ongoing assessment and adjustment.
- Evaluate the effectiveness of performance measures objectively.

Service Benefits

- Unbiased advice and support - Raptor is solution/product agnostic.
- Identify performance enhancement to realise organisational objectives.
- Improved efficiency maximising productivity and resource utilisation for cost savings.
- Faster, improved decisions based on analysis and insights.
- Optimise enterprise investments by focusing on impactful interventions.
- Increased accountability fosters a culture of ownership and continuous improvement.
- Early issue detection minimises risks and prevents potential performance setbacks.
- Foster innovation by identifying new opportunities.

P3M

Cloud Acquisition Strategy

Overview

Raptor's Cloud Acquisition Strategy service enables the development of comprehensive strategies and plans to acquire cloud solutions. We analyse requirements, assess risks, identify acquisition options and define procurement objectives, enabling organisations to achieve their acquisition goals efficiently and effectively.

Service Features

- Elicitation of strategic acquisition objectives.
- In-depth examination of market trends and competitive landscape.
- Identification and evaluation of potential risks and opportunities.
- Development of acquisition options aligned with organisational objectives.
- Cost benefit analysis to determine viability and organisational performance impact.
- Collaboration with key stakeholders to align acquisition strategy.
- Development of the Acquisition Strategy document and Business Case input.

Service Benefits

- Strategic alignment ensures acquisitions contribute to overall business objectives cohesively.
- Increased confidence in cloud service selection, procurement and delivery.
- Informed decisions minimise risks and maximise returns on investment.
- Unbiased and objective advice - independence from CIS supply chain.
- Impact of any non-compliance understood early and mitigated against.
- Confidence in future procurements - upskilling and Intelligent customer capability.

Competition Support

Overview

Raptor's Competition Support service provides comprehensive assistance throughout the procurement process, from requirement identification to contract award. Services includes specialist support to assist throughout the tendering process, setting the requirements and statements of work, defining the commercial conditions and tender evaluation criteria and then completing the tender evaluations themselves.

Service Features

- Requirement identification and development - functional and non-functional requirements.
- Market analysis to identify competition viability and routes to market.
- Development of commercially compliant and viable tender document set.
- Development of robust evaluation criteria and evidenced and auditable decision log.
- Tender and supplier evaluation and supporting evidence.
- Tender evaluation panels and evaluation moderation.
- Support to tender negotiations - negotiation strategy, trades and outcomes.
- Documentation and delivery of results, including supplier debriefs.

Service Benefits

- High-quality, comprehensively constructed tender documentation packs.
- Maintain high tempo for critical and demanding competition timescales.
- Clear requirements and robust evaluation criteria focuses the supply chain.
- Strong negotiations drive value for money from suppliers.
- Improved customer/supplier engagements and relationships.
- Improved probability of suppliers delivering high quality services on time.

Programme Definition

Overview

Raptor's Programme Definition service provides comprehensive support to define and initiate complex cloud/ICT programme. Defining programme objectives, scope, benefits, structure, stakeholders, governance, resources, timeline and budget allocation. Our expertise ensures programme vision is translated into clear blueprints, underpinned by a programme environment and plans that enable robust delivery.

Service Features

- Programme strategy formulation and blueprint development.
- Strategic work breakdown - vision, mission, objectives, strategy and tasks.
- Expertise in utilisation of agile, waterfall and hybrid approaches.
- Scope identification and programme level dependency mapping.
- Organisation design - structure, key roles and responsibilities.
- Benefits identification, mapping and profiles.
- Stakeholder identification, mapping, engagement and communications planning.
- Governance strategies for controlling delivery.
- Programme plan - approach, timeline and tranches / phases.
- Project / product identification.

Service Benefits

- Clear programme vision ensures focused efforts and streamlined execution.
- Efficient programme structure leads to cost-effective implementation and delivery.
- Improved ROI by prioritising projects/products that achieve the vision.
- Clear line of sight between outcomes and achievable delivery plans.
- Enhanced stakeholder engagement fostering collaboration and support.
- Adaptability to changes ensures flexibility in dynamic programme environments.
- Measurable performance metrics enabling ongoing evaluation and optimisation.
- Improved governance strategies ensuring deliverables meet or exceed expectations.
- Risks identified and robustly managed from the outset.

Programme Delivery

Overview

Raptor's Programme Delivery service ensures successful execution and management of cloud/ICT programmes from initiation to live. We provide comprehensive support in planning, coordination, resource allocation, risk management, communication and monitoring and controls. Our expertise ensures focus on efficiency and quality, driving programmes towards timely delivery and outcome achievement.

Service Features

- Strategic work breakdown - vision, mission, objectives, strategy and tasks.
- Robust programme planning with controls regime designed-in from the outset.
- Expertise in utilisation of agile, waterfall and hybrid approaches.
- Monitor, report and control programme delivery.
- Risk, Issue, Assumption, Dependency and Opportunity management.
- Transparent stakeholder communication fostering trust and collaboration.
- Management and control of programme change.
- Strategic resource allocation and optimisation.
- Effective budget management ensuring financial control and accountability.
- Rigorous quality control measures ensuring high standards of deliverables.

Service Benefits

- Controlled programme delivery, ensuring achievement of organisational goals and objectives.
- Clear line of sight between outcomes and achievable delivery plans.
- Open and effective customer relationships that increase pace and productivity.
- Improved resource management enabling cost saving efficiencies.
- Comprehensive reporting enables informed decision-making and performance evaluation.
- Development of organisational capabilities (skills and knowledge transfer).
- Risks identified and robustly managed from the outset.
- Rapid issue resolution minimising disruption and maintaining programme momentum.
- High-quality deliverables meet or exceed expectations, enhancing reputation.

Programme Management Office

Overview

Raptor's Programme Management Office (PMO) service enables the optimal design and implementation of PMOs within programmes and projects. We enable PMOs to become centres of excellence, providing specialist skills and facilitation across programmes and their projects, driving efficiency, and fostering continuous improvement.

Service Features

- Monitoring, tracking measurements and reporting progress against plans.
- Implementing robust information management.
- Risk, Issues, Assumption, Dependency and Opportunity tracking and reporting.
- Analysing interfaces and critical dependencies.
- Maintaining stakeholder list and levels of influence and interest.
- Data analysis, dashboard development and reporting to informed decision making.
- Change recording, investigation and resolution.
- Establishing consistent quality control practices and standards adhering to governance.
- Cost tracking and budget control.
- Conducting maturity assessment and health checks to drive continuous improvement.

Service Benefits

- Centralised oversight provides visibility and control over project portfolios.
- Standardised methodologies facilitate collaboration and knowledge sharing among teams.
- Streamlined processes ensure consistency and efficiency across all projects.
- Enhanced governance ensures compliance with regulations and organisational standards.
- Guidance and expertise aligns projects with organisational goals and objectives.
- Efficient decision-making accelerates project timelines and enhances responsiveness.
- Cost savings achieved through optimised resource utilisation.
- Optimised management of risks, assumptions, issues and dependencies.
- Open and effective customer relationships that increase pace and productivity.
- Continuous improvement drives innovation and enhances project delivery capabilities.

Benefits Management

Overview

Raptor's Benefits Management service enables the identification, tracking and optimisation of benefits to maximise realisation of strategic objectives. We employ systematic processes to define benefits, establish metrics, and monitor progress throughout the programme lifecycle. By aligning outcomes with strategic objectives, we ensure successful delivery and sustained business value.

Service Features

- Identifying programme benefits and mapping to business objectives.
- Developing the Benefits Management Strategy.
- Developing Benefit Profiles to describe attributes and interdependencies.
- Optimising programme benefits.
- Developing the Benefits Realisation Plan.
- Defining measurable indicators to track and assess benefits (benefit metrics).
- Stakeholder engagement, involving stakeholders in benefit definition and realisation.
- Monitoring and tracking progress towards achieving anticipated programme benefits.
- Benefits dashboards and reporting.
- Iterating processes to enhance benefit management effectiveness over time.

Service Benefits

- Enhanced senior buy-in with clear benefit articulation and strategic alignment.
- Maximised ROI by identifying and prioritising high-impact benefits.
- Improved decision-making based on clear, measurable benefit metrics.
- Increased stakeholder buy-in through transparent benefit communication and alignment.
- Greater traceability and agility, enabling adaptation to changing business objectives.
- Increased confidence in achievement of programme benefits.
- Continuous improvement leads to refined benefit management practices and processes.
- Improved compliance with organisational policy and procedures.

Product Management

Overview

Raptor's Product Delivery service enables the seamless development of products from conception to release to live service. We oversee every stage from design to service implementation, focusing on efficiency, collaboration, and innovation to ensure timeliness and customer satisfaction.

Service Features

- Idea management - capturing and evaluating innovative concepts.
- Product requirement elicitation and capturing user stories.
- Developing product roadmaps to chart product development milestones and timelines.
- Prioritising product features to focus on value drivers.
- Managing product delivery to enable efficient feature and update release.
- Data-driven insights and testing to optimise product performance.
- Continuous gathering and integration of user input for refinement.
- Managing iterative development for continuous product enhancement.
- Seamless coordination among teams for holistic product development.
- Active involvement of relevant parties to align product vision.

Service Benefits

- Exploiting innovative ideas into product development.
- Ensuring products meet customer needs and expectations.
- Strategic road mapping aligns development with organisational goals.
- Prioritisation maximises ROI by focusing efforts on high-impact features.
- Data-driven analytics enhance product performance and user satisfaction.
- Stakeholder engagement fosters buy-in, ensuring product success and organisational alignment.
- Iterative development increases adaptability, keeping products relevant.
- Collaborative culture boosts team morale and productivity.

Project Delivery

Overview

Raptor's Project Delivery services enables the initiation, planning and delivery of cloud/ICT projects, ensuring they meet quality standards, timescales, and budgetary constraints. We employ efficient planning, resource allocation, risk management, and communications to drive successful project outputs aligned with client expectations and organisational goals.

Service Features

- Detailed project planning ensuring strategic alignment and achievable outputs.
- Scope definition and work breakdown (WBS / PBS).
- Robust risk, issue and opportunity management plans and controls.
- Identification and management of project dependencies.
- Schedule development and control, ensuring realistic timelines and efficient resourcing.
- Effective change management to adapt to evolving project requirements.
- Resource planning, management and optimisation.
- Expertise in utilisation of agile, waterfall and hybrid approaches.
- Budget and cost control measures to prevent overspending.
- Project health checks to drive continuous improvement.

Service Benefits

- Increased confidence in achieving time, cost and performance objectives.
- Clear scope and work breakdown enhancing project transparency and accountability.
- Proactive risk management minimises disruptions and maintains project momentum.
- Efficient dependency management prevents delays and ensures smooth workflow.
- Resource optimisation reduces costs and ensures efficient workforce utilisation.
- Effective change management adapts to evolving project requirements seamlessly.
- Improved quality of output through tighter management of products.
- Methodology alignment fosters consistency and effectiveness across project teams.
- Budget and cost control measures safeguard financial resources and project viability.
- Continuous improvement drives innovation and enhances project delivery capabilities.

Project Controls

Overview

Raptor's Project Controls service enables the comprehensive oversight and management of cloud/ICT project performance, encompassing cost, schedule, risk, and quality. Through robust monitoring, analysis, and reporting, we ensure adherence to project objectives, identify deviations, and implement corrective actions to optimise outcomes and ensure project success.

Service Features

- Holistic monitoring of project performance across key metrics.
- Tracking project schedules to ensure on-time delivery of milestones.
- Managing and controlling project costs to maintain budget compliance.
- Implementation of Risk, Issue, Assumption, Dependency and Opportunity controls.
- Ensuring project deliverables meet predefined quality standards and specifications.
- Data-driven analysis of project performance to inform decision-making.
- Project performance reporting and development of dashboards.
- Integrated change control across benefits, scope, schedule, costs, resources, risks.
- Efficient control of project resources for maximum effectiveness.
- Continuous refinement of processes to enhance project controls efficacy.

Service Benefits

- Improved project predictability ensures successful outcomes and stakeholder satisfaction.
- Early indication of schedule delay enabling effective replanning.
- Proactive risk, issue and dependency control, increasing confidence in delivery.
- Cost control mitigates financial risks and ensures delivery within budget.
- Informed decision-making drives efficiency and minimises project delays.
- Transparent reporting fosters trust and collaboration among project stakeholders.
- Effective change management adapts to evolving project needs and requirements.
- Resource optimisation reduces waste and maximises project productivity.
- Continuous improvement fosters a culture of innovation and efficiency.

Risk Management

Overview

Raptor's Risk Management service enables the identification, assessment and control of potential threats and opportunities for cloud/ICT programmes. Through proactive planning, monitoring, control and implementation of response plans, we minimise adverse impacts and maximise positive outcomes.

Service Features

- Identifying potential threats and opportunities to project objectives.
- Assessing probability and quantifying impact of identified risks.
- Prioritising risks based on severity and potential consequences.
- Developing mitigation strategies to reduce or eliminate identified risks.
- Monitoring and reporting risk status and reassessing as needed.
- Transparently sharing risk information with project stakeholders.
- Integrating and aligning risk management activities with project planning and execution.
- Maintaining Risk and Opportunity logs for identified risks and mitigations.
- Monitoring effectiveness is mitigation action plans and managing escalations.
- Reviewing and updating risk management strategies for continual improvement.

Service Benefits

- Comprehensive risk identification and assessment to understand risk exposure.
- Targeted risk response plans.
- Improved project and programme team risk awareness.
- Effective decision making based on analysis and informed risk reporting.
- Risk Management integrated with wider programme controls.
- Reduced risk exposure and improved delivery confidence.

Scheduling

Overview

Raptor's Scheduling service enables rapid development of project timelines by strategically allocating resources, defining tasks, and sequencing activities for Cloud services. Utilising software and expertise, we create realistic and efficient schedules that align with project goals, ensuring timely delivery, resource optimisation, and effective coordination for successful project execution.

Service Features

- Identification of project activities and outputs (WBS and PBS).
- Defining the project dependencies network.
- Estimating activity duration.
- Comprehensive schedule creation for project milestones and deliverables tracking.
- Schedule risk analysis.
- Critical path analysis.
- Resource allocation to schedule activities.
- Schedule monitoring and controls.
- Integration with project management software for data sharing and collaboration.
- Knowledge transfer and continuous improvement.

Service Benefits

- Clear timelines enhance project coordination and stakeholder communication effectiveness.
- Enhanced forecasting accuracy leads to better project planning and decision-making.
- Enhanced visibility enables proactive problem-solving and risk mitigation strategies.
- Increased accountability fosters team commitment and project ownership.
- Efficient resource allocation optimises productivity and reduces project delays.
- Identification of critical tasks for management focus.

Systems Engineering & Architecture

Systems Engineering Strategy

Overview

Raptor's Systems Engineering Strategy service establishes a strategy and plan for the development/modification of digital & cloud-based system/services. Defining scope, objectives, and deliverables, and establishing design, delivery and deployment processes across the lifecycle to ensure successful system/service realisation.

Service Features

- Delivered in accordance with the Government Digital Service Standard & Manual.
- Adopts a Model-Based Systems Engineering (MBSE) approach.
- People, processes and tools to deliver at Official and above.
- Provides lifecycle selection (spiral, agile, incremental, waterfall, etc.) and planning.
- Develops plan for eliciting functional/non-functional requirements, assumptions and dependencies.
- Plans system architecture, system design and specifications development.
- Integrates multi-functional disciplines (e.g. safety, security, HF) across the lifecycle.
- Plans verification, validation and acceptance activities for system/service.
- Develops plan for system/service rollout/release.
- Optimises system/service from operational, technical and business perspective.

Service Benefits

- Unbiased advice and support - Raptor is solution/product agnostic.
- Establishes clear objectives and roadmap for system/service.
- Align stakeholders on system/service scope and objectives.
- Optimise allocation of resource for success.
- Identify and mitigate risks early to ensure success.
- Optimising processes, organisation, technology and information to reduce cost.
- Accelerate system/service delivery with efficient planning.
- Ensure outputs meet quality standards.
- Meet stakeholder expectations through effective planning.
- Control costs through efficient resource planning.

Systems Engineering Delivery

Overview

Raptor's Systems Engineering Delivery Service ensures successful implementation of new/modified digital & cloud-based system/services. Executing design, delivery and deployment processes in accordance with scope, objectives, and deliverables to ensure successful system/service realisation.

Service Features

- Delivered in accordance with the Government Digital Service Standard & Manual.
- Adopts a Model-Based Systems Engineering (MBSE) approach.
- People, processes and tools to deliver at Official and above.
- Manage across the lifecycle (spiral, agile, incremental, waterfall, etc.)
- Manage and develop functional/non-functional requirements, assumptions and dependencies.
- Manage and develop system architecture, system design and specifications.
- Integrates multi-functional disciplines (e.g. safety, security, HF) across the lifecycle.
- Manage verification, validation and acceptance across the lifecycle.
- Manges system/service rollout/release across lifecycle.
- Ensures optimisation of system/service from operational, technical and business perspective.

Service Benefits

- Unbiased advice and support - Raptor is solution/product agnostic.
- Ensure effective design, implementation, deployment and operation of system/service.
- Meet stakeholder needs and expectations effectively.
- Enhance system/service performance and productivity.
- Optimise allocation of resource for success.
- Accelerate system/service delivery and realisation of benefits.
- Identify and mitigate risks early to ensure success.
- Ensure system compliance with relevant regulations and standards.
- Clear metrics track progress and maturity of activities and deliverables.
- Implement feedback for ongoing enhancements and optimisation.

Architecture

Overview

Raptor's Architecture service develops enterprise (business, functional and physical) architecture in support of decision making across the lifecycle of digital & cloud-based systems/services (e.g. option down-select). Characterising the baseline ('as-is') state, candidate target ('to-be') states, and associated transition states in terms of processes, organisation, technology, and information (POTI) their interfaces/iterations.

Service Features

- Delivered in accordance with the Government Digital Service Standard & Manual.
- Thorough elicitation and analysis of system/service requirements.
- Develop comprehensive system architecture blueprints and models.
- Adopts a Model-Based Systems Engineering (MBSE) approach.
- Engage stakeholders for alignment, feedback, and assurance.
- Integrates requirements from multi-functional disciplines (e.g. safety, security, HF).
- Assess and select appropriate technologies for implementation.
- Optimise system/service performance and efficiency.
- Capture and visualise architecture designs and decisions comprehensively.
- Iteratively refine architecture based on feedback and learnings.

Service Benefits

- Unbiased advice and support - Raptor is solution/product agnostic.
- System/Service aligned to enterprise objectives.
- Meet stakeholder needs and expectations effectively.
- Identify and mitigate risks early to ensure success.
- Optimise resource allocation for project success.
- Accelerate system/service delivery and realisation of benefits.
- Ensure outputs meet quality standards.
- Ensure system compliance with relevant regulations and standards.
- Clear metrics track progress and maturity of activities and deliverables.
- Implement feedback for ongoing enhancements and optimisation.

Requirements Engineering

Overview

Raptor's Requirements Engineering service ensures clear and comprehensive requirements for digital and cloud-based systems/services. Eliciting, analysing, documenting, and managing requirements across the lifecycle to ensure successful system/service realisation.

Service Features

- Delivered in accordance with the Government Digital Service Standard & Manual.
- Gather requirements from stakeholders and SMEs effectively.
- Analyse requirements for clarity, completeness, and feasibility.
- Capture and visualise requirements accurately and comprehensively.
- Prioritise requirements based on importance and feasibility.
- Establish traceability between requirements and project objectives.
- Integrates requirements from multi-functional disciplines (e.g. safety, security, HF).
- Adopts a Model-Based Systems Engineering (MBSE) approach.
- Verify that implemented solutions meet specified requirements.
- Validate requirements to ensure they meet stakeholder needs.

Service Benefits

- Unbiased advice and support - Raptor is solution/product agnostic.
- System/Service aligned to enterprise objectives.
- Define project scope accurately and comprehensively.
- Minimise rework through accurate requirement definition.
- Ensure system compliance with relevant regulations and standards.
- Identify and mitigate risks early to ensure success.
- Deliver high-quality solutions that meet stakeholder requirements.
- Optimise costs by avoiding unnecessary scope changes.
- Foster alignment and consensus among project stakeholders.
- Continuous Improvement: Implement feedback for ongoing enhancements and optimisation.

Integrated Test, Evaluation & Acceptance

Overview

Raptor's Integrated Test, Evaluation & Acceptance service ensures digital and cloud-based systems/service readiness through comprehensive testing, evaluation, and acceptance processes. Ensuring system/service functionality, performance, and compliance with requirements to ensure successful release and deployment of digital and cloud-based systems/services.

Service Features

- Delivered in accordance with the Government Digital Service Standard & Manual.
- Execute tests according to predefined plans.
- Automate repetitive testing tasks for efficiency.
- Assess system performance under various conditions.
- Evaluate system security measures and vulnerabilities.
- Ensure system compliance with relevant standards and regulations.
- Involve users in testing to validate usability.
- Verify system functionality after changes or updates.
- Track and manage defects identified during testing.
- Document test results, findings, and acceptance criteria.

Service Benefits

- Unbiased advice and support - Raptor is solution/product agnostic.
- Identify and mitigate risks early to ensure success.
- Enhance system performance through performance testing.
- Identify and address security vulnerabilities effectively.
- Mitigate risks associated with system deployment.
- Instil confidence in stakeholders through thorough testing.
- Accelerate system deployment with efficient testing processes.
- Avoid costly rework through early defect identification.
- Deliver systems that meet user needs and expectations.
- Ensure high-quality system deliverables through comprehensive testing.

Readiness Review

Overview

Raptor's Readiness Review service undertakes independent reviews across the lifecycle of digital and cloud-based system/service to identify operational, technical and business risk. Using Suitability Qualified & Experienced Personnel (SQEP) and best practice frameworks, Raptor assess the suitability of strategy/plan (including processes and controls); progress against plan; and product quality.

Service Features

- Delivered in accordance with the Government Digital Service Standard & Manual.
- Provide impartial reviews across the lifecycle without bias.
- Engage stakeholders for feedback and input.
- Utilise subject matter experts for evaluations.
- Provide clear and transparent reports of findings.
- Offer actionable recommendations for improvement.
- Compare performance against industry standards or benchmarks.
- Tailor evaluation methods to specific needs.
- Support ongoing continuous improvement.
- Ensure confidentiality of sensitive information.

Service Benefits

- Unbiased advice and support - Raptor is solution/product agnostic.
- Identify areas for improvement and optimisation.
- Build trust and confidence among stakeholders.
- Identify and mitigate risks early to ensure success.
- Streamline processes, organisation, tools and information for greater efficiency/ effectiveness.
- Identify cost-saving opportunities and efficiencies.
- Ensure compliance with regulations and standards.
- Foster innovation through feedback and recommendations.
- Ensure high-quality outcomes and deliverables.
- Facilitate enterprise learning and continuous improvement.

Options Analysis & Decision Support

Overview

Raptor's Options Analysis & Decision Support service evaluates options for new/modified digital and cloud-based systems/services. Undertaking a comprehensive analysis of benefits, requirements, costs, feasibility & viability, and risks (from a technical, operational and business perspective) to provide a recommendation and evidence in support of down select.

Service Features

- Delivered in accordance with the Government Digital Service Standard & Manual.
- Evaluate feasibility of each option thoroughly.
- Assess risks associated with each option.
- Compare costs and benefits of each option.
- Involve stakeholders in option evaluation process.
- Provide data-driven insights to support decision-making.
- Explore different scenarios for each option.
- Define metrics to measure success of each option.
- Develop implementation plans for each option.
- Present recommendation based on analysis findings.

Service Benefits

- Unbiased advice and support - Raptor is solution/product agnostic.
- Make decisions based on thorough analysis.
- Identify and mitigate risks early to ensure success.
- Identify cost-effective solutions.
- Foster alignment among stakeholders.
- Streamline decision-making process.
- Increase transparency and accountability in decisions.
- Build trust and confidence among stakeholders.
- Achieve desired outcomes with informed choices.
- Gain competitive edge with optimal decisions.

Concept & Feasibility Analysis

Overview

Raptor's Concept & Feasibility Analysis service evaluates digital and cloud-based concepts or initiatives. Undertaking a comprehensive analysis of benefits, requirements, costs, resources and risks (from a technical, operational and business perspective) to determine the feasibility and viability of proposed concepts or initiatives.

Service Features

- Delivered in accordance with the Government Digital Service Standard & Manual.
- Assess feasibility and potential of proposed concepts.
- Identify and evaluate risks associated with concepts.
- Compare costs and benefits of proposed ideas.
- Involve stakeholders in concept evaluation process.
- Conduct detailed feasibility study for each concept.
- Evaluate technical feasibility and requirements of concepts.
- Assess innovation potential and uniqueness of concepts.
- Explore different scenarios for concept implementation.
- Provide recommendation based on analysis findings.

Service Benefits

- Unbiased advice and support - Raptor is solution/product agnostic.
- Make decisions based on thorough analysis.
- Identify and mitigate risks early to ensure success.
- Foster consensus and alignment among stakeholders.
- Identify opportunities for innovation and growth.
- Build trust and confidence among stakeholders.
- Achieve desired outcomes with informed choices.
- Increase transparency and accountability in decisions.
- Foster culture of innovation with viable concept selection.
- Gain competitive edge with optimal decisions.

Agile

Agile Discovery

Overview

Raptor's Agile Discovery Service facilitates the initial phase of Agile project development for digital and cloud-based systems/services, focusing on understanding goals, user needs, and scope. Through stakeholder engagement and user research, it uncovers requirements, identifies risks, and establishes a solid foundation for successful Agile project execution.

Service Features

- Delivered in accordance with the Government Digital Service Standard & Manual.
- Actively involve stakeholders in Agile discovery process.
- Understand and prioritise user requirements effectively.
- Define scope and objectives collaboratively.
- Identify and assess potential risks early.
- Foster collaboration among multi-disciplinary Agile team.
- Align discovery process with Agile principles and methods.
- Gather and incorporate feedback throughout the Agile discovery phase.
- Record findings, decisions, and requirements comprehensively.
- Flexibility to adapt and iterate based on evolving insights.

Service Benefits

- Unbiased advice and support - Raptor is solution/product agnostic.
- Establish clear goals and objectives upfront.
- Identify and mitigate risks early in the process.
- Address stakeholder needs effectively from the outset.
- Accelerate delivery through efficient discovery.
- Develop products that better meet user needs.
- Avoid rework by getting requirements right early.
- Foster collaboration and alignment among project teams.
- Ability to adapt plans based on discovery insights.
- Define and control scope more effectively.

Agile Planning

Overview

Raptor's Agile Planning Service translates objectives for digital and cloud-based systems/services into actionable plans, timelines, and deliverables, adopting collaborative sessions to prioritise tasks, allocate resources, and define sprint goals. Through iterative refinement, it adapts to evolving requirements and ensures alignment with enterprise goals and stakeholder needs.

Service Features

- Delivered in accordance with the Government Digital Service Standard & Manual.
- Rank tasks based on project goals and priorities.
- Assign resources according to project needs and constraints.
- Define sprint goals, tasks, and timelines collaboratively.
- Adapt plans based on feedback and changing requirements.
- Engage stakeholders in planning sessions for alignment.
- Maintain and groom backlog for upcoming sprints.
- Implement Agile principles in planning processes.
- Reflect on past sprints to improve planning efficiency.
- Adjust plans quickly in response to emerging challenges or opportunities.

Service Benefits

- Unbiased advice and support - Raptor is solution/product agnostic.
- Align team efforts with project objectives effectively.
- Optimise resource allocation for improved productivity.
- Deliver value incrementally and iteratively throughout the project.
- Meet stakeholder expectations through collaborative planning.
- Respond promptly to changes and uncertainties during project execution.
- Identify and mitigate risks through proactive planning measures.
- Foster open communication and collaboration among team members.
- Streamline workflows and maximise team efficiency.
- Empower teams to take ownership and accountability for their work.

Agile Delivery

Overview

Raptor's Agile Delivery service implements plans for new/modified digital and cloud-based systems/services through iterative development, testing, and delivery cycles. Embracing collaborative teamwork, regular reviews, and adaptive responses to deliver incremental value to stakeholders. Through continuous feedback and refinement, it ensures alignment with enterprise goals and stakeholder needs.

Service Features

- Delivered in accordance with the Government Digital Service Standard & Manual.
- Deliver functionality in short, iterative cycles.
- Collaborate across disciplines for comprehensive solutions.
- Regular meetings to update progress and address impediments.
- Deliver value incrementally throughout project duration.
- Automate tests to ensure product quality and reliability.
- Gather feedback from stakeholders for continuous improvement.
- Review and demonstrate completed work to stakeholders.
- Adjust plans based on feedback and changing requirements.
- Reflect on successes and challenges to improve processes.

Service Benefits

- Unbiased advice and support - Raptor is solution/product agnostic.
- Deliver value quickly through iterative releases.
- Deliver features aligned with stakeholder needs.
- Foster collaboration and accountability within teams.
- Keep stakeholders informed through regular updates.
- Identify and address issues early in the process.
- Respond quickly to changing demands and priorities.
- Adapt and refine processes for ongoing enhancements.
- Encourage autonomy and ownership among team members.
- Deliver features that provide maximum value to stakeholders.

Scrum Management

Overview

Raptor's Scrum Management Service facilitates Agile project management through Scrum framework implementation for digital and cloud-based systems/services. Our Scrum Masters organise teams, backlog & sprint and facilitate daily stand-ups, sprint planning, reviews & retrospectives. Enhancing productivity and ensuring alignment with enterprise goals and stakeholder needs.

Service Features

- Delivered in accordance with the Government Digital Service Standard & Manual.
- Prioritise and manage product backlog items effectively.
- Hold daily meetings for progress updates and impediment resolution.
- Review completed work with stakeholders at the end of each sprint.
- Reflect on process improvements after each sprint.
- Facilitate Scrum events and remove impediments.
- Collaborate closely with product owner for requirements.
- Track progress and adapt plans accordingly.
- Encourage collaboration among diverse skill sets.
- Ensure transparency in team progress and project status.

Service Benefits

- Unbiased advice and support - Raptor is solution/product agnostic.
- Foster collaboration and communication among team members.
- Streamline workflows and boost team efficiency.
- Deliver value incrementally with shorter development cycles.
- Involve stakeholders in the development process for better alignment.
- Respond quickly to changes and evolving requirements.
- Identify and mitigate risks through regular reviews.
- Encourage autonomy and ownership among team members.
- Deliver features that meet customer needs and expectations.
- Establish realistic timelines and deliverables for predictable outcomes.

Agile Initiation

Overview

Raptor's Agile Initiation Service lays the foundation for Agile project success for digital and cloud-based systems/services. It involves project setup, team formation, and initial planning to establish Agile practices and frameworks. By aligning stakeholders, defining goals, and setting expectations, it sets the stage for effective Agile delivery.

Service Features

- Delivered in accordance with the Government Digital Service Standard & Manual.
- Choose suitable Agile methodology for project.
- Assemble cross-functional Agile teams for collaboration.
- Align stakeholders on project vision and objectives.
- Define clear and achievable project goals.
- Plan activities for initial sprint setup.
- Set up Agile tools for project management and collaboration.
- Provide Agile training for team members as needed.
- Prepare backlog for initial sprint planning.
- Establish communication channels and protocols for project.

Service Benefits

- Unbiased advice and support - Raptor is solution/product agnostic.
- Align stakeholders on project goals and objectives.
- Foster collaboration and teamwork among project members.
- Accelerate project kick-off with Agile initiation.
- Mitigate risks through proper project setup and planning.
- Engage stakeholders early for better project outcomes.
- Streamline project setup processes for greater efficiency.
- Promote Agile practices and frameworks within Enterprise.
- Lay foundation for effective sprint planning and execution.
- Increase transparency with clear project setup and goals.

Product Owner

Overview

Raptor's Product Owner Service represents stakeholders for digital and cloud-based systems/services to the Agile team, prioritising backlog, and ensuring product vision alignment. Our Product Owners collaborate with stakeholders, communicate requirements, and accept or reject completed work, optimising value delivery.

Service Features

- Delivered in accordance with the Government Digital Service Standard & Manual.
- Prioritise user stories and features effectively.
- Ensure alignment of team efforts with product vision.
- Clearly communicate requirements to the Agile team.
- Define clear acceptance criteria for user stories.
- Participate in sprint planning meetings to set priorities.
- Gather feedback from stakeholders to inform product decisions.
- Refine backlog based on feedback and changing priorities.
- Make timely decisions on scope and priorities.
- Take ownership of product vision and direction.

Service Benefits

- Unbiased advice and support - Raptor is solution/product agnostic.
- Meet stakeholder needs and expectations effectively.
- Prioritise features for quicker value delivery.
- Minimise rework by prioritising high-value features.
- Foster open communication between team and stakeholders.
- Adapt to changing priorities and requirements.
- Ensure features meet quality standards and user needs.
- Identify and address risks through proactive backlog management.
- Iteratively refine product backlog for ongoing enhancements.
- Deliver features that provide maximum value to customers.

Solution Architect

Overview

Raptor's Solution Architect Service provides architectural advice and guidance for digital and cloud-based systems/services. Our architects collaborate with Agile teams, design scalable solutions and facilitate architectural decisions to support Agile delivery to ensure technical alignment with enterprise objectives.

Service Features

- Delivered in accordance with the Government Digital Service Standard & Manual.
- Provide technical leadership and guidance to Agile teams.
- Align architectural processes with Agile principles and methods.
- Evaluate and recommend architecture options that align to enterprise goals.
- Evaluate and recommend suitable technologies.
- Communicate architectural decisions effectively to stakeholders.
- Identify and mitigate technical risks proactively.
- Plan for scalability and future growth of solutions.
- Iterate architecture based on feedback and learnings.

Service Benefits

- Unbiased advice and support - Raptor is solution/product agnostic.
- Identify and mitigate risks early throughout Agile lifecycle.
- Ensure technical solutions align with business objectives.
- Provide architectural support for Agile project delivery.
- Minimise technical debt through sound architectural decisions.
- Foster collaboration between development and architecture teams.
- Deliver faster, higher-quality products and services through Agile delivery.
- Design solutions capable of scaling with enterprise.
- Optimise costs through efficient and effective architectural designs.

Agile Coaching

Overview

Raptor's Agile Coaching Service provides advice and guidance to teams adopting Agile methodologies to deliver digital and cloud-based systems/services. Our coaches facilitate Agile ceremonies, offer mentorship, and foster a culture of continuous improvement, empowering teams to embrace Agile principles and practices effectively.

Service Features

- Delivered in accordance with the Government Digital Service Standard & Manual.
- Provide advice and guidance to Agile teams.
- Streamline Agile processes for efficiency and effectiveness.
- Clarify roles and responsibilities within Agile teams.
- Promote collaboration within Agile teams.
- Foster a culture of continuous improvement.
- Reinforce Agile principles within teams.
- Engage stakeholders to support Agile adoption and implementation.
- Assist teams in adopting and utilising Agile methods and tools.

Service Benefits

- Unbiased advice and support - Raptor is solution/product agnostic.
- Identify and mitigate risks early throughout Agile lifecycle.
- Enhance Agile team productivity and collaboration.
- Accelerate Agile adoption within organisations and products.
- Deliver faster, higher-quality products and services through Agile delivery.
- Improve communication and transparency within Agile teams.
- Minimise resistance to change through coaching.
- Cultivate an Agile mindset and culture within Agile teams.
- Foster innovation and creativity through Agile methodologies.

Cyber and Data

Cyber Metrics

Overview

Raptor's Cyber Metrics service quantifies and evaluates cybersecurity risk of your enterprise. Tracking and analysing key metrics (e.g. incident response times and patch management) enterprises can gauge their cybersecurity effectiveness, identify areas for improvement, and prioritise resource allocation.

Service Features

- Delivered in accordance with the Government Digital Service Standard & Manual.
- Determine key performance indicators relevant to cybersecurity goals.
- Define clear and measurable cyber security metrics.
- Compare metrics against industry standards and best practices.
- Utilise advanced tools for data analysis and visualisation.
- Identify trends and patterns in cybersecurity metrics over time.
- Generate concise and informative reports for stakeholders.
- Provide actionable insights for improving cyber security posture.
- Monitor metrics regularly for ongoing assessment and adjustment.
- Evaluate the effectiveness of cybersecurity measures objectively.

Service Benefits

- Unbiased advice and support - Raptor is solution/product agnostic.
- Identify vulnerabilities promptly to mitigate enterprise threats.
- Allocate resources efficiently based on threats.
- Faster, improved decisions based on analysis and insights.
- Optimise enterprise investments by focusing on impactful interventions.
- Compare performance against peers and benchmarks.
- Enhance trust and confidence through transparent cyber security metrics.
- Drive ongoing enhancements in cybersecurity posture and resilience.
- Foster innovation by identifying new opportunities.

Data Analytics

Overview

Raptor's Data Analytics Service extracts insights from your enterprise data. Through data collection, analysis, and visualisation, Raptor discovers patterns and trends, and tracks key metrics, to inform decision-making.

Service Features

- Comprehensively gathers data from required sources.
- Pre-processes data to ensure accuracy and consistency.
- Analyses data to uncover patterns, trends and discover insights.
- Present data findings through visualisations for clarity.
- Creates interactive dashboards for data visualisation and monitoring.
- Create tailored reports for stakeholders.
- Monitor key metrics for performance evaluation.
- Iterate on analytics processes for ongoing enhancements.

Service Benefits

- Unbiased advice and support - Raptor is solution/product agnostic.
- Identify and mitigate risks early through analysis and insights.
- Allocate resources efficiently based on enterprise priorities.
- Faster, improved decisions based on analysis and insights.
- Identify areas for cost reduction and optimisation.
- Optimise enterprise investments by focusing on impactful interventions.
- Compare performance against peers and benchmarks.
- Scale enterprise efficiently and effectively with data-driven strategies.
- Monitor and assess progress of ongoing enhancements in enterprise.
- Foster innovation by identifying new opportunities.

Service Management

General

Raptor's ISO9001:2015 certified Business Management System (BMS) defines the Project Management Framework Raptor uses to support service delivery and management. The PMF is founded upon the APM and Agile project management methodology and then enhanced for the implementation of cloud services to encompass the following cloud specific planning considerations:

- Suitability against customer needs by identifying the information types, services and associated business processes involved and assess the impact of moving them to the cloud. This may involve tailoring to a different delivery methodology e.g. Agile.
- Timing and triggers by assessing the architectural roadmap and project portfolio to identify the timing and trigger points for the use of cloud-based services.
- Financial aspects by considering the financial and budgetary impacts of implementing cloud services at a variety of levels; organisational capability by considering skills required/available in project and program management, relationship management, procurement and contract management, and services provisioning and management.
- Management of change by planning for comprehensive stakeholder engagement to inform and address concerns; review and governance by reviewing the governance model to ensure the structure, guidance and controls are adequate.

Technical Requirements

Raptor works closely with its customers to establish their detailed requirements and constraints, based on the above considerations. This is normally achieved through undertaking a short discovery phase. The outputs are then to tailored and a comprehensive plan agreed for implementing cloud hosting or software services solutions.

Delivery Phases

Raptor specifies the services it will provide against a specific customer's requirements through a detailed and fully priced proposal for formal acceptance by the customer. Services will be tailored for each customer but will normally be delivered in phases as follows:

- Initiation Phase
- Take-on/Delivery Phase
- Transition/Close Out Phase

On-boarding

In accordance with Raptor's BMS, all cloud services provision starts with an Initiation Phase which commences with effect from the formal Contract Start Date and is a short phase of activity that is designed to ensure a controlled start to service delivery and to identify and address any early areas of change or issues. The Initiation Phase will be tailored according to the customer need and services to be provided but will normally include:

- Initial Customer Meeting. To confirm that the customer's requirement remains as stated within the contract and that the Services Delivery Plan continues to meet the need.
- Confirm Information. Confirm that all necessary input assets and information items required for successful services delivery are available and of acceptable quality.
- Project Initiation. To ensure that all team members are fully on-boarded, aware of the defined requirements, timescales and all contractual terms and conditions relevant to their role in delivering the services, including any confidentiality and security requirements.

Off-boarding

The Close-out stage consists of the activities required to close a project and off-board the services delivery staff/team and will normally include:

- **Service Completion.** A service is completed when all contract requirements have been delivered and accepted by the customer. At this point, the services Close-out stage is initiated by the Project Manager.
- **Prepare for Closure.** Confirm that the expected outputs from the services have been delivered in accordance with the customer's requirement and that acceptance criteria have been met.
- **Confirm Outputs Delivered.** Confirm that the customer has receipt of all services outputs in a form that they can access, and that any additional information generated during services provision is made available should the customer require them for ongoing activities.
- **Evaluation.** An internal and a customer evaluation of the services provided are undertaken in accordance with Raptor's ISO9001:2015 certification requirements during which period, all team members are fully debriefed and Lessons Learnt.
- **Consolidation and Archiving**. Project information is to be consolidated where appropriate and checked that it is stored in accordance with the customers' requirements and Raptor's BMS.

Service Levels

Raptor provides services in accordance with our ISO9001:2015 Quality Management System (QMS).

Support is provided by staff on the following basis:

- Consultant's Working Day: 8 hours exclusive of travel and lunch
- Office Hours: 9am to 6pm Monday to Friday
- Working Week: Monday to Friday excluding national holidays
- Day Rates: See pricing information
- Travel, mileage Subsistence: Included in day rate within M25. Payable at department's standard T&S rates outside M25

Raptor's QMS requires a formal customer satisfaction evaluation to be undertaken during services provision and at services closure/transition to ensure levels of service performance meet or exceed customer expectations.

Ordering and Invoice Process

Requests for information about Raptors' Cloud Services should be sent to frameworks@raptorcsl.co.uk

Further guidance on the use of G-Cloud can be found at: https://www.digitalmarketplace.service.gov.uk/

Upon request Raptor will prepare a priced proposal in response to a customer requirement and for formal acceptance by the customer.

Raptor's terms and conditions include invoicing terms whereby fees are payable against valid invoices and within 30 days of the invoice being submitted to the customer.

Pricing

Raptor's pricing model is based on a Skills for the Information Age (SFIA) Rate Card within our Pricing Document which is published and can be accessed via the Government's Digital Marketplace.

Termination

Termination may be made either by consumers (customers) or by Raptor CSL in accordance with the G-Cloud Terms and Conditions and Raptor CSL G-Cloud Standard Terms and Conditions which are published and can be accessed via the Government's Digital Marketplace.

Information assurance

Raptor uses its CES Plus accredited Information System or customer-provided equipment to deliver its services. We use security cleared staff at the appropriate level to deliver services and adhere to HMG policy with regards to classified material.

Backup/restore and disaster recovery

Raptor's ISO9001:2015 certified BMS covers all aspects of our back-up/restore policies and procedures as well as a Business Continuity Plan for disaster recovery.

Training

Raptor provides services including Training Needs Analysis and design and development of formal learning and development approaches. Following industry best practice methods, we enable the creation and maintenance of comprehensive and well planned, risk-based Training Management activities, including for cloud software and hosting services solutions.

Not applicable to Raptor Service Provision

The following are not applicable to Raptor's Service Provision and are therefore not included.

- Data restoration / service migration
- Trial Service