

Service Definition for G-Cloud 14

Acuity Applied Limited

1. SERVICE OVERVIEW

When considering or implementing change programmes such as the implementation of Cloud solutions, it is important to ensure that the change is planned and managed effectively and efficiently. This service is designed to support planning for transition and undertaking that transition.

Types of support which would be provided under this Service include programme management, project management, change management, risk and issue management, project and programme governance and project management offices. Whilst many of these services can be delivered using in-house expertise, we recognise that there may be need to engage specialist external services to support this. This may be to address capacity issues without impacting business as usual activities, or to access the services provided by a specialist professional consultancy often for a limited period.

Acuity Applied Limited's Agile Transformation support service is designed to complement a customer's existing capability to provide assistance and advice. It is always our aim to promote knowledge transfer to customer teams, to upskill them and over time to reduce the reliance on external support.

2. DETAIL OF SERVICE DELIVERY

In order to deliver the Agile Transformation support service, Acuity Applied Limited uses expert consultants most of whom are experienced individuals with professional project and programme qualifications such as MSP, PRINCE2 and AgilePM, ICAgile, SCRUM.ORG, Scrum Alliance. We will agree appropriate service work packages with our clients to support the individual needs of each organisation.

One of our managing consultants will be charged with leadership of our team and ownership of our engagement, and will be responsible for ensuring our team is best deployed to deliver the services required.

We will always seek to be flexible with our clients and vary our services where required to help our clients to optimise the use of their own internal resources and maximise value for money.

All work is priced in accordance with the SFIA rate card.

3. ONBOARDING ACTIVITIES

The team providing each work package to the customer is comprised of our resources specifically selected for delivery of the appropriate service, ensuring clients are provided with the specific skill sets that will best deliver the services required. Before they start an assignment, our team will be briefed in detail by our engagement leader on the services required by our client, the broader strategy and aims of the work being procured and the service outcomes the client is seeking through our engagement. Our engagement leader will work with our client throughout delivery to ensure expectations are continually met and the service is delivered as required. 3

4. SERVICE MANAGEMENT

All customers are provided with a dedicated engagement leader who will be responsible for overseeing the delivery of the service. They will maintain close contact with the customer and with any resources deployed to monitor customer satisfaction and to identify any issues at an early stage. We also gather feedback at the end of each assignment either formally or informally to ensure continuous improvement.

5. SERVICE CONSTRAINTS

There are minimal constraints on the service we can provide to customers. In order to deliver services our customers may require, we can quickly scale our team by drawing on our pool of high-calibre professionals and deploy these flexibly to customers to meet service delivery requirements as required. Our teams can be delivered at short notice and on a short term or long term basis.

6. SERVICE LEVELS

Our managing consultants and delivery teams are generally available 8:30am to 6pm Monday to Friday, with access out of hours as required.

7. ORDERING AND INVOICING PROCESS

We have a flexible ordering process. Generally, we accept enquiries by telephone, email or face to face. Where the service is ordered, we provide confirmation using an online service allowing the customer to review the terms and confirm the order immediately.

8. TERMINATION TERMS

Customers can generally terminate the service without cause with five working days' notice. Where there is a need to terminate earlier than this, we will normally seek to accommodate it wherever possible.

9. CUSTOMERS RESPONSIBILITIES

Customer responsibilities include the provision of access to customer offices, office space and, where appropriate, IT equipment. In addition, customers are responsible for providing details of the initiative and the nature of support required, participation in workshops and meetings as required, and for verifying the satisfactory completion of the work.