

G Cloud 14 Business Change Services Service Definition Document



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1 Introduction to Sarax

Sarax is a solutions company combining expertise with practical management and direction to help grow the long-term value of a client's organisation. We will design, develop and integrate challenging technical and business transformation projects and programmes, using our plain innovative strategy model, rather than just promoting the latest business and project management models. Operating across public and private sectors, our focus to date has included:

- Policing
- Counter-terrorism
- Criminal Justice
- Security
- Transport

Our industry leading subject matter expertise enables us to put together tailor-made teams, focused on specific delivery targets. Setting us apart from conventional suppliers, our ethos is to become the "client's critical friend", building relationships to provide trusted opinion and direction. This has been material to the successful delivery of many programmes and projects. We offer guidance and best practice on all aspects of the solution lifecycle and empower our client's organisation to assume control of the resultant systems.

We are extremely experienced within sensitive, high availability locations and within operational policing and governmental environments. We understand that client operational capability is paramount, and that any disruption must be planned sufficiently and minimised where possible. Each of our subject matter experts has a track record in solution development and experience in both the private sector and the public sector, including various police and security agencies. We have security clearance to appropriate levels, enabling us to deliver solutions through to MOD and Government level. We are experts in Cloud implementation and migration projects and the associated business change, and we offer the following as part of G-Cloud.

- Support Services:
 - Cloud application support
 - Cloud business change
 - Cloud business strategy and roadmap
 - Cloud consultancy
 - Cloud design authority and delivery assurance
 - Cloud police digital evidence service
 - Cloud project management and technical assurance
 - Cloud service integration and management
 - Cloud set up and migration
 - Cloud solution design
 - Cloud tender support
 - Cloud transition services

- Hosting Services:
 - Sarax network connectivity and infrastructure as a service
- Software Services:
 - Evidence Warehouse Reporting Platform
 - Imabi Platform

Sarax has been able to develop all of these areas due to our experience in multimedia projects, understanding of the public-sector landscape and delivery of major programmes of work for policing and security services (BTP, MPS, Cheshire, Mi5), other public sector areas such as Network Rail, multiple Train Operating Companies (TOCs), London Underground and various private sector companies such as Worldcom, Level 3 Communications, Atkins Tyco and CNL. All our subject matter experts are security-vetted and have been hand-picked to ensure that they have in excess of the required experience and qualifications. However, it is seen as equally important that all of our staff have the correct work ethic and pro-active attitude to “getting things done”.

Sarax has a long history of managing change for our clients and so we are familiar with the processes and associated documentation that must be produced and maintained, whilst ensuring a flexible and cost-efficient approach is adopted. We understand and utilise early identification of risks leading to exception report submission and management of the mitigation.

Our approach, used many times over multiple public sector projects, is:

- Outline design and development of the costs and benefits to enable the creation of a business case
- Provision of information to senior management of business impacts, through life costs and programme durations
- Procurement strategy design assistance
- Pilot scope design for entities with a mixed level of maturity and readiness
- Survey and mapping of entity business processes and the transformational changes required to adopt cloud services
- Market assessment of cloud services, paying particular regard to the security and information assurance requirements
- Definition of a standards-based approach to implementation.

The Sarax approach can help you to achieve material benefits such as:

- Faster implementation of new cloud solutions
- Accelerated realisation of value
- Increased agility (reducing the time needed to develop and deploy new business solutions)
- Improved cost efficiency and optimisation of ICT
- More efficient and informative operational controls

2 Cloud Business Change Services

Sarax has experience in providing business change, communication and engagement services to support the delivery of SIAM, multi-sourcing, Cloud, transition and transformation programmes. We can support you in the adoption and embedding of cultural changes and benefits realisation through new methodologies.

The transition to Cloud-based solutions requires changing the way an organisation operates. This presents an opportunity for service improvements by changing processes and procedures. We can help you transform your services and operations, providing a smooth service transition, minimising risks to business continuity.

We will manage business change to deliver benefits for your Cloud initiatives by collaborating with your key internal and external stakeholders to build confidence in the change programme, identifying benefits, planning the transition and training staff as appropriate to support new ways of working within both agile and traditional environments.

Our services include:

- Helping you to develop a high-level change strategy
- Supporting you to develop and implement new services and changes to business models and organisational structures
- Helping you to effectively engage with your staff over change initiatives
- Programme managing the changes to ensure a seamless transition which realises all identified benefits with no disruption to your operations

Features

- We will help you to define your Cloud business strategy
- We will identify benefits and risks
- Collaboration with external and internal stakeholders
- Structured business change definition
- Identification of responsibilities for driving business change
- Change communications and training
- Process and operations rationalisation
- Benefits realisation
- Risk management and mitigation
- Organisation design

Benefits

- We will help with your organisational readiness and acceptance of change
- Business change benefits realisation
- Collaborative behaviours will become embedded
- Stakeholders, internal and external, will embrace the need for change
- You will benefit from the experience of other organisations' change processes
- Risks will be managed and mitigated
- Your organisational goals will dovetail with the new Cloud strategy

- We will help you to achieve a holistic approach to your business model
- Service dovetails with other Sarax Cloud support packages for a total solution
- Sectors: defence, justice, local authority, police, transport

3 Backup/Restore and Disaster Recovery

Our policy is to develop, implement and maintain business continuity management systems that help protect our own business and that of our clients. The scope of the policy applies to all of our operations and sites.

Solution design will define the client's requirements based around parameters including:

- Business criticality/risk
- Acceptable downtime/recovery time
- Budget
- Security risk
- Reputational risk

4 Onboarding and Offboarding

Onboarding of specialist cloud services requires little customer intervention apart from generation of the service order and specification of the service requirements and timeline. Onboarding can be achieving in days if required.

Offboarding of specialist cloud services should be specified in the service order or extension order. Typically, offboarding can be achieved within a week if the correct notice is provided.

Sarax provides a full project management service to facilitate all onboarding and offboarding activities, including:

- Supplier selection
- Planning
- Documentation
- Handover
- Training
- Data migration
- Service continuity

5 Implementation Plan

The Sarax delivery implementation approach will typically follow a checkpoint approach to minimise risk and ensure the most effective implementation is achieved, reducing re-work and complying with GDS guidelines.

Sarax Implementation services include requirements analysis, scoping, customisation, systems integration, policy creation, training and delivery. We will always develop a bespoke implementation strategy in line with the client needs to seamlessly blend business process and IT infrastructure.

It requires a flexible approach to delivery, typically following the below high-level stages:

- Requirement Definition
- Scope
- Design
- Assurance
- Alpha implementation
- Beta implementation
- Testing
- Handover

Best practice Implementation and project management skills will improve customer's environment and will include the following:

- Account provisioning and configuration consultancy
- Technical migration deployment consultancy
- Cloud strategy
- Pilot trial
- Implementations team with Security Clearance national vetting (SC) in place
- Custom integration services
- Business analysis and pre and post-delivery assessments
- Detailed planning workshop
- Deployment plan
- Discovery and project planning
- Fully accredited and certified consultants and product specialists
- Project plans and overall project management service
- Architectural design
- Identifying governance,
- Risk management, testing and migration
- Develop BAU strategy
- Controlled and planned migration

6 Service Constraints

There are no specific service constraints associated with the support services provided by Sarax. Individual client solutions may have service constraints based upon the particular system implemented.

Potential constraints (e.g. maintenance windows, levels of customisation allowed, system capacity) will form part of the system design and agreed with you prior to implementation.

7 Service Levels

We provide services as and when required. Many clients plan delivery of our services months in advance, but other require responses to circumstance beyond their control. Typically, we respond within 2 hours to all requests and can have services in place within 24 hours if required.

Service levels are derived in agreement with clients dependent on key factors including: business critically, budget. E-mail support is typically provided during a working day of 9am - 5.30pm. Initial response times are as agreed at the design of the service but typically will be within 2 hours.

Additional outside working hours support can be provided at additional cost if required.

Our support services are usually via e-mail and/or telephone with providing a personalised service for client rather than a priority ticketing system.

8 Termination Terms

Termination of the Cloud support services should be specified in the service order or extension order. Typically, termination can be achieved within a week if the correct notice is provided.

9 After Sales Support

Sarax delivers ongoing after sales support for bespoke or COTS solutions, this will include the main AWS/Azure cloud-based applications. Support will be managed through SLAs developed with the client to ensure that all aspects are fit for purpose and provide not only the correct level of support but the most cost effective support solutions. Our support solutions are cloud-agnostic, and will utilise the most appropriate applications to assist planning, deployment and migration.

Typically support packages will cover IAAS, PAAS and SAAS, for a fixed monthly fee or through a risk/reward or open-book basis. We will ensure that all applications are current and up to date, security settings are not compromised and the most cost effective strategy is implemented and maintained. This will result in a reduction in overall spend, cost effective solutions based on users real needs, improved operational efficiency through ongoing usage monitoring, low risk of operational downtime, consistent level of service and user experience and increased levels of management information at no additional cost.

10 Technical Requirements

There are no specific technical requirements associated with the support services provided by Sarax. Individual client solutions will have technical requirements based on the nature, scope and product build of the particular solution implemented.

11 Hosting Options

A fully configurable service that provides secure network connectivity and infrastructure as a service. The service is policy-driven, enabling users to implement greater levels of automation and orchestration for infrastructure tasks. Services include detailed billing, monitoring, log access, security, load balancing, clustering, and storage resiliency: backup, replication and recovery.

Features

- Fully configurable solution based on client requirements
- Interoperability with a wide range of services
- One platform supporting many infrastructure solutions
- Policy driven solution allowing unique user defined infrastructure configurations
- Service billed according to usage
- Flexibility to change configurations as demand changes
- Multiple UK datacentres provides resilience
- 24/7 support with user defined response times
- Internet connectivity across all UK Government networks
- Easy to expand and reduce service according to demand

Benefits

- Experienced Sarax consultants helping you to achieve a deliverable strategy
- We are completely impartial and offer objective advice
- Compliance with Digital by Default Service Standards and GSDM
- Ensures alignment with corporate business objectives and Enterprise Architecture
- Service dovetails with other Sarax Cloud support packages

- Compatible with agile or waterfall delivery approaches
- You will achieve state-of-the-art Cloud technology
- Aligns your objectives with the potential of the Cloud
- Drives maximum value from Cloud-based working

12 Customer Responsibilities

For any given call off requirement, the dependencies on the customer associated with the work (which will differ in each case) will be discussed and agreed before commencement, and form part of the Call Off contract.