# G-Cloud Service Definitions

For the provision of services provided via G-Cloud 13

## Anita Lines Limited

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# 1  Definition of services

## 1.1  Data protection services

We offer a complete range of compliance services to you to meet your statutory obligations under data protection laws, specifically the UK data protection legal framework and, when necessary, any applicable international and global legal frameworks .

Services include:

- Data Protection Officer (DPO) services – we can provide a DPO who will perform the statutory functions defined in UK, EU and, where necessary, worldwide data protection laws.

- GDPR compliance services – we can provide a full suite of services to facilitate your compliance with every mandatory obligation set out in the UK GDPR and, when necessary, any wider data protection legal frameworks applicable in other jurisdictions that may be engaged.  These services will include compliance services to any successor legislation such as the Data Protection and Digital Information Bill.

  UK GDPR compliance services include providing expertise, project and programme management, and implementation across the following broad areas of work:

  1. Accountability & governance
  2. Record of processing activities, including any transfers & ensuring adequacy
  3. Policies and procedures
  4. Embedding data protection compliance into business operations ('bau' & principles)
  5. Create and maintain satisfactory information security measures
  6. Create and maintain satisfactory data protection training
  7. Create and maintain satisfactory transparency notices
  8. Create and maintain
  9. business systems to respond to data subject requests, including compliments and complaints
  10. Create and maintain contracts and agreements compliance
  11. Create and maintain data protection impact assessments
  12. Create and maintain systems for the management of personal data breaches
  13. Create and maintain systems for audit and monitoring compliance
  14. Ensure data protection expert knowledge is kept up to date

- We can provide an evidence of compliance database to enable customers to meet the requirements of the Accountability data protection principles.

## 1.2  Project and programme management services

### 1.2.1  Project management services

We provide a full range of project management services for your cloud solutions.  These include but are not limited to:

- Project governance
- Business case and benefits management
- Project planning
- Monitoring and control
- Communications and reporting

- Change control and configuration management
- Quality planning, assurance and control
- Estimating
- Risk identification and risk management
- Project organisation including stakeholder identification & management, resourcing, PMO support, project team management
- Post implementation reviews

We specialise in delivery across a variety of systems development life cycles including Agile and Waterfall methodologies.

### 1.2.2 Programme management services

We apply common sense, realistic and helpful knowledge derived from years of successful experience delivering IT projects and programmes, backed up by relevant project and programme management qualifications, including PRINCE2 and Managing Successful Programmes (MSP).  With respect to programme management, our services include delivery across the following areas:

- Governance themes
  - Programme organisation
  - Vision
  - Leadership and stakeholder engagement
  - Benefits management
  - Blueprint design and delivery
  - Planning and control
  - Business case
  - Risk and issue management
  - Quality and assurance management

- Transformational flow
  - Identifying a Programme
  - Defining a programme
  - Managing the tranches
  - Delivering the capability
  - Realising the benefits
  - Closing a programme

### 1.3 Business analysis services

We can provide a full range of business analysis services to help you deliver your organisational cloud solutions.  Our team are qualified with the BCS International Diploma in Business Analysis and supporting qualifications such as project management, Agile business analysis delivery, and data protection compliance.

Services offered include:

- Strategy analysis
  - External environmental analysis
  - Internal environmental analysis
  - SWOT analysis

- Business and financial case
  - Ensuring the business case is made at the appropriate place in the project lifecycle
  - Identifying options
  - Structuring a business case
  - Investment appraisal
  - Presenting a business case
  - RAID and CARDI logs

- Business process modelling
  - Organisational context diagrams
  - Value propositions
  - 'As is' business process models

- 'To be' (future state) business process models
- Improving business processes
- Process measurement
- Business process models and notation

- Investigation/discovery techniques, including:
    - Prior research
    - Interviews
    - Observation
    - Workshops
    - Scenarios
    - User analysis
    - Prototyping
    - Quantitative approaches
    - Documentation

- Establishing the requirements
    - Requirements engineering
    - Defining the actors
    - Requirements elicitation
    - Building the requirements list
    - Requirements analysis
    - Requirements validation
    - Agile approach to requirements

- Documenting and managing requirements

- Requirements documentation
- Requirements catalog
- Managing requirements

- Modelling requirements
    - Modelling business use cases
    - Modelling system use cases
    - Modelling system data
    - Entity relationship diagrams
    - Class models
    - Modelling in Agile approaches

- Stakeholder analysis and management, including:
    - Stakeholder identification and analysis
    - Application of stakeholder management strategies
    - RACI & RASCI charts

- Defining the solution
    - Gap analysis
    - Formulating options
    - Defining business requirements
    - Business architecture

- Developing and delivering the business solution through the various stages of the business change life cycle.


## 1.4    Business continuity planning, implementation and management services

We offer practical business continuity planning, implementation and management services that aim to assist you to comply with the following standards:

- BS EN ISO 22313 – Societal security – business continuity – management systems
- BS EN ISO 22301 – Security and resilience – business continuity management systems – requirements
- BS ISO/IEC  24762 – Information technology – security techniques – guidelines for information and communications technology disaster recovery services
- BS ISO/IEC 27031 – Information technology – security techniques – guidelines for information and communication technology readiness for business continuity

## 2    Onboarding and offboarding support

We are happy to work with our customers to offer a full onboarding and offboarding support facility across our range of services.  For example, as a part of our data protection services, we will ensure that you are left with a full evidence of compliance database as a part of our ongoing and offboarding processes.  Evidence of compliance is currently a mandatory requirement in law, under the Accountability data protection principle.  We will ensure the evidence of compliance database documents completely all the work we have assisted you with.  We pride ourselves on setting clear expectations at the start of our service, throughout the service and at the end, so that you have a fully managed and fully supported service.

## 3    Service constraints including availability and support hours

We generally offer our services during normal working hours, which is Monday – Friday, excluding national holidays.  We can agree a greater degree of service provision for emergency cover, including disaster recovery and business continuity situations.

## 4    Service levels

Prior to commencement we will agree any service levels with you and provide delivery and ongoing reporting on service level outcomes.

## 5    After sales support

At the end of our service provision, we will ensure a full and thorough handover of all deliverables and documentation.  After the service has ended, we would always seek to respond positively to any reasonable request for information and support.

## 6    Technical requirements

We can offer our services deploying our own IT, hardware and software, including some cloud based provisions, or we can also adopt the technical hardware and software supplied by our customers, according suit customer preference and the exact service requested/

## 7    Business continuity and disaster recovery plans

When relying upon our own IT infrastructure, we have designed resilient solutions which are predicated upon one or more contingency options being available in the event of an occurrence of business continuity event that may prevent access to our normal business infrastructure.  When necessary and agreed, we will arrange to have secondary resource cover available.

## 8    Access to data (upon exit)

We always provide our customers with a complete handover during offboarding with access to a full set of documented information regarding the services we have been commissioned to complete.  Further we will set expectations regarding access to information and data at the start of our engagement, taking into full account customer requirements.  We further offer to customers any reasonable after sales support that is requested, which often entail being available to answer clarification questions, if there are any.

## 9    Security

We hold the Lead Auditor qualification for ISO 27001, the international information security standard, and also the Advanced Audit Skills. We bring these skills to bear when advising upon and implementing information security aspects of our cloud service solutions.