



G-Cloud 14 Service Definition Document

Purpose of this document

This document provides a high-level description of the services offered under G-Cloud 14. It is not meant to be exhaustive, if you have any question please contact us.

Our key service is consultancy towards Cloud Support (G Cloud 14 Lot 3).

Services provided

We provide Specialist Project and Programme Management relating to Cloud. This document summarises the key services we provide. We will discuss and agree with the customer which services we select and provide them in an approved custom-designed provision.

Generic Service: We summarise below the key aspects of our Portfolio, Project and Programme Management service:

Specialist Portfolio and Programme Project Management

We provide and have experience in both Waterfall and Agile project management. We ensure technical project and programme management take into consideration all the pre-requisites for successful delivery and adopt a robust approach to data governance and management. Additionally, we ensure that the complex domain of technical management is handled with carefully designed communication to a wide range of business stakeholders.

In all cases, we will prepare our implementation plan in very close collaboration with our customer and provide a secure-by-design, inclusive-by-design, and ethical-by-design solution.

Advisory

With years of experience in Government work, we can advise and provide advocacy for our customer, as well as assist in foreseeing challenges and be a “critical friend” to enable our customer to pre-empt and adopt a pro-active position towards a Cloud implementation project. Our advisory provision is very closely linked to our specialist Portfolio and Programme Project Management.

Assessment Services (includes P3M3 and AI Ethical Impact Assessment)

As part of the early stages of a Cloud implementation, our customers require a variety of assessment which will ensure a sound implementation delivery. For instance we are authorised to provide **Portfolio Programme and Project Management Maturity Model (P3M3) assessments**. A P3M3 will provide critical insights into risk management, financial management, stakeholder management, supplier management and other aspects. These insights will lead to a plan to ensure

your implementation inscribes itself in a mature environment and therefore is able to give you maximum benefit.

We also provide **ethical impact assessment** for your projects, especially relevant to artificial intelligence (AI) projects. Departing from conventional project management principles, we provide insights into transparency and other qualities leading to your users trusting your services. We are designing Ethical Assessment Products and Services which will provide you with a measurable ethical approach to your AI project.

Training and Coaching

As part of our implementation, we can design and deliver customised training packages. These may be conventional or more innovative, such as interactive sessions using “**serious games**” which use game artefacts to convey complex messages. For instance we can use a “Poker Game” to help stakeholders articulate and evaluate risks, and a board game with cards (see our criticalhack.com serious game) leading a lay audience to articulate and respond to cybersecurity as a corporate risk.

Specific services: below are a few examples of activities relating to data management, a likely key feature in our interventions:

- **Data Modelling, conceptual, logical, physical models:** organising your data into a design that reflects your organisation and provides answers to business questions. This activity bridges business processes and technical implementations.
- **Determination of data standards:** we can assist in adopting existing standards, or design internal standards to apply to your data. This is a key step to ensure compliance, including mandatory compliance with Government or national standards.
- **Data Quality Management, detecting issues and applying remediation:** it consists in designing and executing tests on your data to determine its quality, in other words, how easily can your data fulfil its purpose in the context of your organisation.
- **Data Collection Preparation and Analysis:** This is an activity which is critical in the development of Artificial Intelligence (AI) applications. It allows the optimum efficiency for your AI algorithms. In the case of AI development it is closely related to a feature determination stage, which we can approach in detail with you.
- **Data Architecture, integration in business and technology streams:** this activity engages the entire lifetime of your data and its optimum exploitation to fulfil the requirements set by your organisation. This will always have strategic implications and drive more tactical initiatives, all driving towards delivering your organisation’s objectives.

- **Business Intelligence, exploiting data to support business decisions:** there are pre-requisites and then specific approaches to exploiting data to a level that can give your organisation the required insight to plan its next move. Our extensive experience in business intelligence can advise and deliver on this data journey.
- **Data Visualisation** - making sense of data in engaging ways: we use our experience to ensure that key messages are conveyed through media and stories driven by your data.
- **Management information** - organising data into meaningful business concepts: Management Information is primarily geared towards giving a snapshot of your organisation at a specific time. It relies on your systems' provision of data into a reporting environment, and we advise on each element of that chain to ensure your data provides valuable information.

We support our customers along the entire Cloud solution implementation, or we can equally provide topical, specialist consultancy. Our services include:

- **Organisation analysis:** pre-implementation analysis, diagnosis of your organisation's systems. This can usefully contribute to your **business case for a Cloud solution** or strengthen it based on world class techniques. We provide P3M3 (Portfolio/Programme/Project Management Maturity Model) change capability assessments giving a baseline of your organisation's situation before you embark on a Cloud-based change programme and assessing the contribution of a Cloud solution to your organisation's maturity.
- **Requirements analysis and documentation:** We can design or assure your solution architecture based on your strategic objectives, this will ensure you choose the relevant Cloud solution for your circumstances. We carry out functional and non-functional requirement analysis and assess how your proposed solution may integrate with third-party or legacy systems and associated risks.
- **Solution selection:** we can perform an analysis of potential solutions and support you in evaluating the most applicable solution.
- **Advocacy:** we can help you and support you by ensuring your interests as a Client are completely taken onboard by the Cloud solution provider and help you negotiate the procurement of the solution.
- **Implementation management:** we plan and manage the implementation of the solution for you, acting as a bridge between the you and the supplier.
- **Training:** We provide and design training and assessment tailored for each user role.
- **Coaching:** Adopting a Cloud solution implies a lot of changes in ways of working, processes, and also roles carried out. We support this business change through planning and coaching, engaging your organisation's stakeholders onto the change journey.
- **Post-implementation review:** as independent consultants, we assess the implementation and address any gaps in your solution and measure its impact and expected outcomes, to demonstrate the benefits to your Sponsor.

- **Other services:** as independent consultants we are not bound to any solution or specific Cloud provider and are therefore able to provide product-independent and tailor-made services. Please contact us to discuss any other requirements you may have.

How we deliver our services

Pre- delivery service initiation:

We want to make sure that our services are clear to you. We will first discuss your individual requirements and we will design a solution which is documented in a “Statement of Works” which covers the extents of our intervention, expected products and outcomes.

We will define a service delivery plan covering all activities and management aspects.

Service delivery:

We will report to you on an agreed and regular basis, and can deliver in both Waterfall and Agile environments. We will hold regular formal meetings to ensure delivery is according to plan, document progress and escalate issues if required.

We will also carry out background activities such as risk management, benefits management and communication management to ensure a robust delivery.

As independent consultants we tailor our approach and discuss key aspects of service delivery with you. This in our view allows us to deliver maximum value as it is focused towards your requirements and not constrained by a specific solution’s functionality. Please contact us for any question relating to our service delivery.

Levels of data backup and restore:

As we manage your solution implementation, we will rely on your backup and restore functionality and do not provide a facility ourselves (as our services are under lot 3: Cloud support). If required, we can advise on the suitability of a given solution.

Onboarding and offboarding management:

These will be agreed with you following a requirement management and appraisal, then integrated into the implementation plan.

Implementation plan:

The implementation plan is summarised in this document. Most of our activities follow the very generic pattern below, which can be customised to respond to our customers’ requirements:

- Customer engagement,
- Requirements definition
- Engagement confirmed: We typically provide “product descriptions” for our deliverables (including services), and the engagement is formalised through your purchase order
- Planning definition and monitoring: we will share an implementation plan with our customer and conduct regular and frequent reviews, and assess progress, and any remedial actions if required.
- Delivery confirmation: This is formalised by a sign-off from the customer
- Post implementation support, which includes quality reviews to ensure the solution is embedded and provide the expected benefits.

Pricing overview:

Please refer to our pricing document

Service constraints (e.g. maintenance), service levels, and compensation

As our services are tailored towards supporting your solution implementation, we will advise on service levels and performance, and appraise their suitability for your organisation as well as remediation (which may cover improvement plans and/or compensation), should the solution fail to deliver its expected service levels.

Regarding our availability and hours of support, we pride ourselves in providing high availability, and if required, can provide 1 hour response service.

Ordering and invoicing process

We will commence our services following the receipt of a purchase order and unless agreed otherwise, will invoice approved progress on a monthly basis, payable within 30 calendar days.

Buyers and suppliers termination of contract

Implementation management plans will always have a defined closure point. Whilst it is unlikely that a customer may want to terminate an implementation contract before its full delivery, we can manage early exits and generally charge a pro-rata of our activities up to the point of termination (and follow the invoicing cycle above).

After sales support

We can enter into a supplementary contract for after sales support, this may be managed by an option in the initial contract or be the object of a new contract.

Technical requirements

As each engagement has its own specificities, we would specify any technical requirements at the engagement stage and these would be contained in our product definitions before contract. Generally though, there are no specific technical requirements for our own interventions.

Post-delivery:

We always want to deliver our best possible service and quality management is important to us. We will ensure that the customer is satisfied post-delivery through a post-delivery quality review and we welcome feedback in order to continually improve our service.