



**Service definition
document**



Contents

- 3. About us
- 4. Services – Workforce Planning and Workforce Management
- 5. Services – Mobile and Agile Working
- 6. Services – Project and Programme Management
- 7. Services – Cloud-based Talent Management
- 8. Services – Change Management for Cloud Solutions
- 9. Services – Business and Service Design
- 10. Levels of data backup and restore, and disaster recovery
e.g. business continuity and disaster recovery plans
- 10. Onboarding and offboarding support
- 10. Implementation plan
- 11. Pricing overview, including volume discounts or data extraction costs
- 11. Service constraints e.g. maintenance windows or the level
of customisation allowed
- 11. Service levels e.g. performance, availability and support hours
- 12. Repayment or compensation for buyers if service levels are not met
- 12. Ordering and invoicing process
- 12. Termination of a contract
- 12. After sales support
- 12. Technical requirements

About us

Camburg is a consultancy that specialises in providing change, Human Resources (HR) and Organisational Development (OD) support to the public sector. We can deploy a range of tools, methodologies and experience to facilitate a low risk adoption of cloud-based technology.

We have over 80 associates with a range of skills and experience in different sectors; the NHS, local government, central government, police and higher education.

We have a comprehensive understanding of organisational development and how to apply the most effective tools and interventions to support the improvement of individuals, teams and organisations. Our experience enables us to adapt and design an approach to meet the needs of our clients.

Our recent work involves a range of organisational development activities supporting boards and senior leaders including clinicians, to develop their effectiveness as teams and individuals including coaching and facilitation. Most of our work is gained via referrals from our existing clients and networks, based on the trusting relationships we have developed through our reputation for delivering work that is valued.

Services

Workforce Planning and Workforce Management

We assess the impact of cloud technology on your organisation, co-creating a new operating model that realises and maximises the benefits afforded by new technology. Working in tandem with your HR function, we will ensure your talent management, recruitment and retention strategies, processes and people are aligned.

SERVICE FEATURES

- Organisational Development and Design
- Mapping business requirements of your organisation to your people
- HR service re-design or ‘tweak’ as appropriate
- Support redesign of roles, responsibilities and reporting lines
- Stakeholder engagement and buy-in to new mode of operation
- Support HR-driven culture shift across organisation
- Align employment offer to sophistication of cloud solution
- Business case development for workforce strategy

SERVICE BENEFITS

- Workforce planning integral to benefits realisation of cloud implementation
- Recruitment and retention of staff delivers efficiency savings
- Improved staff retention increases corporate memory and thus service improvement
- Improved accuracy and monitoring of sickness and absence figures
- Allows HR staff to concentrate on more value-add activities



Mobile and Agile Working

We provide end-to-end advice, support and implementation for agile and mobile working. Our service encompasses business case creation, enterprise architecture and a synthesis of work streams covering people, process and technology. Our service incorporates, information assurance, security and benefits realisation. We are software / technology provider agnostic.

SERVICE FEATURES

- Business case creation, achieving the outcomes you envisage
- Understanding your business drivers, culture and existing infrastructure
- Programme and project management
- Overview of cloud applications and full suite of mobile communications
- Overview of devices; laptops, tablets, IOS vs Android
- Organisational Development at heart of change process
- Engagement with all stakeholders; Senior Responsible Officer (SRO), middle management and workforce
- Experience of estates management; rationalisation and change of use
- Experience in Central and Local Government, NHS, Adult Social Care
- Support procurement process, preparing tenders and evaluating responses

SERVICE BENEFITS

- Experienced team with track record of delivery
- Maximising benefits of cloud to allow delivery of cost savings
- Realising benefits of agile working to deliver effectiveness gains
- Cost savings and efficiency effectiveness results in better public services
- Synthesis and harmony between ‘people, process and technology’
- Collaborative approach delivers quicker, lasting cultural acceptance of change
- Information assurance delivered to highest government standards
- Stakeholder engagement central to our approach
- Creation of fit-for-purpose governance for project and business as usual (BAU)
- Relentless focus on benefits realisation and your desired outcomes



Project and Programme Management

We tailor project management to your requirements. We will transition you to a cloud based solution with minimal fuss, risk and disruption. We offer Waterfall, Agile and PRINCE2. Our project managers (PMs) balance people, process, and technology never forgetting that change management is an activity – not a tick box exercise.

SERVICE FEATURES

- Certified PRINCE2, Agile, Waterfall and Managing Successful Programmes (MSP) practitioners
- Business and service design, requirements gathering, stakeholder engagement
- Business case creation, including assumptions, benefits realisation and risks
- Creation of dynamic plan, milestones and objectives clearly articulated
- Risk register, risk management framework and governance
- Business impact assessment, change management and stakeholder engagement
- Information assurance, National Cyber Security Centre (NCSC) standards, guidelines and process
- Reporting, key performance indicators (KPIs), metrics and dashboards plus requisite governance
- Clearly defined handover to 'business as usual'
- Post go-live support

SERVICE BENEFITS

- Qualified programme and project associates de-risk delivery
- Experience across, Police, NHS, Central and Local Government, Third Sector
- Stakeholder engagement and belief in importance of cultural change
- Benefits of Cloud maximised in shortest realistic timescale
- Project team works collaboratively with your people
- Synthesis of people, process and technology embeds change
- No compromise on information assurance, cyber and physical security
- Robust programme and project governance, planning and reports
- Service improvements and increased customer satisfaction



Cloud-based Talent Management

Attracting, recruiting and retaining the best people is a fundamental part of delivering the very best public services. We will support you to develop a class leading cloud-based talent management function. We are software agnostic and will provide an independent appraisal of what the market has to offer.

SERVICE FEATURES

- Understand the recruitment challenges of your organisation
- Understand the retention issues facing your organisation
- Collaborate with you to define cloud talent parameters
- Create business case for moving to cloud or hybrid solution
- Support creation of new talent management operating model
- Engage with stakeholders in organisation
- Manage change to new ways of working
- Create and deliver KPIs to monitor performance
- Relentless pursuit of alignment between people, process and technology
- Creation of top 'XX' talent matrix for high value staff

SERVICE BENEFITS

- Reduction in recruitment costs
- Increased retention of high value staff e.g. hardest to replace
- Significant increase in resilience within organisation
- Succession planning more efficient and less expensive
- Risk to service delivery diminished
- Corporate 'memory' protected and nourished
- Introduction of dashboards and analytics underpins services quality



Change Management for Cloud Solutions

Change management to support cloud technology inspired business transformation. We harmonise the relationship between ‘people, processes and technology’ to ensure new ways of working are quickly understood, accepted and embedded within your organisation. We take time to engage all stakeholders – delivering the most efficient ROI whilst minimising risk.

SERVICE FEATURES

- Impact assessments, business case creation, robust governance
- Robust project management skills; Agile, PRINCE2, Waterfall and MSP
- Focus on harmonising the balance between people, processes and technology
- Bring change to life, demonstrating ‘what it means to me’
- Understand different public sector context; NHS, Local and Central Government
- Stakeholder management and engagement
- Alignment of organisation culture to new ways of working
- Communication of benefits of cloud – whilst listening to staff
- Knowledge transfer to your organisation – change tools

SERVICE BENEFITS

- De-risks transition to new operating model
- Supports benefits realisation by making change as painless as possible
- Inculcates idea of continuous improvement within change management model
- Co-operative approach – we work with you to effect change
- Transparent, robust project management
- Transparent, robust governance
- Focus on people and culture speeds acceptance of change
- Real buy-in to new ways of working delivers Return on Investment (ROI)



Business and Service Design

We support technology implementation by understanding your business requirement, creating a new operating model, and managing the change within your business. Our multi-disciplinary team works with your people to deliver the outcomes you originally envisaged. Inspirational digital service design for organisations that care about its people and customers.

SERVICE FEATURES

- Creation of new operating model
- Service design, incorporating people, process and technology
- Business design, incorporating people, process and technology
- Sophisticated change management capability
- Organisational Development and Design
- Impact of cloud on all aspects of organisational activity
- Impact of cloud on ICT function within organisation
- Information assurance, GDPR compliance and security
- Collaborative approach to service design
- De-risks service transition stage of transformation

SERVICE BENEFITS

- Clarity of approach de-risks transformation
- Business benefits articulated clearly with route map to realisation
- Move to cloud is holistic; technology plus people and processes
- Requisite amount of effort spent engaging stakeholders beyond ICT
- Security and information assurance given prominence in all designs
- Access methodologies pertinent to subject area, ITIL and PRINCE2
- Affords flexibility to public sector service delivery



Levels of data backup and restore, and disaster recovery e.g. business continuity and disaster recovery plans

Not applicable to our service – we will work in tandem with providers of this service to ensure workforce data is stored and backed up with the requisite resilience. Equally, we will work with in-house teams to ensure their business continuity plans are in place if requested to do so.

Onboarding and offboarding support

We will work closely with you to ensure the onboarding / offboarding process is managed from a people, process and technology point of view. The business outcome driving the change is always upmost in our mind. Minimising risk and disruption is our philosophy when it comes to onboarding / offboarding.

Implementation plan

We provide workforce planning and workforce management consultancy to support the implementation of a cloud-based technical solution. Our focus is always on the people aspect inherent in the adoption of a new technology platform.

We can provide an end-to-end planning process that looks at ‘people, processes and technology’. We begin by looking at your business requirements, marrying them to what is technically possible, and work with you to deliver a solution that best fits your organisation. Organisational Development is at the heart of our approach. We will help you create an enhanced employment offer for your staff and maximise the benefits cloud technology has to offer. We will work with your HR team to show them what the technology is capable of and how they might deploy it in the context of your organisation.

We will support and guide you through the requisite changes to processes and create a workforce plan that draws on the power of cloud computing. We take a methodical approach to requirements gathering, stakeholder engagement, service design, process improvement, security and technical architecture creation. Our approach is predicated on co-creation and collaboration. Our people are conversant with a variety of technical and project management methodologies; PRINCE2, Agile, Waterfall and ITIL.

Pricing overview, including volume discounts or data extraction costs

Please refer to the SFIA rate card for our pricing. As a consultancy service we create bespoke solutions for each of our clients. We are happy to discuss discounts for a greater volume of work. We do not provide data extraction as a service.

Service constraints e.g. maintenance windows or the level of customisation allowed

Not applicable to our service – we are providing supporting consultancy with regard to people (workforce).

Service levels e.g. performance, availability and support hours

With regard to performance around workforce planning and management we will agree metrics; milestones, measurable objectives and outcomes with each client.

Where we are involved with a technical implementation, we work with security experts and accreditors versed in the requisite set of NCSC information assurance and security standards and guidance. Our team comprises subject matter experts that provide quality assurance and performance testing in a technical and business capacity. We offer quality assurance and performance testing though the life of a project or programme from its inception to completion. We will put in place a quality assurance (QA) framework that will comprise a significant part of a template for continuous improvement.

We provide bespoke consultancy services around people (workforce) and as such will normally work regular office hours (0830 – 1800). Should a client wish to structure support outside of these hours, we are always open to discussions to tailor the service accordingly.

Repayment or compensation for buyers if service levels are not met

Clarity of scope of the work we undertake on behalf of clients is paramount. Our contractual terms and conditions allow for termination of a contract for non-delivery of agreed objectives. We are happy to work with the standard G-Cloud terms and conditions. We hold all the requisite insurance cover for the type of consultancy we provide. We are happy to agree terms with clients to give contractual reassurance that restitution will be made in the event of the service not achieving the objectives, outcomes or milestones stipulated.

.....

Ordering and invoicing process

We create bespoke proposals in response to a client's brief. Once this has been discussed with the client, to include measurable deliverables, objectives and milestones, a price (using our SFIA rate card) and payment schedule – we will add this to either our contract or should the client prefer, the standard G-Cloud contract.

.....

Termination of a contract

Our terms and conditions allow for termination of the contract if either party gives the requisite notice, or immediately if either party has committed a material breach. We would be open to creating a bespoke agreement with a client to suit their requirements. We are happy to sign up to the G Cloud standard contract if the client prefers.

Details of our termination approach can be found in section 4 of our Terms and Conditions document.

.....

After sales support

Not applicable

.....

Technical requirements

Not applicable

