Discovery Audit & Gap Analysis
Service Definition Document

Astraeus are experts in the delivery of user-focused digital transformation and Cloud solutions that adhere to Digital by Default service standards. Our services enable public sector organisations to capitalise on the opportunities of digitisation. From discovery through delivery, change management and integration, our modular services span the project lifecycle.

We have a wealth of knowledge and experience in the successful delivery of comprehensive Discovery Audits across Digital, Technology and Systems implementations. We offer a flexible and scalable Discovery Audit Service (DAS) that facilitates an informed analysis into the organisation's current capability/ capacity, identifying any gaps and/ or risks posed by the legacy set-up. We use the data findings to provide a range of insightful recommendations to the organisation, based upon its current challenges and future requirements. Astraeus provides a fully costed technology roadmap, comprehensive skills gap analysis and an implementation plan designed to execute the organisational strategy. Our credible insights support organisations through procurement processes, systems implementations, and transformational change, identifying tangible opportunities to drive both cost and process efficiency.

Discovery Audit and Gap Analysis

As experts in the provision of comprehensive analysis for Cloud adoption, including the identification of gaps/risks along with insightful recommendations for change, Astraeus' services have the potential to significantly influence business strategy, providing key stakeholders with the information required to inform budgetary commitments and enable cost-efficient delivery.

Stakeholder Engagement	Financial Budgeting
Improved risk management in project delivery and live service through engaging key stakeholders/customers in the change process, ensuring they understand the benefits associated with Cloud adoption.	Cost control and management through the provision of a detailed resource plan, including gaps in current capability/ capacity, coupled with detailed costings for the delivery of the chosen outcomes.
Analysis and Insight	**Roadmap**
Comprehensive business analysis, process analysis, business problem identification and requirements gathering, allowing us to present a range of insightful recommendations for change.	Provision of a robust operational and strategic roadmap. The roadmap will be carefully designed with the customer in order to ensure the successful execution of the agreed project outcomes.
Cost Savings	**Recommendations**
Identification of potential saving opportunities through business process change, Technology/ Cloud adoption and flexible delivery modelling.	Accurate data findings enable us to make sound, evidenced recommendations for change. Our services instil confidence in key decision making and risk management.

Features
- Digital strategy, statement of business needs and roadmap planning
- Benchmarking of current landscape and agreed success criteria
- User research to fully understand scope and user needs
- Feasibility study to identify needs and constraints
- Production of outline operating model for cloud services
- Identification of key change drivers and barriers
- Indication of potential savings derived from the cloud adoption
- Discovery, situation review, issue assessment and business objectives review
- Business analysis, process analysis, business problem identification, requirements gathering
- Full business case, resource planning, costings and recommendations

Benefits
- Greater clarity around the business need for cloud services
- Comprehensive detail about the scale/nature of the project
- Informed understanding of potential risks and associated mitigation
- Engagement of stakeholders/customers in the cloud implementation process
- Better understanding, definition and presentation of user needs
- Mitigation of risk and issues in project delivery/live service
- Greater clarity and accuracy of costs/benefits of cloud services
- Clear process for requirements' specification and prioritisation
- Informed analysis of solution, service options and recommendations
- Team of strategy/ design/ technology/ delivery experts

Information Assurance

Astraeus's information assurance capabilities support both our internal requirements for appropriate security controls alongside those of our customers. Our diverse portfolio of projects and customers mean that we have extensive experience in working with information and systems at all impact levels (IL 0 to IL 6+). We are proud to be a Cyber Essentials Plus certified organisation.

Data Restoration / service migration

We work closely with Buyers in the migration of data from legacy solutions to new cloud solutions.

On-boarding and off-boarding processes / scope

Astraeus agrees specific on and off-boarding processes for all work packages. Agreed processes are always tailored to the Buyer's individual requirements to ensure the effective transition of resources alongside the management of data, assets, corporate memory, and operational integrity.

Pricing overview

Please refer to Astraeus's Pricing and SFIA documents.

Combination pricing

Astraeus's services can be bought separately or together; combination pricing is offered accordingly.

Account management

A G-Cloud Account Director/ Manager is allocated to each Buyer. This individual is responsible for overseeing the delivery of service(s) – closely monitoring the assignment's progress, ensuring that any risks or issues are appropriately managed to ensure that all activities are delivered in accordance with the agreed scope, deliverables, and timeframes. Through structured customer relationship management, Astraeus's G-Cloud Account Director/ Manager remains in regular contact with the Buyer to ensure their satisfaction with Astraeus's service(s).

Service constraints

Bespoke services, such as those in scope of 'G-Cloud 14, Cloud Support Services' are not subject to specific service constraints.

Service levels

Astraeus recommends that we enter into a performance-based Service Level Agreements with each Buyer. The implementation of bespoke service levels represents the positive obligation of both parties to deliver a mutually beneficial partnership which supports end user activities and facilitates effective measurement and monitoring of the work package. Due to the diversity of services in scope of 'G-Cloud 14, Cloud Support Services', service levels must be closely tailored to each assignment. Agreed performance parameters/ service levels form part of the Call-Off agreement.

Recompense model

Financial recompense for the services in scope of 'G-Cloud 14, Cloud Support Services' are related to the actual losses incurred through specific engagement issues. Financial penalties must be aligned to the assignment, with the agreed financial recompense model cited within the Call-Off Agreement.

Training

Wherever possible, Astraeus ensures an effective knowledge and skills transfer from the consultant(s) to the Buyer. Through knowledge empowerment, Astraeus guarantees the ongoing efficiency of the assignment and full embedding of the new system/ service.

Ordering and invoicing

As an approved and accredited supplier to multiple government frameworks, Astraeus is used to working with Buyers to agree tailored ordering and invoicing processes. Typically, a purchase order is issued following the Buyer's confirmation of the purchase of a service and the signing of the Call-Off contract. Accompanying single or consolidated electronic invoices are issued with an authorised statement from the Buyer which confirms the number of units worked/ charged for and the Buyer's satisfaction with the work undertaken and delivered. Payment terms are 30 days from receipt of invoice.

Termination terms

Astraeus's standard terms and conditions include clauses which facilitate contract termination by either the consumer or the supplier.

- By the consumer: Termination can commence without notice in the event of a customer citing dissatisfaction with the service provided and the issue not being rectified within an agreed timeframe, or in the event of a material breach of contract.
- By the supplier: In the unlikely event that Astraeus was to withdraw from 'G-Cloud 14, Cloud Support Services' a minimum 30 days' notice would be served. Ongoing assignment commitments would be maintained through to completion in accordance with the terms of the Framework Agreement.

Customer responsibilities

Customer responsibilities are closely aligned to the assignment and as such, these must be discussed and agreed with the Buyer prior to the commencement of the assignment. All responsibilities are clearly cited within the Call Off contract.

Technical requirements / service dependencies

The technical requirements / service dependencies for the services offered under 'G-Cloud 14, Cloud Support Services' are specific to each Call-Off. Such detail must be discussed and agreed with the Buyer prior to the commencement of the assignment.

Trial services

If a Buyer wishes to engage Astraeus on a trial basis, we will work with the Buyer to agree an appropriate trial period.

Social Value Commitment:
Supporting the government's 25-Year Environmental Plan (25YEP)

Astraeus is an ISO 14001 accredited business which has the correct processes, procedures, and systems in place to manage environmental issues – enabling us to effectively support the Government's 25-Year Environment Plan (YEP) and Environmental Improvement Plan (EIP) by matching improvement initiatives with targets to measure progress. Over the years, we have continued to challenge our ability to reduce the impact that our business operations have upon the environment. As a proud member of the Morson Group, we are working together to achieve our shared pursuit of Net Zero by 2030.

Adapting to climate change	Minimising waste
Reducing our carbon footprint and working towards Net Zero by 2030 requires a multi-faceted approach. Astraeus is committed to reaching this target by reducing energy consumption, investing in renewable energy sources, deploying hybrid/ electric vehicle fleets, promoting hybrid working, sustainable procurement, and carbon off-setting.	Environmentally sound waste management and recycling facilities are available at all Astraeus offices, and we divert all non-recyclable waste for energy processing. This helps reduce reliance on fossil fuels, generates renewable energy, and minimises the environmental impacts associated with waste disposal, in accordance with the priorities of the 25YEP.
Enhancing biosecurity	**STEM focus**
As part of the Morson Group, Astraeus partners with Treeapp to support its reforestation efforts. We always identify suitable planting sites based on ecological considerations and select tree species that are well-adapted to the local environment, to maximise their ability to support biodiversity protection in the community.	The Morson STEM Foundation continues to change lives by creating new pathways into education and training. With participants developing a deeper understanding of environmental issues and the scientific principles underlying them, through STEM education, communities can build a more environmentally conscious and resilient future.
Sustainable procurement	**TOMs Framework**
Astraeus always endeavours to work with local suppliers, and we proactively target SMEs and minority owned suppliers to promote diversity and sustainability in the supply chain within local communities.	We consistently demonstrate our commitment to local environmental objectives by transparently reporting on environmental initiatives using the National TOMs Framework for measuring Social Value.

Contact

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