

G-Cloud 14

Cloud Support Service Definition

Roelto - Visual Collaboration Services (R-VCS_v)

SharpCloud Cloud Support

Roadmapping and ISO 44001 Collaboration



**Accredited ISO
44001 Facilitator**



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1. Introduction

1.1 Company Overview

Roelto helps people to visualise their data in a way that they can understand, enabling them to collaboratively find answers to their questions. This is achieved by delivering visual and collaborative roadmaps with a specific focus on Strategic Portfolio Management (SPM), powered by SharpCloud. Roelto, a London based organisation founded in 2009, provides integrated collaboration and data visualisation solutions and services called R-VCSS (Roelto – Visual Collaboration Solutions and Services) to both public and private sectors.

Businesses, organisations, and people are frustrated with the complexity in getting trusted, quality data and being able to see it, understand the connections and use it in a simple way. In addition, hybrid working (even before COVID 19) made collaborative working and sharing data and information even more challenging. The result is a disconnect between people and the business strategy and the portfolio of projects/work.

Our aim is to help you connect and align your business Strategy and Portfolio of work, use your data effectively, increase productivity and performance to successfully deliver your strategic objectives and outcomes. Roelto using the SharpCloud platform, achieves this by visualising your data and enhancing your collaboration capability using Roadmaps, so you can connect, **disconnected** Organisations, People, Processes and Systems to uncover insights, and simplify complex business and strategic/project decision making.

Roelto is a SharpCloud Business Partner and has been delivering SharpCloud Stories (solutions), since 2009 and has accredited ISO 44001 (BS 11000) collaboration facilitators since 2012.

1.2 Removing the Disconnect

Roelto's target, using the SharpCloud platform in conjunction with Roadmapping and the ISO 44001 collaboration framework is to improve your strategy execution through people, process and technology by **connecting** organisations, people, processes and systems/data, using visual collaborative roadmaps.

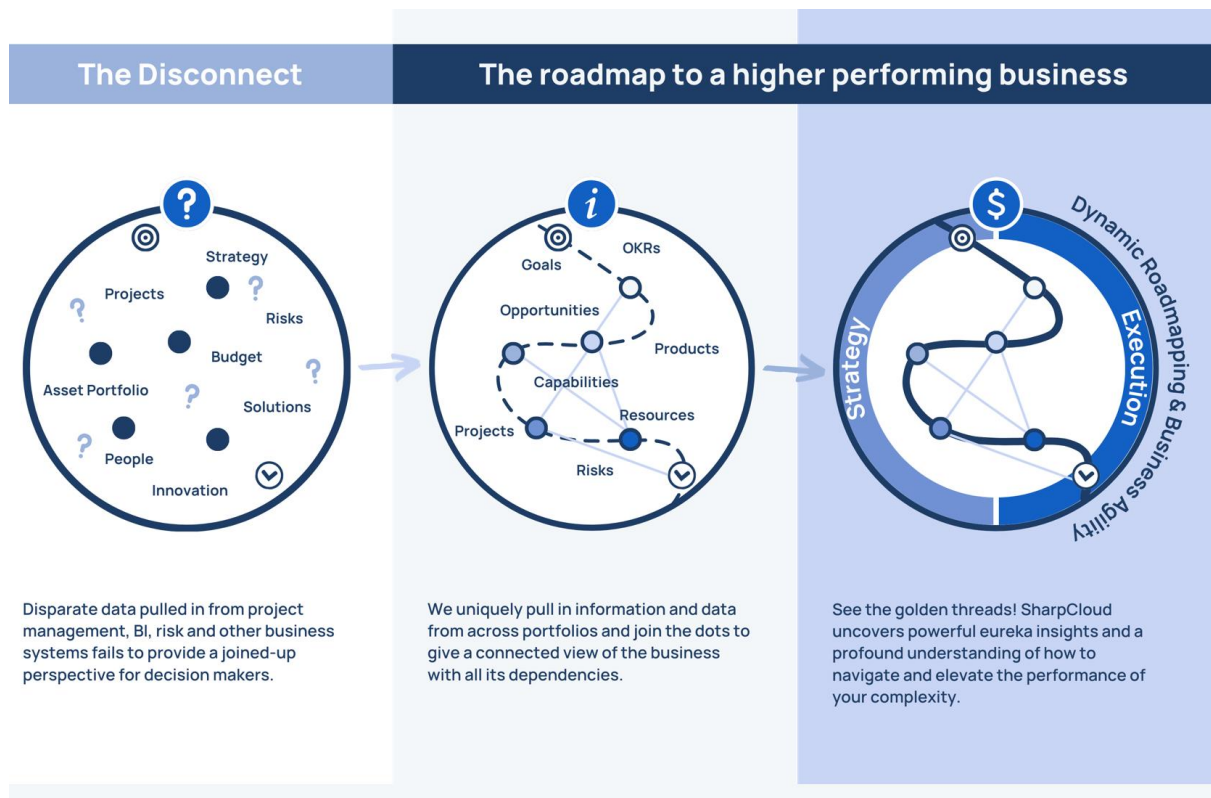


Figure 1 Roadmaps to connect your business and improve strategy execution.

1.3 Roelto Visual Collaboration Services (R-VCS_v)

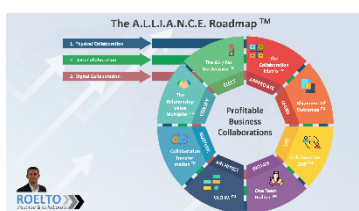
These are the R-VCS_v Cloud Support Services for SharpCloud (Cloud Software):



SharpCloud Professional Services – these services are listed in the SharpCloud Work Breakdown Structure (WBS) and includes 7 key Work Packages (WP's) and are the basis for the SharpCloud Deployment Methodology, supported by our Quality Management System and are applied to all SharpCloud solutions.



Roadmapping – SharpCloud is a visual collaborative roadmapping platform. The V.E.N.T.U.R.E. Roadmap provides the structure, processes, and capability to support the development and delivery of roadmapping as a recognised business process & Strategic Portfolio Management, enabled by the SharpCloud platform.



ISO 44001 Collaboration Services - enables integrated physical (organisation/people/processes), digital and data collaborations, and facilitates SharpCloud user adoption so you can work together to deliver mutually agreed outcomes that creates new value, facilitated by The A.L.L.I.A.N.C.E. Roadmap.

Each of these services can be purchased separately or a combination thereof depending on your requirements.

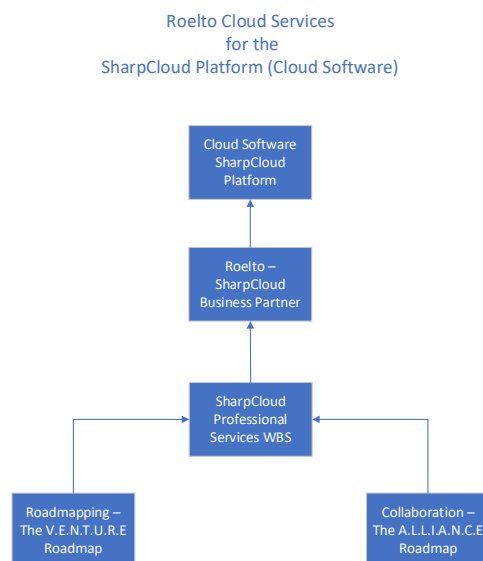


Figure 2 Roelto Cloud Services for the SharpCloud Platform (Cloud Software)

The model below shows how each of these services can be used to ensure that your Business Visual Collaborations, powered by SharpCloud are aligned to your business objectives and outcomes.

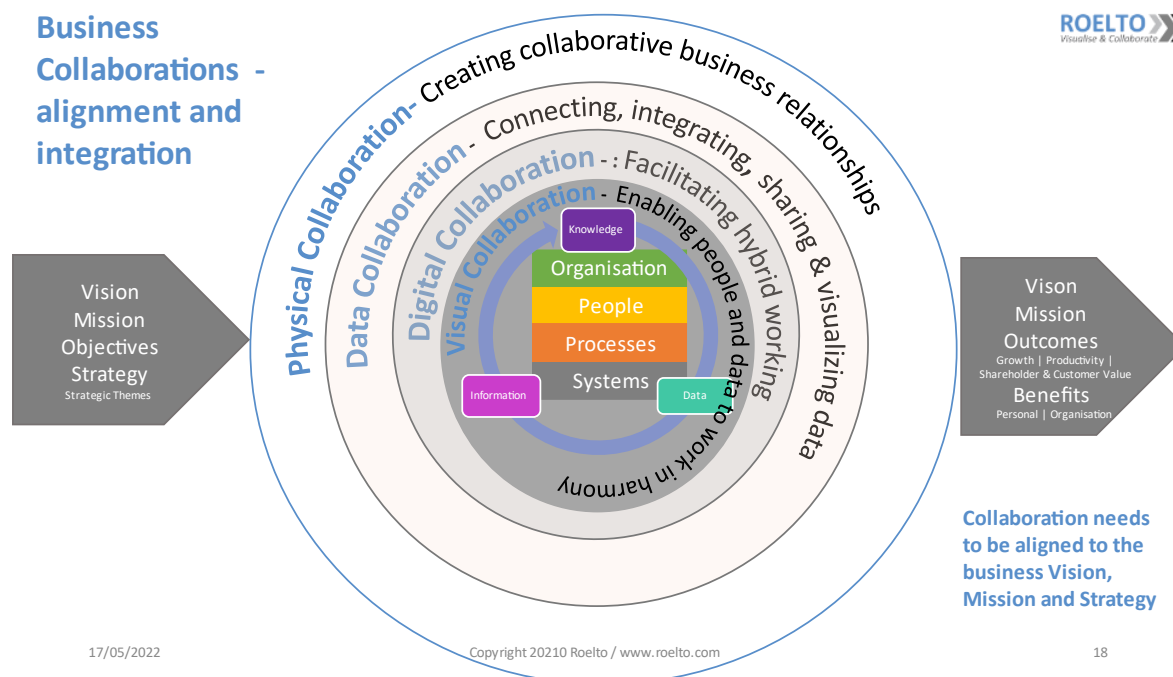


Figure 3: Roelto Business Visual Collaboration Alignment and Integration Model

1.4 Value Proposition

Many organisations have different cultures, ways of working and use various Line of Business Systems (LoBS) such as Finance, Project Management, Risk, etc. to run their business and work with other people outside of their organisation. This typically results in very complex, manual processes, with multiple meetings, strained relationships, and disconnects. It is further compounded by restrictions on how and where you work (“islands of expertise”), countless spreadsheets and presentations that create “data silos” that are continually being updated and communicated manually, forcing you to work in a very inefficient way.

The challenge for you is: *“How do you work more collaboratively and simplify these processes so you can see and combine this data and information all in one place, to uncover insights, work collaboratively and simplify complex business and project decisions?”*

By combining data visualisation and collaborative working using SharpCloud, Roadmapping and ISO 44001, this approach provides a complete, proven and trusted service to help meet and deliver your strategic objectives and outcomes successfully. You will be able to:

- **Enhanced Collaborations:** Work collaboratively helping you to enhance stakeholder engagement and increase performance, productivity, competitiveness, and trust.
- **Innovation Enablement:** Generate ideas and opportunities to innovate, create and deliver new value, ensuring alignment of projects and strategic priorities.
- **Business Connectivity:** Unlock agility by embracing your business complexity and use Strategic Portfolio Management (SPM) roadmaps, powered by SharpCloud to uncover insights and gaps between strategy and execution.
- **Relationship Facilitation:** Cultivate collaborative relationships to facilitate better engagement, continuous improvement, and productivity.
- **Cost Reduction:** Identify underperforming initiatives and eliminate duplication by linking cause and effect relationships, reducing costs, and minimizing waste.
- **Continuous Connectivity:** Enable continuous connection and visibility among organizations, people, processes, and data, fostering adaptability to change, risk management, and openness to future opportunities.
- **Data Transparency:** Reduce “data silos” and “islands of expertise” and provide data transparency and knowledge sharing, enabling you to map between skills, projects, processes and technology.
- **Efficiency Gains:** Use preconfigured SharpCloud R-VCSL and tools to save over 50% in time and cost to implement your visual collaboration solutions.
- **Strategic Alignment:** Create “Golden Threads” that bridge the disconnect between projects and strategy to transform your planning to focussing on the right projects and initiatives, accelerating business competitiveness and performance.

- **Information Accessibility:** Update data automatically and share information, digital content and insights with other people securely, so that everyone can see the complete picture.
- **Nimble Planning:** Enable nimble planning and real time updates with seamless integration with over 200 other business solutions/systems, enhancing adaptability and responsiveness.

These propositions collectively contribute to developing visual Strategic Portfolio Management, Project Portfolio Roadmaps, and forging collaborative and profitable business relationships, ultimately delivering greater value for money, boosting productivity, improving team performance, and focusing on outcomes.

1.5 What the Service Provides

An overview of each service support is provided below:

1.5.1 SharpCloud Professional Support Services

Roelto is a SharpCloud Business Partner and has been developing and delivering a wide range of SharpCloud Solutions/Apps since 2009 across multiple industry sectors, internationally.



Figure 4: SharpCloud Data Visualisation & Collaboration

SharpCloud Professional Services include:

- **SharpCloud Introduction and Overview** - this is typically an interactive ½ day workshop meeting to understand the requirements and to share insight with regards to previous implementations, lessons learnt and how SharpCloud can be used. Based on a current need a working example is collaboratively co-created and shared for post review.

- **SharpCloud Training** - Standard One-day and Two-day training courses are provided along with training for tailored solutions and specific requirements.
- **Business Process and Data Analysis** - complete an “As Is” and “To Be” analysis of the end-to-end process(s) and associated data to agree the changes and agreed priorities to create a minimal viable product (MVP). This is done collaboratively, typically completing a Makigami¹ Workshop, business process analysis and data mapping.
- **SharpCloud Deployment** - using Roelto’s agile R-SCDM (SharpCloud Deployment Methodology and WBS) the configuration of R-VCS_L and or SharpCloud Stories and associated data attributes (data, view templates, resource stories and project samples) are configured based on the prioritised Minimal Viable Product (MVP), including integration, testing, training and support where applicable.
- **R-VCS_L Deployment Support** - configuration, parameterization and training of R-VCS_L, powered by SharpCloud. Refer to Roelto Cloud Software for a list of R-VCS_L Solutions.
- **SharpCloud Advice and Support** - advice on SharpCloud and ongoing support of SharpCloud solutions and R-VCS_L via the Roelto External Service Desk

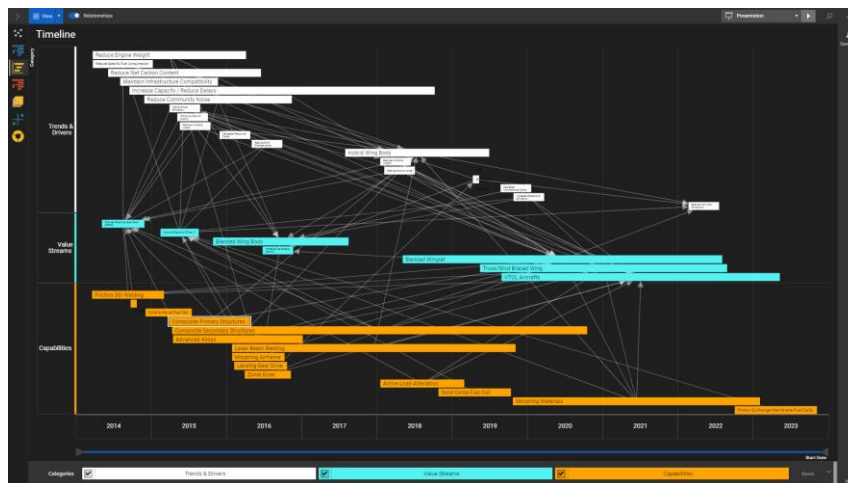
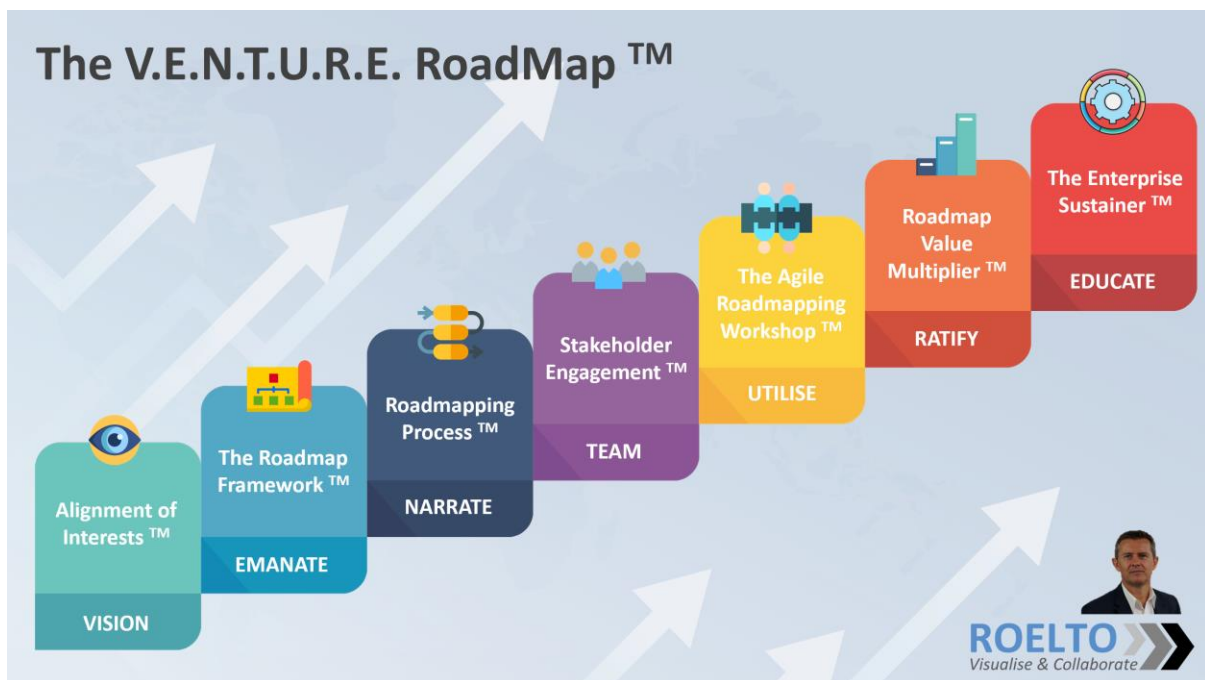


Figure 5: SharpCloud Timeline View

A more detailed plan of action/proposal including the SharpCloud Work Breakdown Structure and Project Plan for each SharpCloud solution will be provided upon request. Refer to SharpCloud Professional Support Services for more details.

¹ Makigami is a systemic process improvement method originating at Fujico Japan in 1996

1.5.2 Roadmapping Support – The V.E.N.T.U.R.E. Roadmap



The **V.E.N.T.U.R.E. Roadmap** provides you with a 7-step process to develop your roadmapping business process and how to create, visualise and utilise your roadmap, using SharpCloud. Each step is summarised below.

1. **VISION – Alignment of Interests:** This identifies Why Roadmapping is needed in the business, the champion/leader and scope where roadmapping will be applied, including outcomes (what good looks like) and benefits, a high-level plan and associated risks and opportunities.
2. **EMANATE – The Roadmap Framework:** Designing the *corporate Roadmap Framework (cRMF)* both format and structure, aligned to your Vision, provides a starting position for the co-creation of your Roadmaps that are “standardised” and can be **connected** to create a Strategic Portfolio Management Roadmap framework that can be applied in SharpCloud.
3. **NARRATE – The Collaborative Roadmapper:** This establishes how roadmapping will be managed and created consistently in your business, the roles and responsibilities, key steps that need to be completed, data requirements and sources, including the supporting tools, SharpCloud templates, and workshops.
4. **TEAM – The Adoption Blueprint:** Identifies the key stakeholders for both Roadmapping management and creation at all levels of the Roadmapping process, to lead and support the changes and innovations in the form of new products, services and systems.
5. **UTILISE – The Agile Roadmapping Workshop:** This is a 6-step workshop that co-creates a specific Roadmap using your Roadmap Framework(s), identified Stakeholders and Roadmapping process. (This is where you could start first as a Proof of Value/Concept, before implementing the complete 7 step Roadmapping process).
6. **RATIFY – Roadmap Value Multiplier:** Ensures that your roadmap is “put to work”, forms part of the ongoing business planning, integrated into operational

business processes, is reviewed and provides the necessary KPI's, information and cross functional "golden threads" to deliver the desired outcomes and benefits.

7. **EMBED – The Enterprise Sustainer** - This is a continuous improvement process that looks at how roadmapping can be developed further, used and sustained across your business and with external business partners where appropriate.

1.5.3 ISO 44001 Collaboration Support – The A.L.L.I.A.N.C.E. Roadmap

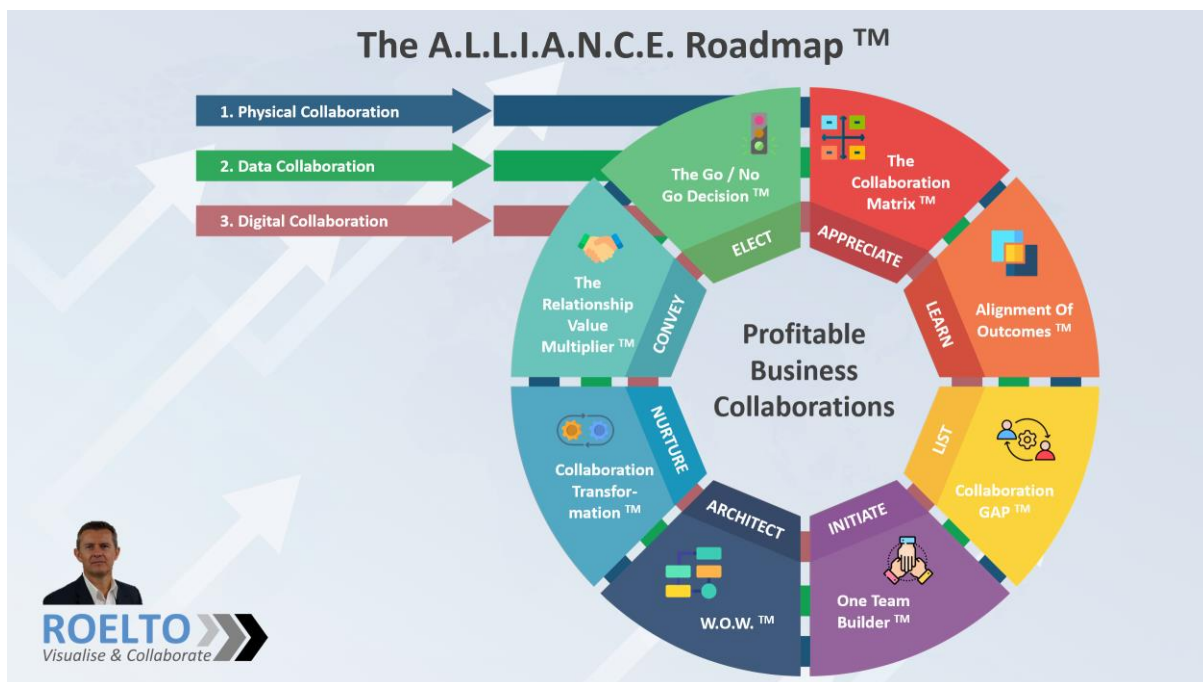


Figure 6 The A.L.L.I.A.N.C.E. Roadmap

The A.L.L.I.A.N.C.E. Roadmap is based on the ISO 44001 a collaboration framework specification and provides an 8 step iterative process to help enhance your business collaborations (Physical, Data and Digital) and adoption. Combining the ISO 44001 framework and SharpCloud ensures you have an appropriate collaboration approach and platform, with leadership sponsorship, trained people, established processes and a "tool kit" of solutions that you can use both internally and externally.

Note: SharpCloud is considered a Digital system/platform, that uses Data and is used Physically by people.

1. **APPRECIATE – The Collaboration Matrix:** Clearly identify and recognise the business opportunities and overall arching collaboration strategy to partner and work more collaboratively with other organisations, business data and digital systems/platforms to support adoption.
2. **LEARN – Alignment of Outcomes:** Develop a comprehensive knowledge base with your company to formulate a collaboration strategy, construct a business case and conduct a benefits analysis with agreed outcomes, all aimed at enhancing collaboration with business partners, data integration and digital systems/platform adoption.

3. **LIST – Collaboration Gap:** Assess your current physical, digital and data collaboration capabilities and their level of maturity. Understanding these will enable you to list your strengths and weaknesses, allowing you to set realistic expectations with your partners and stakeholders.
4. **INITIATE – One Team Builder:** Determine which partners/stakeholders, data and digital systems/platforms offer the most promising opportunities. This evaluation can apply to internal groups and functions or external organisations, multiple data sets and digital services and systems, focussing on how you will collaborate, and the performance criteria agreed upon to create value and achieve mutual benefits.
5. **ARCHITECT – W.O.W:** Together with your partner(s) and stakeholders, you should collaboratively develop a joint **way-of-working** (W.O.W.) that includes the use of data and digital tools. This approach should also cover aspects such as scope, agreements and clearly defined roles and responsibilities, all aimed at achieving mutually agreed objectives.
6. **NURTURE – Collaboration Transformation:** The goal is to concentrate on creating value that yields benefits through collaboration, enhanced alignment between organisations, data and the optimisation of digital systems and platforms. This includes capturing new ideas to foster continuous improvement and innovation.
7. **CONVEY – The Relationship Multiplier:** Using agreed-upon metrics and KPIs, monitoring the physical relationship(s), data and digital collaborations enables joint action that maximises “connections”, supports continuous improvement, and addresses any disputes, errors and or issues in an open and transparent way.
8. **ELECT – The Go / No Go Decision:** The exit strategy clearly outlines which data, information and knowledge can be used and shared, fostering trust between you and your partner/stakeholders, while ensuring the integrity and security of data and digital operations. Crucially, it facilitates a respectful and efficient disengagement process when a decision is made to separate or offboard, decommission a system, or archive data.

Below are collaboration principles and a summary of Roelto ISO 44001 and interactive collaboration technology and services.

Principles of Collaboration

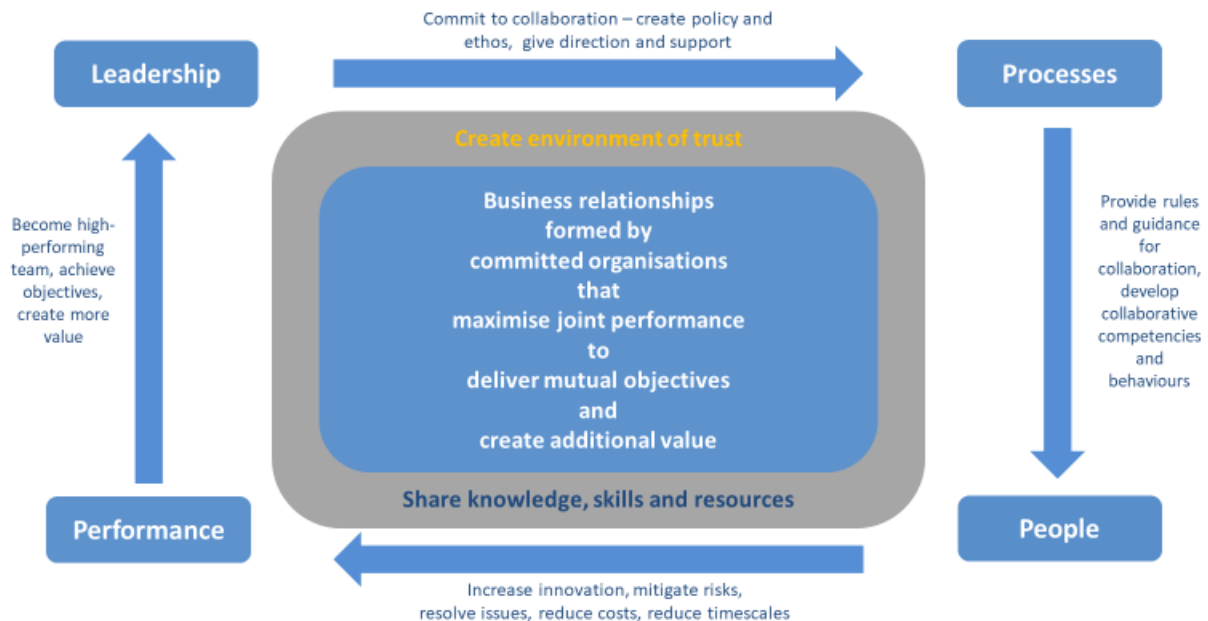


Figure 7: Collaboration Principles

- **ISO 44001 Introduction and Overview** - collaboration can be used and applied in several ways whether as a single application (unit, division, project) or programme, business reorganisation, Mergers and Acquisitions), an individual relationship (one-to-one, partnerships, alliances, joint ventures); multiple identified relationships (consortia, supply chains, networks, multiple alliances, partners and JV;s) and full application organisation wide for all identified relationship types, digital systems and data sets.
- **ISO 44001 Collaboration Gap Analysis** - an initial gap analysis is completed to understand what needs to be in place and determine where the physical, digital and data collaboration gaps and opportunities are.
- **Collaboration Roadmap** - a collaboration roadmap is developed to support and communicate the collaboration strategy and planning, linking market/project opportunities to products and services, business processes and technology.
- **Corporate Relationship Management Plan (cRMP)** - a specific corporate business collaboration model is co-created, including policies, roles and responsibilities, learning and development, processes and technology to be adopted.
- **Project Relationship Management Plan** - based on the cRMP a template is created for specific projects, programmes and relationships to use.
- **Collaboration Support and Workshops** - advice, coaching and implementation support, including online or face to face collaboration workshops can be delivered to support the successful development and delivery of your collaboration plan and relationships.
- **Collaboration Technology** - to facilitate and support collaborative working and relationships, appropriate visual collaboration technology (digital and data) is identified in your Collaboration Roadmap and implemented,

configured, and used, such as SharpCloud, Office 365, and other digital collaboration audio-visual and interactive technologies, e.g. CleverTouch, SMART, etc.



Figure 8: Digital & Data Collaboration – connecting people.

1.6 Overview of the G-Cloud Service

Each service provides **key features and benefits** and are described below. The delivery of the services can be delivered independently or jointly, as a complete Visual Collaboration Service.

1.6.1 SharpCloud Professional Services

The following section provides an overview of the key activities, features and benefits of the Roelto SharpCloud Professional Services including our approach, typical delivery stages and methodology.

The SharpCloud Work Breakdown Structure (WBS) is used for all SharpCloud solutions and is the foundations for our SharpCloud Deployment Methodology (SCDM) and supported by our Quality Management System (QMS).

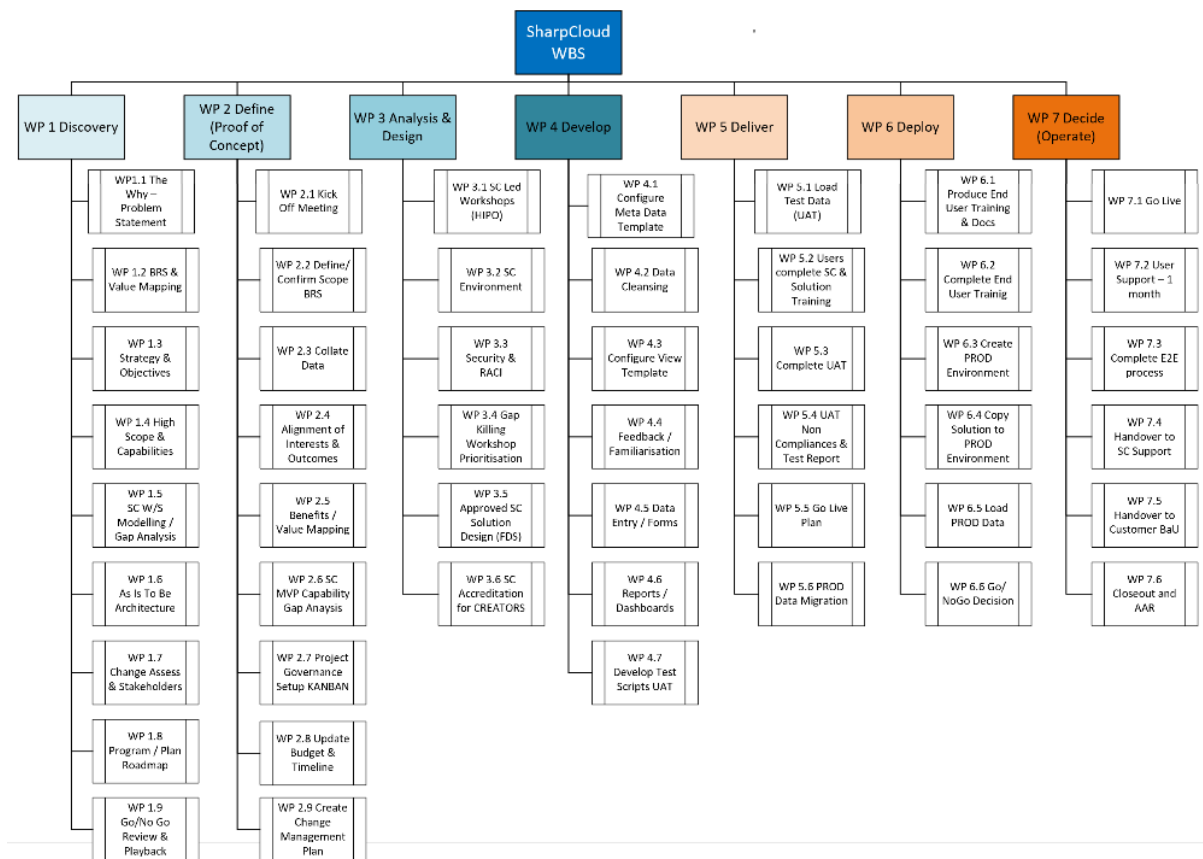


Figure 9 SharpCloud Work Breakdown Structure (WBS)

These 7 Work Packages (WP) highlight the activities that are undertaken to support the delivery of a SharpCloud solution.

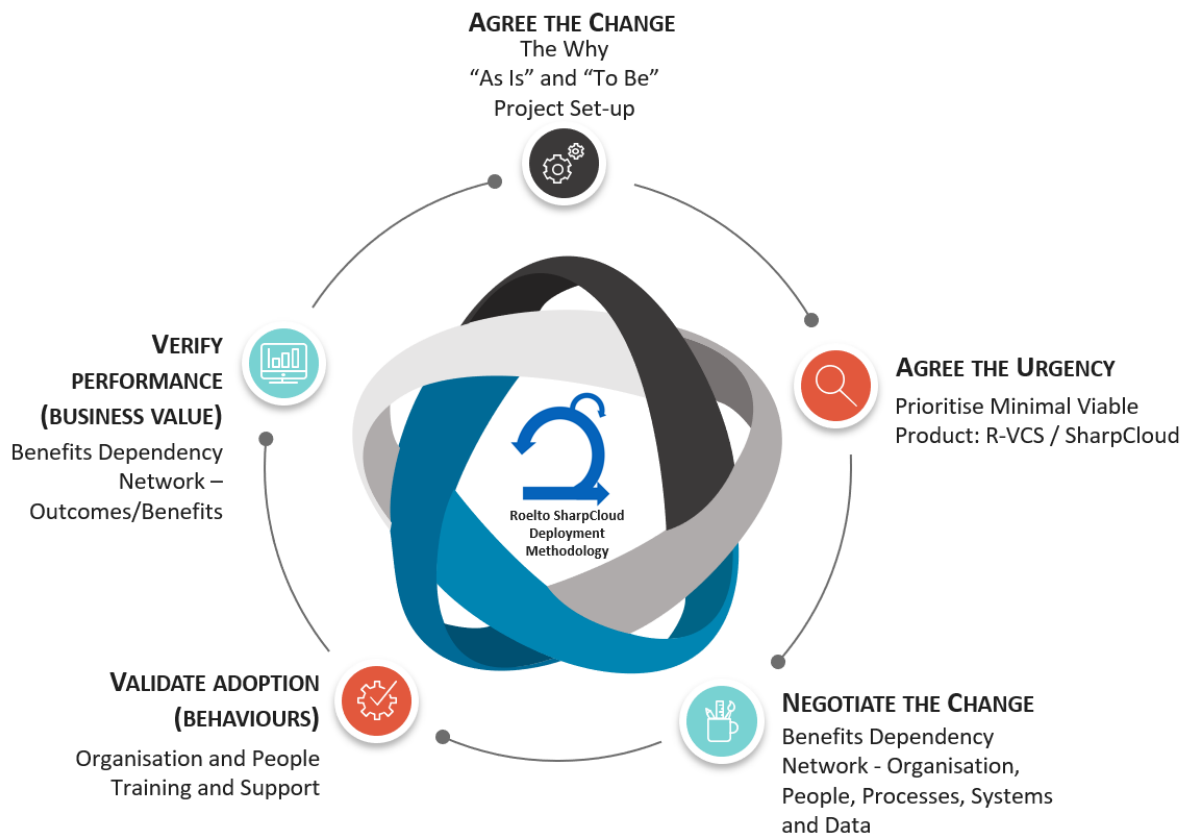
An Integrated Transformation Approach is taken incorporating the Roelto SharpCloud Deployment Methodology (R-SCDM).

1.6.1.1 SharpCloud Professional Services Features

Key features of our SharpCloud Professional services include:

- Over 10 years' experience of SharpCloud configuration and successful deployment
- Multiple Roelto – Visual Collaboration Solutions (R-VCS_L) which are SharpCloud templates/solutions, to support quick and cost-effective delivery.
- A proven and agile SharpCloud Deployment Methodology (R-SCDM) to ensure successful outcome delivery for all types of projects and sizes.
- Extensive SharpCloud knowledge, tips, and best practice
- Complete training available and online support for all project solutions
- Online support via the Roelto External Service Desk (Jira) for solutions, and SharpCloud support for the service and service functionality

Integrated Transformation Approach



Our aim is to ensure every SharpCloud onboarding and solution is a success. This is achieved by developing a Client Success Roadmap (WP 1.8), which includes investment in time and effort from all parties as illustrated in Figure 10: Client Success Roadmap .

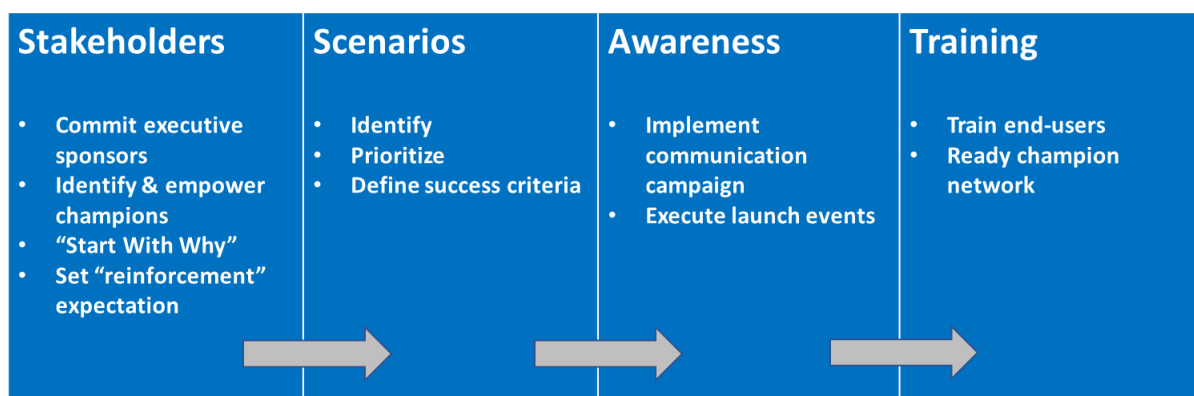


Figure 10: Client Success Roadmap

SharpCloud Integrated Approach

Our SharpCloud WBS, Integrated Transformation Approach and Services Delivery Model works alongside the Client Success Roadmap and takes a 4-step approach to ensure the project is a success whilst minimising risk to all parties as the project

proceeds. The delivery model is further supported with R-VCS_L which are pre-configured templates and SharpCloud Solutions.

1. **Discovery Workshop (WP 1)** – a free 1/2day workshop is completed to introduce SharpCloud and start to understand the “why”. This includes completing a SWOT workshop using Roelto Workshop-as-a-Service powered by SharpCloud and produces a high-level roadmap/plan. The following items are generally covered during the workshop:
2. **Proof of Concept (WP 2)** – this will typically take 4 to 6 weeks and includes capturing User Requirements, developing a high-level concept solution design and a component (one story) to validate benefits
3. **Pilot / Phase 1 (WP 2 – 6)** – using Roelto agile SharpCloud Deployment Methodology (SCDM) a backlog of tasks to complete will be created along with a high-level roadmap/plan. The work will be completed in 1 to 2 weeklong sprints with 3 iterations followed by a soft launch and then a Go Live. This process is repeated until the agreed backlog has been delivered.
4. **Support (WP 7)** - After Go Live the solution will go into support. Two types of support are provided, first is the SharpCloud service support and the second is the actual solution support. Refer to the service levels for more details.

Roelto SharpCloud Deployment Methodology (R-SCDM)

The following Figure 11: Roelto SharpCloud Deployment Methodology – SCRUM, illustrates the R-SCDM model during the Proof of Concept, Pilot and ongoing deployment of R-VCS_L and SharpCloud solutions.

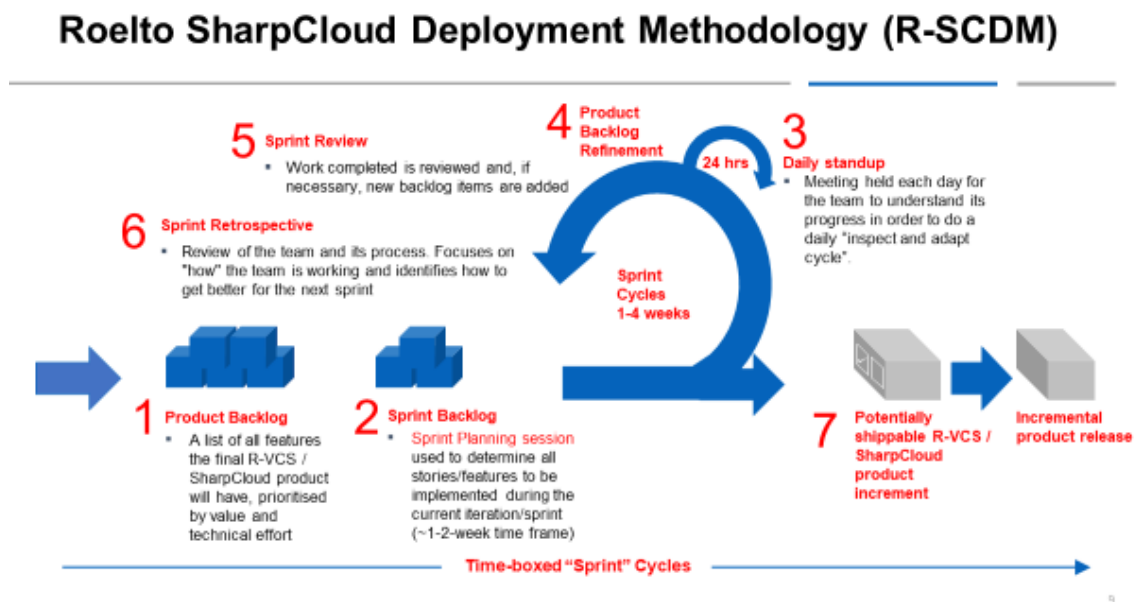


Figure 11: Roelto SharpCloud Deployment Methodology – SCRUM

R-SCDM is an agile (SCRUM) methodology that will be used where appropriate to complete the SharpCloud WBS WP's and develop the MVP during the Project.

The overall delivery for the user/client onboarding process is illustrated below and where required, a more detailed timeline plan shall be produced.

Delivering the Client Onboarding Process

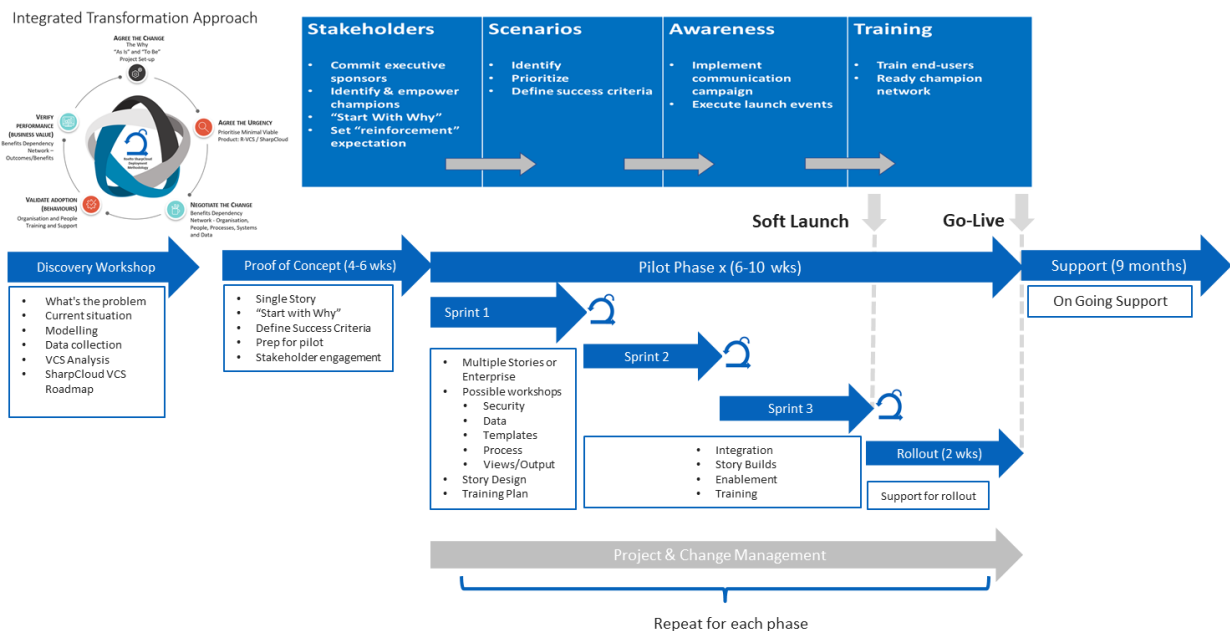


Figure 12: Client Onboarding Process

Support

Once a project goes live the support model starts. The Roelto Support has 3 support levels which are delivered via the Roelto external Service Desk.

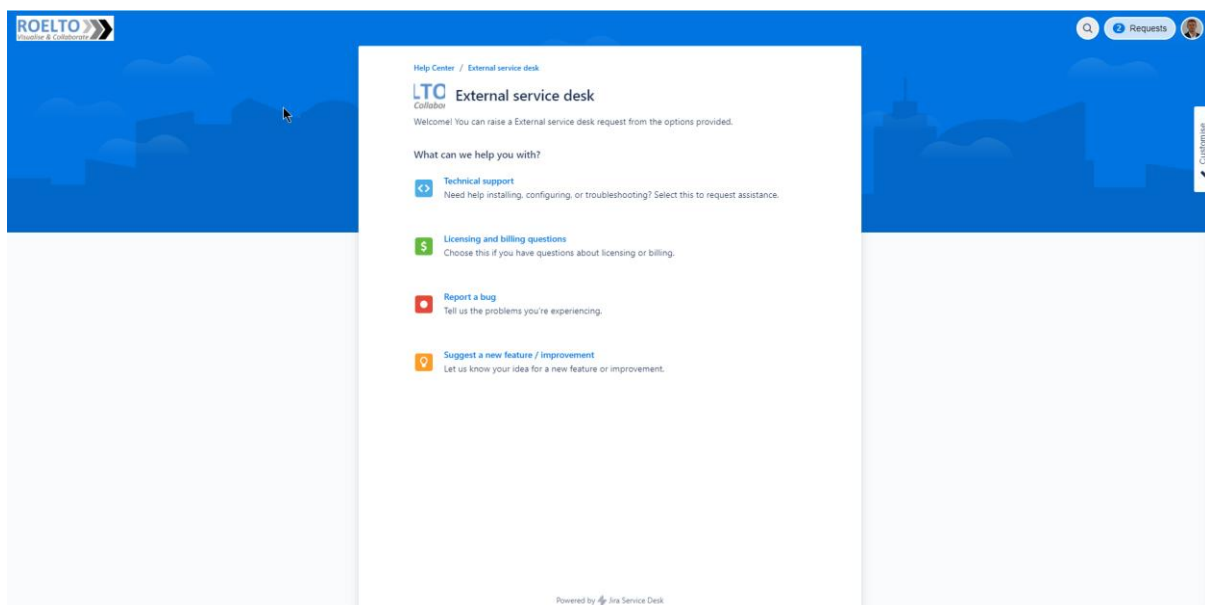


Figure 13: Roelto External Service Desk

- Level 1 Standard Sv** - Questions, issues, support and service requests related to a purchased VCS_L and delivered SharpCloud and ISO 44001 collaboration service can be raised on the Roelto External Service Desk. Online support will be provided and excludes any additional configuration, set up or modification to the installed solution(s). Level 1 support is free to current Roelto clients and will be responded to when service support is available.

2. **Level 2 Silver Sv** - Support is provided as an additional cost and can include additional consulting, configuration and maintenance days and can be provided upon request. Level 2 Silver includes Level 1 support and will be responded within 24 hours or less - during UK working hours 9am to 5:30pm Monday to Friday, excluding UK bank holidays. Consulting, configuration, and maintenance support is limited to 1 day per month.
3. **Level 3 Gold Sv** - Support is provided as an additional cost and can include additional consulting, configuration and maintenance days and can be provided upon request. Level 3 Gold includes Level 1 support and will be responded within 8 hours or less - during UK working hours 9am to 5:30pm Monday to Friday, excluding UK bank holidays. Consulting, configuration, and maintenance support is limited to 1 day per month.

SharpCloud support is provided for SharpCloud service and functionality issues and is either escalated via the Roelto External Service Desk or can be logged directly by users via the SharpCloud service desk.

If additional support days are required these can be purchased as per Roelto Rate Card and Pricing Document.

1.6.1.2 SharpCloud Professional Services Benefits

The listed features deliver the following benefits:

- **More than a Decade of Expertise:** Benefit from over ten years of experience in configuring and successfully deploying SharpCloud, ensuring your projects are handled by seasoned professionals.
- **Ready-to-Use Templates:** Access multiple Roelto – Visual Collaboration Solutions (R-VCSL) which are pre-designed SharpCloud templates/solutions, designed to support quick and cost-effective project delivery.
- **Proven Deployment Methodology:** Leverage our proven and agile SharpCloud Deployment Methodology (R-SCDM) to guarantee successful outcomes for projects of all types and sizes.
- **Deep SharpCloud Insights:** Gain extensive SharpCloud knowledge, including valuable tips and best practices, to enhance your project execution.
- **Comprehensive Training and Support:** Take advantage of complete training options and online support for all project solutions, empowering your team to maximize their use of SharpCloud.
- **Dedicated Online Support:** Receive specialized online support through the Roelto External Service Desk (Jira) for solutions, and direct SharpCloud support for service functionality.

1.6.2 Roadmapping Support and Services

Roadmapping is a strategic tool extensively employed by companies and organisations to foster innovation and strategic planning. This approach allows for the integration of essential technical, resources and commercial perspectives, aligning them around your strategy and strategic priorities. A significant advantage of roadmapping is its ability to enhance communication, thanks to its visual format, particularly when implemented using SharpCloud. Additionally, roadmapping offers considerable flexibility, making it possible to tailor the process to the specific needs and challenges of your organisation.

1.6.2.1 Roadmapping Features

Roelto's roadmapping features and approach considers how to design, develop and integrate your Strategy and Portfolio of Projects into a series of visual roadmaps, that can be connected to deliver a Strategic Portfolio Management solution, using SharpCloud visual roadmaps.

Why use Roadmapping in your business, reflecting on the following points:

- **Strategic Alignment** – objectives, priorities, outcomes, and investments
- **Decision Making** – visual representation of past, current and future.
- **Planning and Coordination** – dependencies, structured framework, prioritise, status.
- **Communication and Alignment** – stakeholder engagement (internal and external)
- **Risk Management and Mitigation** – anticipate and identify risks, proactively mitigate.
- **Innovation and Agility** – facilitates continuous improvement, identify trends and respond to customers.
- **Customer and Market Focus** – align with customer needs and wants.

The types of roadmaps and formats needs to considered depending on the application – Technology, Strategy, Innovation (R&D), Product, Services, Training, Collaboration, etc. Examples of Roadmap templates can be viewed [here](#).

The following Roadmap Framework illustrated in Figure 14 outlines a hierarchical structure of a roadmap that helps you to answer the following 3 questions:

1. Where do you want to go?
2. Where are you now?
3. How can you get there?

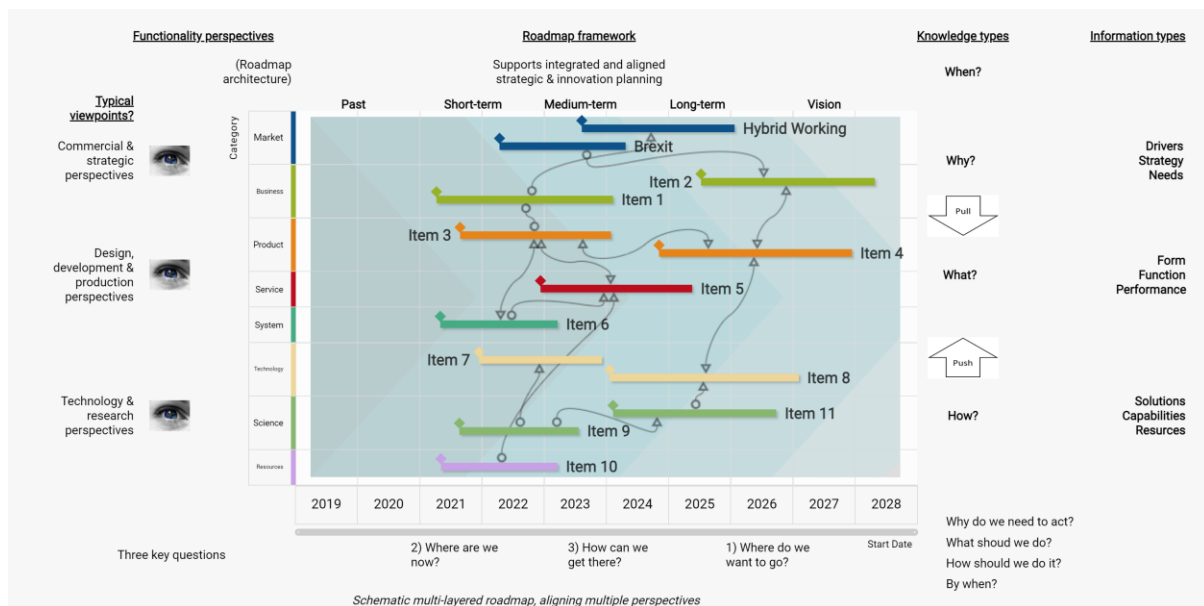


Figure 14 Roadmap Framework, powered by SharpCloud.

Roadmapping Deployment

The V.E.N.T.U.R.E Roadmap provides the 7 steps to implement a comprehensive and complete roadmapping business process. To determine if roadmapping is appropriate for you before investing in developing your roadmapping process, step 5 UTLISE “The Agile Roadmapping Workshop” enables you to quickly develop and publish your roadmap, using SharpCloud. UTLISE is a 6-step process and involves 4 workshops (W/S) that is illustrated below, and enables you to rapidly initiate roadmapping, identifying market and business drivers, future service and or product features and potential technology solutions.

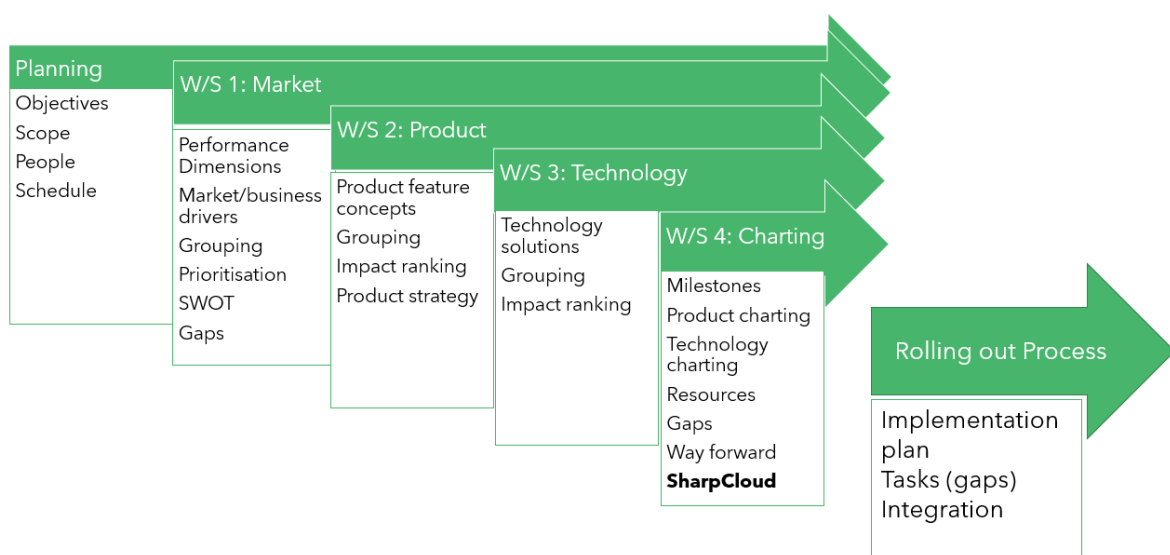


Figure 15 The Agile Roadmapping Workshop

Roadmapping Support

Once you have created and deployed your first Roadmap using SharpCloud further support can be provided to develop the necessary management processes as well as extend the type and functionality of your roadmaps. This includes the development of your enterprise roadmap architecture so that they connect, aggregate and scale from Project Portfolio roadmaps up to your Strategic Roadmaps.

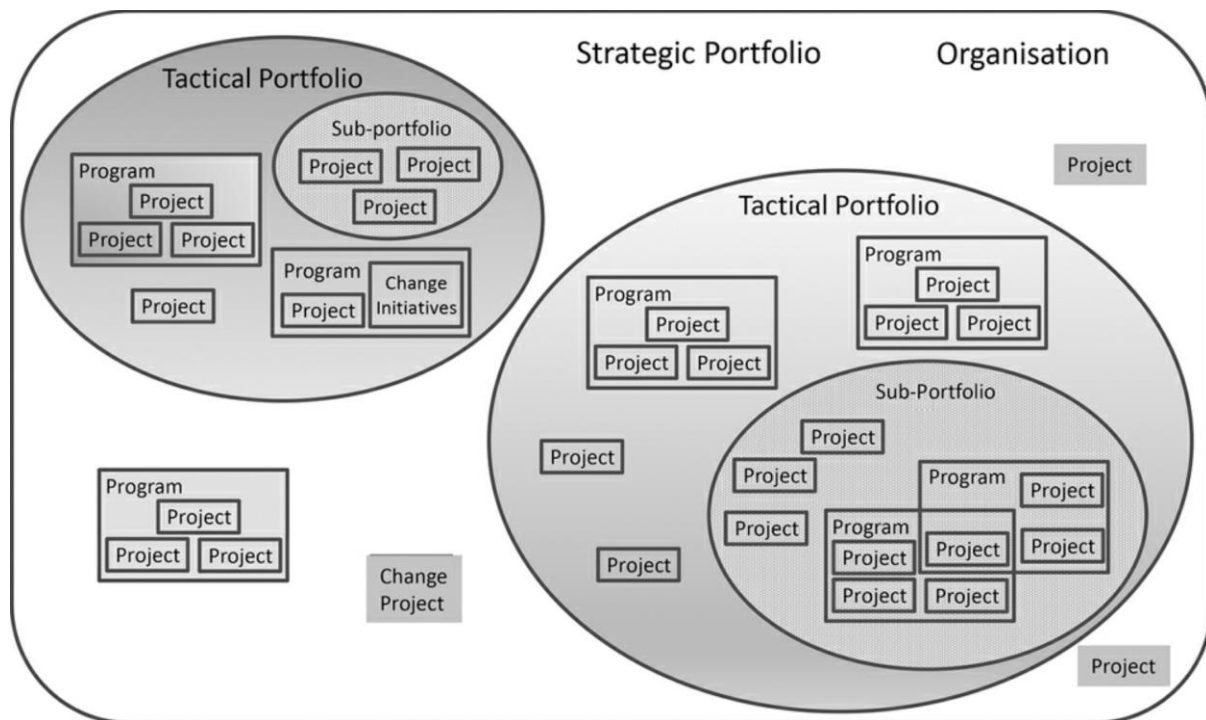


Figure 16 Strategic Portfolio Management, powered by SharpCloud

1.6.2.2 Roadmapping Benefits

The benefits of using Roadmapping in your business are listed below and are increased when delivered via the SharpCloud platform.

- **Strategic Alignment:** Roadmapping aligns your business objectives, priorities, outcomes, and investments, ensuring a cohesive strategic direction.
- **Enhanced Decision Making:** Utilise visual roadmaps to clearly represent past, current, and future scenarios, improving decision-making processes.
- **Effective Planning and Coordination:** Implement structured frameworks to identify dependencies, prioritize tasks, and monitor status, streamlining your planning and coordination efforts.
- **Improved Communication and Alignment:** Foster stakeholder engagement, both internally and externally, through clear and consistent communication channels provided by roadmapping.
- **Proactive Risk Management:** Anticipate and identify potential risks with roadmapping, enabling proactive mitigation strategies to safeguard your operations.

- **Drive Innovation and Agility:** Facilitate continuous improvement and spot emerging trends, allowing your business to quickly respond to customer demands and market changes.
- **Customer and Market Focus:** Align your business strategies with citizen needs and country demands, ensuring your offerings remain competitive and relevant.

1.6.3 ISO 44001 and Collaboration

This service supports Physical, Digital and Data collaboration, the adoption of the SharpCloud platform and or solutions and enhances an organisations collaboration capability. This can also be purchased as a separate standalone service and can range from a simple introduction overview of ISO 44001 collaboration, SharpCloud user adoption programme to a full collaboration transformation programme for your organisation and includes several features.

1.6.3.1 ISO 44001 and Collaboration Features.

The following diagram illustrates the structure of a Strategic Portfolio Management model, using SharpCloud as the tool to create and delivers your roadmaps.

ISO 44001 Collaboration Approach

The A.L.L.I.A.N.C.E. Roadmap includes the following three collaboration streams (Physical, Digital and Data), which are delivered in three stages:

1. Strategy
2. Engagement and
3. Management.

Each of these collaboration workstreams can be delivered separately or all together at the same time.

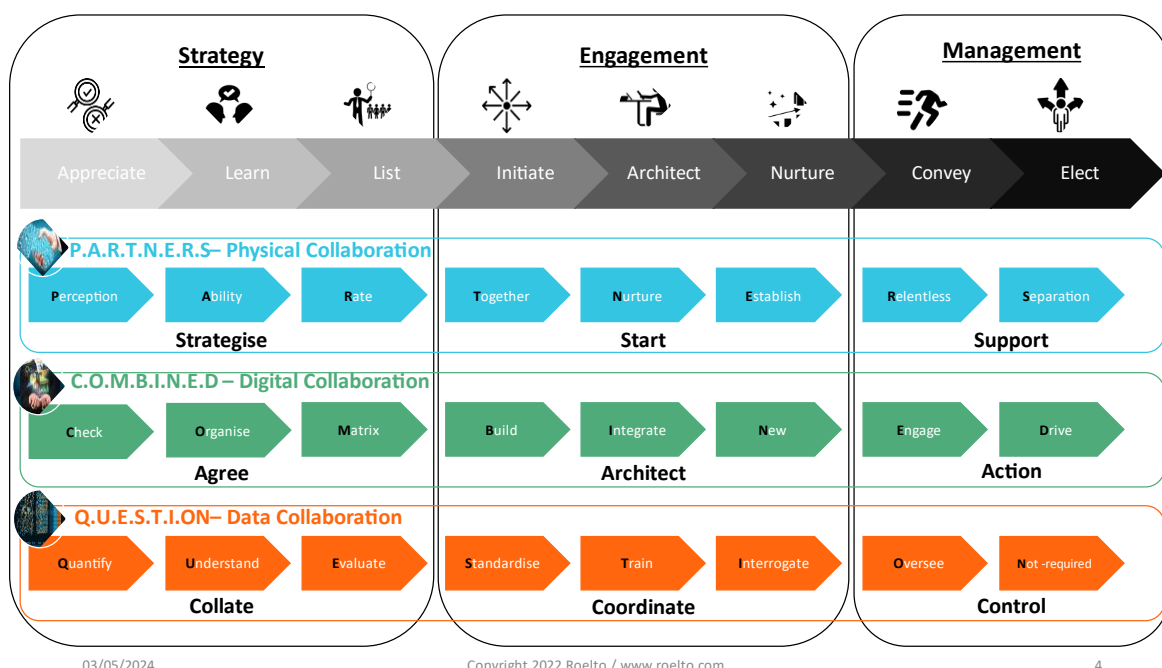


Figure 17 Physical, Digital and Data Collaboration

Below are key features delivered by an accredited ISO 44001 facilitator and where appropriate, are powered by the SharpCloud platform.

- **Configurable Collaboration Roadmap templates, based on ISO 44001** - start your collaboration transformation programme or business/project collaboration relation using a series of ready to use templates that help you address and implement the 8 Operation stages within ISO 44001
- **Online and face to face ISO44001 Collaboration Gap Analysis Workshop** - if you have an established quality management system already in place you are halfway there, if not no matter, this gap analysis will help you to focus on what you need to do and creates your initial collaboration roadmap as an outcome of the gap analysis.
- **Project Collaboration Relationship Management Plan guide, templates with supporting content** - this is a collaboration guide template that you can take and start to edit and fill in to make it unique for your organisation or project. Using the in-document tips, guides, and linked templates with over 20 supporting documents ,16 tables and 28 figures this document acts as a great communication tool, supports training and collaborative working.
- **Identification, implementation and adoption support of collaboration processes and technology** - co creating a joint performance management framework with outcomes and appropriate Key Performance Indicators will help you to develop the right behaviours and deliver a win-win for all stakeholders.
- **Preconfigured online enterprise collaboration portal with supporting content and tools** - implementing your collaboration framework via Collaboration-as-Service (R-CaaS), powered by SharpCloud, an online portal, with dedicated teams so that all parts of your business, projects and business partners can access the tools, templates and frameworks in a controlled and secure way facilitates harmonised/standardised joint ways of working, increasing performance and productivity.

Further details on Roelto collaboration services and ISO 44001 can be provided upon request and an overview is provided here <https://roelto.com/collaboration/>

1.6.3.2 ISO 44001 and Collaboration Benefits

Across all public sectors and government departments, there are multiple “collaborations” being undertaken whether its research funding for BEIS, MoD, DHSC, DfID or Defra to Digital Transformation by GDS to infrastructure and asset delivery programmes in the Industrial Strategy Construction 2025. Multibillion £ programmes are being committed, spent and delivered by both public and private sector organisations, involving millions of people. However, a large majority of these collaborations identify collaboration as a weakness and could be greatly improved, increasing efficiency, better outcomes and value for money.

By way of example, in a National Audit Office blog² “Cross government collaboration: lessons learnt from R&D, an evaluation framework was created to help coordination across government. The framework identified the principles, challenges, and

² NAO <https://www.nao.org.uk/naoblog/cross-government-collaboration-lessons-from-r-and-d/>

attributes of good and **are relevant to all cross-government collaboration and coordination**. Below is an extract focussing on the 4 principles, their challenges and what good looks like and are the benefits you can expect to see when taking a collaborative approach using ISO 44001 framework, in conjunction with SharpCloud:

1. Leadership and coordination

The challenge: Cross-government projects often have no obvious single responsible body.

What good looks like:

- Strong leadership and a culture of coordination and collaboration.
- Collective action is facilitated by various groups and forums that coordinate and align activities.
- Key players come together to identify opportunities, tackle barriers to collaboration, coordinate activities, discuss future needs and developments, understand available resources, and develop partnerships. This may involve setting strategic direction for a sector as a whole or for particular areas.

2. Priority Setting

The challenge: Multiple bodies typically means a wide breadth of activities, multiple priorities, a range of users or customers, and no over-arching strategy.

What good looks like:

- A common understanding of the principal challenges.
- Clarity about the priorities, opportunities, objectives and direction.
- Roles and contributions of key players in addressing objectives are understood and agreed.
- Outputs of horizon-scanning influence decisions about future priorities.

3. Informed decision making

The challenge: Multiple organisations and sectors frequently means different data systems, technologies and standards, difficulties in gathering coherent information from multiple sources, and challenges in ensuring information is kept up-to-date.

What good looks like:

- Data analysis has facilitated discussions on gaps and opportunities, improved coordination, and directed priorities and decisions.
- Decisions take account of the activities of others. For example, investment decisions take account of where industry, charities and other nations are investing in programmes, skills and infrastructure.
- Information on proposed programmes, activities and outcomes is shared across organisations to avoid duplication of effort.
- Information and knowledge are used to coordinate and align priorities and submit joined-up business cases and bids, where appropriate.

4. Impact evaluation

The challenge: Gathering evidence about the extent to which actions have driven outcomes is always challenging, even more so across multiple organisations and sectors.

What good looks like:

- There is available data on activities.
- Work is undertaken to bring together and evaluate the benefits of activities and to make the case for future plans.
- There is a clear strategy for translating and exploiting the outcomes, e.g. in the case of research, for driving new innovations, products, services and wider public benefits.

If any of these looks familiar or apply to you currently, the ISO 44001 collaboration framework can help you and your team address these challenges and is supported further when using R-VCSv / SharpCloud to help connect people, processes and data.

Further information can be found [here](#).

1.7 Associated Services

The following associated services can be provided where required and details can be provided upon request:

- 200+ Integrations – using the SharpCloud data connectors, CData server, REST API and SDK integration with other applications and data sources can be undertaken, typically delivered by 3rd parties.
- Project and Programme Management
- Workshop facilitation
- Provision and installation of audio-visual and interactive technology, designed, installed, and maintained by 3rd party or Roelto Partner e.g. Clevertouch, Sahara.

Services which are not provided include:

- Network and infrastructure design, implementation, and maintenance.
- SharpCloud subscriptions are not included and will need to be purchased separately. Refer to Pricing Document.
- Procurement of PC, laptops, and peripheral equipment
- Supply and installation of other software applications.
- Data storage

2. Data Protection

2.1 Information Assurance

2.1.1 SharpCloud

- ISO 27001 accreditation
- Cyber Essentials
- Microsoft Gold Partner - SharpCloud is a Certified Partner in the Microsoft Partner Program, with Gold Competency in Application Development and Silver Competency in Cloud Platform, specialising in the provision of SaaS solutions for Microsoft Azure.

2.1.1.1 Data Back-Up and Restoration

SharpCloud uses Microsoft Azure PaaS to make sure the service is always available. Each server is duplicated (twice as a minimum, sometimes more) meaning if one should fail for any reason a backup is available to provide uninterrupted access. The platform itself is constantly patched updated to the latest versions and allows SharpCloud to continually develop and deploy new versions of SharpCloud software without any interruption to the service.

SharpCloud Public Cloud Multi-tenant instance is available on Microsoft Azure offering 99.95% availability.

A physical back up of the user data can also be taken by the user, by copying the data from the data grid into a Microsoft Excel file.

2.1.1.2 Business continuity statement/plan

The following business continuity plan is in place and covers the following sections:

1. **Purpose** – this sets out what the BCP aims to address to ensure continuity of service in a safe, organised and managed way. The BCP is developed and maintained by completing the following steps:
 - a. Risk and Impact Analysis
 - b. Develop and maintain processes, procedures and people training to maintain critical business and project functions.
 - c. Establish and support Roelto Continuity Team to manage and deliver the BCP.
 - d. Develop and deliver necessary training for business and project team members.
2. **Scope and Applicability** – the BCP is applicable to all Roelto projects and services which are currently in deployment or live (in production) and includes project and support team members. The scope of the BCP covers:
 - a. Safety and wellbeing of people
 - b. Coordination with clients and critical business partners (e.g. SharpCloud Software Ltd)
 - c. Impact on current and future projects/solutions
 - d. Risk Assessment and impact assessment, including mitigation.

- e. Organisation and people roles and responsibilities
- 3. **Definitions** – list of all acronyms and phrases
- 4. **Responsibilities** – table of positions/organisations with list of roles and responsibilities
- 5. **Related Documents** – table of reference documents to refer to
- 6. **Business and Project Risk and Impact Analysis** – a time, operational and financial risk and Impact analysis will be completed periodically and maintained
- 7. **Business Continuity Procedures** – a list of key procedures highlighting their purpose and links to them so that they can be accessed and used when required.
- 8. **Training** – specific training to support the business continuity procedures in section 7.

A more detailed plan can be provided to buyer on request.

2.1.1.3 Privacy by Design

Within Roelto consultancy and professional service terms and conditions document, Schedule 3 Data protection, details are provided where the following steps are included with regards to GDPR and the data processing and security details, which shall be gathered and agreed before a project/Work Order commences. These include:

- 1. Subject matter processing
- 2. Duration of processing
- 3. Nature and purpose of processing
- 4. Type of personal data
- 5. Categories of Data Subjects
- 6. Specific processing instructions

3. Using the service

3.1 Ordering and Invoicing

A meeting will be held to understand the requirements and determine which VCS application(s) and SharpCloud user types are required.

To initiate the process please email info@roelto.com and include the following information for each service you require:

#	Requirement	Response
1	Select the service you require. If more than one, please complete a separate form.	
2	List key functionality you require and or the issues/challenges you need to resolve	

3	What date do you require your service support to be available	
4	Estimated number of users per service support	
5	Name of requester	
6	Email address	
7	Position / Role in organisation	
8	Address of location where service support will be managed	
9	List locations of all users, including number of users at location(s).	

Further assistance will be provided once the initial meeting has been completed along with the information specified above. You can complete this form online by clicking [here](#).

3.2 Availability of Trial Service

A free ½ day workshop is provided to deliver an introduction and overview of the ISO 44001 or SharpCloud support services. A

3.2.1 ISO 44001 Trial Service

There is no trial service for ISO 4001 consulting and advisory support services. A 2 to 3-week Proof of Concept for the Collaboration-as-a-Service can be provided upon request.

3.2.2 SharpCloud Trial Service

A free half day Discovery Workshop is completed first. A 4-to-6-week Proof of Concept (PoC) is provided which shall focus on a specific user case. The PoC will be completed in an agile way with agreed deliverables and outcomes. A PoC is completed before purchasing annual subscriptions in which requirements are collected and a high-level concept for solutions is designed and gap analysis completed using a VCS_L template where appropriate, to validate benefits.

The following will be completed:

- Gap Analysis against a VCS_L solution(s) – identify what needs to be modified and added
- “Start with Why”
- Define Success Criteria
- Prep for pilot
- Stakeholder engagement

Once the PoC/PoV is completed a Pilot phase will start.

Trial Service is typically delivered as part of the Proof-of-Concept phase. Conditions and cost of the trial are reviewed and agreed on a case-by-case basis.

3.3 On-Boarding, Off-Boarding, Service Migration, Scope etc.

The user (client) on-boarding process is illustrated in Figure 12: Client Onboarding Process and is described within the Work Breakdown Structure and related Work Packages and activities. For each project, the WBS will be updated and include all necessary activities to support a successful onboarding process and subsequent support.

A dedicated Customer Success Manager is assigned who is supported by a SharpCloud CSM as well. Where appropriate an account management plan is developed based on the ISO 44001 Relationship Management Plan template.

As part of the project RMP a dedicated section called Exit Strategy details the specific triggers that would initiate an off boarding and what processes need to be completed. In summary all user data is copied and passed to the user as an excel file. Any R-VCS (SharpCloud Stories) shall be zipped and handed over. Once this is completed the users shall be deactivated and the service shall be terminated.

A specific proposal shall be provided to support any off-boarding activities as per the exit strategy within the project RMP.

3.3.1 On Boarding SharpCloud

During the PoC, Prep for Pilot activity, key roles and responsibilities will be defined including ADMIN role for the SharpCloud support services. This will include the management of subscriptions (users) in the system using the online Manage Licenses. Online training can also be provided and will be supported by a Standard Operating Procedure (SOP).

3.3.2 Off Boarding SharpCloud

The ADMIN will be responsible for de-selecting users if they leave or no longer require access to the service. The Pack Administration portal allows any number of users up to the number of subscriptions purchased.

3.4 Training

Training is provided for any of the support services listed above, including how to use SharpCloud and ISO 44001 collaborative business relationships. The training is typically delivered as part of the delivery for each project/ SharpCloud solution and during the onboarding of users. A training plan is provided for each deployment. Additional support content can be provided at an additional cost such as Standard Operating Procedures and videos all of which will be provided online as part of the solutions.

The following standard training products are provided at an additional cost:

1. SharpCloud Accreditation Part 1

2. SharpCloud Accreditation Part 2
3. SharpCloud Overview 1Day Training
4. SharpCloud Overview and PoC 2 Day Training
5. Online SharpCloud Training - 10 online sessions
6. ISO 44001 Awareness 1Day Training
7. ISO 44001 Gap Analysis - 1Day
8. ISO 44001 Awareness and Relationship Management Plan - 2 Day Training

Tailored training can be delivered upon request.

3.5 Implementation Plan

Refer to Figure 12: Client Onboarding Process for a high-level implementation plan. This is summarised below.

1. Discovery Workshop (½ day)
2. Proof of Concept (4 – 6 weeks)
3. Pilot Phase (6 to 12 weeks)
 1. Discovery/Gap Analysis – Sprint 1 (2 weeks)
 2. Alpha – Sprint 2 (2/3 weeks)
 3. Beta – Sprint 3 (2/3 weeks)
 4. Rollout – Sprint 4 (2 weeks)
 5. Go Live
4. Support (9 months)

A detailed implementation plan can be provided to the buyer on request.

3.6 Service Management

Roelto has a Quality Management System (QMS) which includes documented instructions, guidelines and templates to support the delivery of services and solutions such as the SharpCloud WBS / SCDM.. Figure 18 identifies the key activities during the 3 phases which is adapted to deliver either a waterfall, R-SCDM (SCRUM) or hybrid approach. Depending on the criticality, scope and which approach is taken not all activities and documents will be required or completed.

1. Definition Phase
2. Development Phase
3. Deployment Phase

Within each phase key activities are identified which have a SOP/guideline and project template that can be used to complete the process

Document INS-0904 Quality Procedure for Operational Control of Systems and IT Projects provides the overall guidance and links/ references to the supporting processes and procedures for each activity. This is illustrated in Figure 18: Roelto Service Management Model.

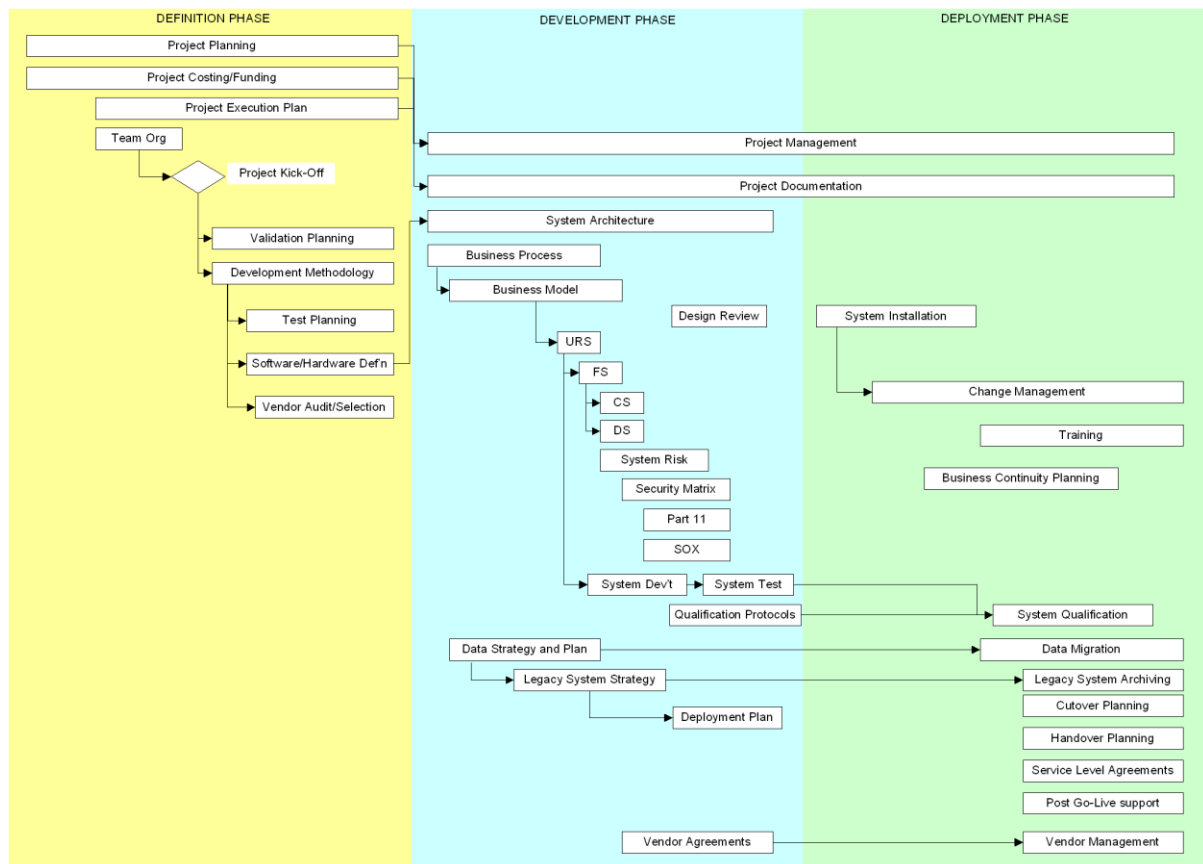


Figure 18: Roelto Service Management Model

3.6.1 SharpCloud solutions

An assessment of maintenance and customisation of all installed R-VCS_L / SharpCloud solutions will be completed as part of the handover to business-as-usual support. Depending on the complexity (single solution (story) to integrated multi solutions) including criticality of solutions, a service management guideline will be provided. This will include the setup of a Development, Testing and Production teams (environments).

3.7 Service Constraints

Service and support are provided as per the details listed in the Service Levels section.

When a RVC solution or SharpCloud solution has been implemented and signed off against the agreed outcomes there are no constraints to the user modifying the configuration there afterwards e.g. updating the roadmap structure (Categories), adding additional data attributes, view or calculations. Roelto takes no responsibility for these changes or impact that they may have on the approved SharpCloud configuration when handed over as part of User Acceptance Testing.

Further configuration and support can be provided on request for a completed and approved SharpCloud solution and or VCS_L.

3.8 Service Levels

The following Roelto service levels are provided.

1. **Level 1 Standard Sv-** Questions, issues, support and service requests related to a purchased VCS can be raised on the [Roelto External Service Desk](#). Online support will be provided and excludes any additional configuration or modification to the installed solution(s). Level 1 support is free and will be responded when support is available.
2. **Level 2 Silver Sv -** Level 2 Silver includes Level 1 support and will be responded within 24 hours or less - during UK working hours 9am to 5:30pm Monday to Friday, excluding UK bank holidays. Consulting, configuration, and maintenance support is limited to 1 day per month
3. **Level 3 Gold Sv-** Level 3 Gold includes Level 1 support and will be responded within 8 hours or less - during UK working hours 9am to 5:30pm Monday to Friday, excluding UK bank holidays. Consulting, configuration, and maintenance support is limited to 1 day per month.

If additional support days are required these can be purchased as per section 5 Roelto Rate Card.

3.8.1 SharpCloud Software Ltd service

P1 incidents raised with SharpCloud support will receive a response within 2hrs during UK working hours 9am-5.30pm Monday-Friday.

More details regarding maintenance and support can be provided upon request.

3.8.1.1 Outage and Maintenance Management

SharpCloud Public Cloud Multi-tenant instance is available on Microsoft Azure offering 99.95% availability.

Any service interruptions will be communicated by SharpCloud via email.

3.8.1.2 Financial Recompense Model for not Meeting Service Levels

There is no service credit.

4. Provision of the service

4.1 Customer Responsibilities

The customer shall be responsible for:

- All data that is uploaded and used within their RVC_{SL}, SharpCloud solutions and the SharpCloud service.
- Ensuring all users are adequately trained.
- Providing a secure and adequate Internet access to the service

Refer to Roelto and SharpCloud Terms and Conditions of use.

4.2 Technical Requirements and Client-Side Requirements

The following technical requirements only apply when the user is using the SharpCloud Service.

R-VCS_L user cases are powered by SharpCloud which is a Software-as-a-Service. The SharpCloud service is deployed via the cloud either as a public or private cloud or on prem and is accessed via a web browser interface.

Access to a suitable network connection to the internet via a compatible web browser is required. The following browsers are supported:

- Internet Explorer 11
- Microsoft Edge
- Firefox
- Chrome
- Safari 9+

There is no application to install and can be used on a PC/laptop, tablet, or mobile device. The mobile version is a fully functioning replica of the desktop site when in landscape mode and provides a reduced interface with less visual functionality when in portrait mode.

Included with the SharpCloud subscription is a desktop version of SharpCloud and Query Connect, which can be both downloaded. The SharpCloud QueryConnect Tool is a simple desktop application that allows you to populate or update a SharpCloud story (R-VCS_L) directly from an external data base, that can also produce a batch file that can be scheduled to keep your data synchronised.

A list of data connectors and plugins are available as part of the service. A current list can be provided upon request.

4.3 Outcomes/Deliverables

During the kick-off meeting for both services and for every project a Performance Management Framework (PMF) will be co-created, which clearly identifies the expected Outcomes of the delivered service whether it's for SharpCloud / RVS solutions, Roadmapping and or ISO 44001 and collaboration in general. The Outcomes are what "good looks like" and ensures that the delivery meets expectations and will be tracked by measuring and monitoring using agreed Key Performance Indicators (KPI's). The PMF will be routinely reviewed and updated to ensure the outcomes will be/are being delivered as expected. In addition, and where agreed, a Benefits Dependency Network is produced so that people can see the linkages between the collaboration deliverables/system functionality, the enabling and business changes that will deliver the Benefits and Outcomes.

All services will provide the user with a roadmap, the necessary knowledge supported by various tools, processes and advice on how to implement SharpCloud, roadmaps and improve collaboration and user adoption within their business and with their business partners. It will also help to assess, coach, and develop collaborative behaviours for people both internally and externally where applicable.

As an outcome the user will have a fully operational, collaboration model and platform and will be able to develop collaborative business relationships that help to create new and mutual value that could not be delivered independently.

The SharpCloud service provides the user an opportunity to utilise the 10 plus year knowledge, experience, and various user case templates to help develop their SharpCloud capability and deliver their SharpCloud solutions successfully, in a cost effective and timely manner. As an outcome, SharpCloud deployments will provide a data visualisation and collaboration platform that can be deployed more quickly, thereby helping to connect people, processes and data which can be visualised to gain insight, simplify complex decision making and increase productivity. As a result, value for money is gained through high user adoption and engagement, improved collaboration and business performance, saving both time and money.

The overall outcome is an integrated collaboration capability at an organisation, people, process and system level.

4.4 After-sales Account Management

The after-sales account management may vary from a regular review meeting (every 2 months) to a more structured account management plan using the ISO 44001 relationship management plan framework. The Performance Management Framework described previously is also used. Regular SharpCloud user meetings are organised so users can meet other user to share ideas and insights and to provide feedback and requests with regards to the R-VCS and SharpCloud development roadmap.

4.4.1 Bimonthly Meetings

For the bi-monthly meeting the following agenda is typically used:

1. Review of Minutes
2. Roelto External Service Desk Incidents
3. Deployment Support
 1. Client/User
 2. Roelto
4. SharpCloud and User Roadmap (includes Technical Architecture)
5. Project Deployment Schedule
6. Any Other Business

4.4.2 Relationship Management Plan

Where a more formal business relationship management plan is required a joint RMP is developed based on the following sections, using the ISO 44001 framework:

1. General

- a. Overview of relationship programme
- b. Business objectives
- c. Roles and responsibilities

- d. Outline of management / governance structure
- e. Summary of contract arrangements
- f. Identify principle visions, values and behaviours

2. Awareness

- a. Identify Senior Executive responsible (SER)
- b. Identify business objectives and drivers
- c. Incorporate benefits analysis (PMF and BDN)
- d. Identify implementation processes or links to existing procedures and processes
- e. Identify constraints and risks
- f. Identify resources and skills development requirements

3. Knowledge

- a. Identify operating models, measurement and practices used
- b. Identify performance objectives the relationship is expected to deliver
- c. Establish levels of authority
- d. Identify high levels risks including business continuity issues
- e. Identify potential partners
- f. Identify communication plan to ensure stakeholder management

4. Internal Assessment

- a. Identify strengths and weaknesses within both organisations
- b. Incorporate area for development/action
- c. Establish partner selection criteria to be used for future partner/supplier selection
- d. Identify appropriate development programmes to be used in the "Working together" stage

5. Partner selection (additional)

- a. Incorporate assessment of potential partners
- b. Incorporate methodology for evaluating the collaborative capabilities and cultures
- c. Incorporate evaluation of selected partner

6. Working together

- a. Identify key areas for concern or constraint for each organisation
- b. Identify joint processes to manage knowledge and information flows across the relationship
- c. Establish a joint programme to assess and develop skills across the relationship
- d. Incorporate a focus change or improvement programmes
- e. Establish a joint risk and opportunity management

7. Value creation

- a. Incorporate value creation and innovation processes
- b. Incorporate continual improvement programme
- c. Establish a process for monitoring value, creating initiatives and assessing outcomes

8. Staying together

- a. Incorporate joint programme for reviews, performance management and reporting
- b. Incorporate a process for issues resolution at the appropriate levels
- c. Incorporate measures to monitor and maintain appropriate behaviours

9. Exit strategy

- a. Incorporate joint exit strategy
- b. Identify potential triggers for disengagement (off boarding)

4.4.3 Termination Process

Termination of support services will be initiated in writing as per Roelto and SharpCloud terms and conditions. Any costs incurred for early decommissioning of services as per the exit strategy and off boarding process, shall be submitted, mutually agreed and paid by the user.

All SharpCloud services are provided on fixed subscription period as per the SharpCloud terms and conditions. If the service is to be terminated the service will be switched off as requested, data saved, Stories zipped and there will be no credit for days not used. Refer to SharpCloud terms and conditions.

5. Our experience

5.1 Case Studies

5.1.1 FUTPRINT50 Technology and Regulatory Roadmap

FUTPRINT50 is an EU funded collaborative research project set out to identify and develop technologies and configurations that will accelerate the entry-into-service of a commercial hybrid-electric aircraft in a class of up to 50 seats by 2035/40.

The aim was to collaboratively co-create the FUTPRINT50 Roadmap to visually communicate the alignment, timing and regulatory status of all items including Concept Products, Capabilities and Projects.

Project Challenge

- Collating and visualising key project data
- Developing a roadmap that can simply and visually communicate various aspects of the roadmap
- Produce an environment that can easily share roadmap data and content with external people
- Co-create a story that is interactive and enables collaboration, feedback and comments

Visual Collaboration Roadmap

A collaborative approach was taken with team to:

- Agree the structure of the roadmap
- Develop a meta data template and data governance
- Configure views and relationships/dependencies to show the “cause and effect”, “golden thread” between roadmap items

- Produce panels to add additional information and content PDF,s images, links, videos, etc.)

Project Benefits

The FutPrInt50 project has successfully crafted a comprehensive roadmap on technology and certification, outlining crucial steps towards the realization of a Hybrid Electric Aircraft by 2035-2040.

- A roadmap that tells the Story
- A place to share information and support future collaboration
- Facilitate an engaging and interactive experience
- Collation and analysis of results, meticulously organized for easy searching and visualization
- Dynamic views such as the timeline and status
- Regulatory readiness view emphasizes the critical focus required to achieve certification for the Hybrid Electric Aircraft

The FutPrInt50 roadmap stands as an interactive overview, mapping the trajectory towards FUTure PPropulsion INTegration for 50-seat regional hybrid-electric aircraft, aimed at their successful entry-into-service by 2035-2040.

Click to view the [FutPrint50 Roadmap](#).

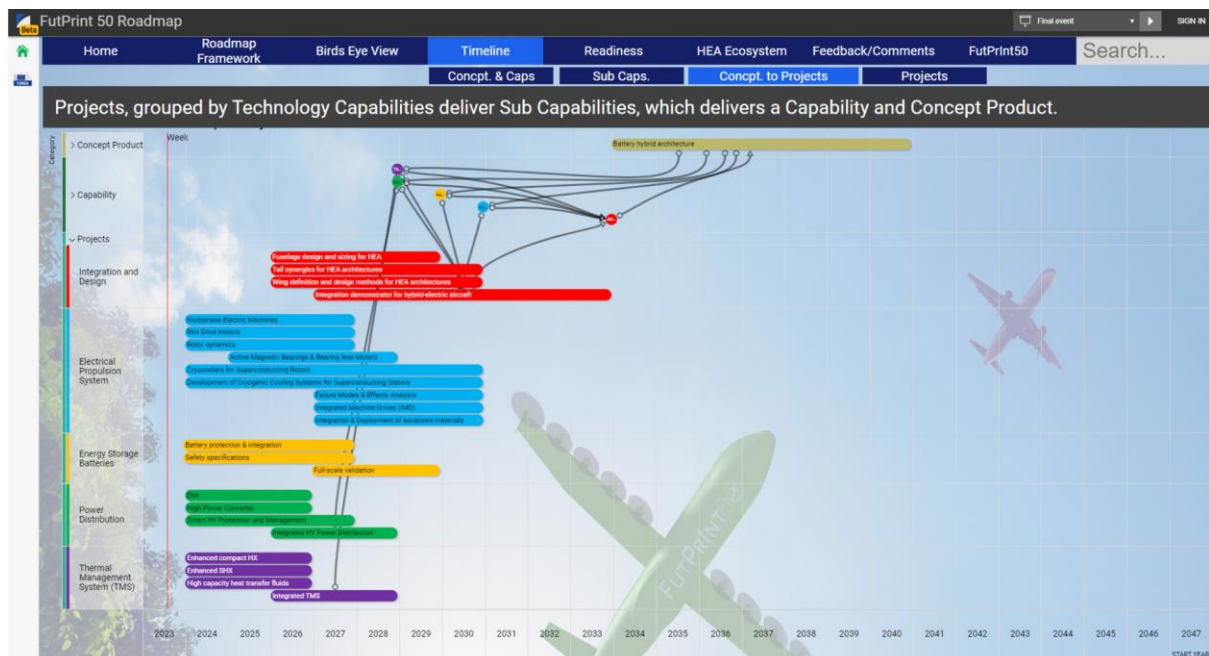


Figure 19 FutPrint50 Technology Roadmap

5.1.2 BP – Global Project Organisation (GPO)

BP GPO vision is to be the best projects organisation in the industry. This requires GPO to work differently with their supply chain so have developed and published

their project collaboration principles that codify and guide the way GPO work to create transparent relationships with their targeted suppliers.

As part of this vision a collaboration transformation project was established as part of the Modernise and Transform programme. This was based on the 8 Project Collaboration Principles and involved integrating these principles into the Major Project Common Processes (MPcp) by co-creating a GPO Collaboration Guide, supported by various collaboration development and training workshops, processes, tools and systems.

Project Challenge

GPO engages with supply chain partners and contractors to deliver complex assets internationally. This is underpinned by established processes, procedures and ways of working.

The aim was to adopt a collaborative contracting way of working based on the 8 collaboration principles as part of the MPcp and utilise the contractor's delivery capability, expertise and experience to develop a high performing, One Team to deliver the agreed outcomes in the most cost efficient, sustainable and safest way.

Visual Collaboration Solution

A 5-step integrated transformation approach was taken to embed the 8 principles at 4 levels:

- **Organisation** – culture, alignment, leadership and teamwork
- **People** – behaviours, mindset, skills and training
- **Process** – MPcp – project management, risk, procurement, quality and safety.
- **Systems** – collaboration tools, databases, networks and project/business applications.

The approach was conducted as part of a live multi £B project, which was split into 4 discrete contracts/programmes – Subsea, FPSO, FLNG and Hub, each having several main contractors located around the world. In parallel, a GPO collaboration guide and supporting tools was created, referencing other MPcp guides to enable the delivery of the collaboration principles.

To further facilitate collaborative contracting and working, the intent of using contractor policies, processes and systems was actively pursued through the Project Coordination Procedure (PCP) including the use of Digital Performance Management for better decision making.

The ISO 44001 Collaborative business relationship management systems — Requirements and framework and the ecITB Project Collaboration Toolkit for the Oil and Gas Sector were also used as references, to support the collaborative contracting approach.

Project Benefits

The first version of the guide provided a complete end-to-end way of working collaboratively. This enabled people to be self-sufficient, establish and complete their own collaboration workshops, improve their joint ways of working and enhance collaborative working with minimal support. This started to validate the adoption, which was further monitored and verified against the project collaboration charters, performance management framework, based on surveys and project performance data.

Several benefits were delivered including:

- Complete collaboration toolkit, including collaboration guide aligned to the MPcp with supporting templates (+20)
- Executive sponsorship and Project Director (SPA) identified and alignment established.
- Improved performance management through the co-creation of collaboration charters, alignment and validated joint objectives, interests and targets.
- Reduction of duplication through agreed joint ways of working and IT systems e.g. Management of Change; Risks and Opportunities, Scope definition, Performance Management and data integration – BIM
- Initiation of collaboration relationship maturity, behaviour assessment and development.

5.1.3 UK Trade and Investment – Life Sciences

VCS WaaS: Workshop-as-a-Service

A workshop was completed to identify a more collaborative and sustainable way of working across Government departments, Value Chain Partners and with potential FDI opportunities, globally. The workshop used Workshop-as-a-Service, powered by SharpCloud to capture ideas, information, activities to complete and alignment with UKT&I Life Sciences strategy, using SWOT, PESTLE, Stakeholder Management and Strategy Roadmap templates to develop an overall Strategy Map. Figure 20 shows an example of a Stakeholder template view – Stakeholder support versus Influence (high, medium, or low).



Figure 20: Stakeholder Workshop - support versus influence

5.1.4 Docklands Light Railway (DLR) part of Transport for London (TfL)

VCS R-PPM and R-CaaS: Project Portfolio Management and Collaboration-as-a-Service (ISO 44001 (BS 11000))

The Docklands Light Railway (DLR) is an automated light metro system opened in 1987 to serve the redeveloped Docklands area of East London, England. DLR has an ongoing programme of capital projects and extensions to the network. This programme of work is managed by DLR project management and supported by supply chain partners in collaboration with DLR operator Keolis Amey Docklands.

During each period (13 periods in a year), 1 to 2 days were spent with 10 to 20 people reviewing over 160 projects that were captured on Excel template reports (PGR). Each report had over 200 data attributes, which had to be completed manually, printed out and reviewed separately. Using R-PPM a standard data project template was created and used by each project. Data from the risk management reports, over 2300 milestones from Primavera (P6) and project details from the PGR was automatically uploaded into each project and “rolled up” to the portfolio. As a result, projects were reviewed by exception only providing real time status of projects, uncovering insights and saved over 212 days per annum by eliminating non added value administration activities and another estimated 299 days on indirect activities.

In addition, Collaboration-as-a-Service templates (BS 11000 Gap Analysis and Relationship Management Plan) was used to gain BS 11000 accreditation in collaboration with Keolis Amey Docklands. Below (Figure 21) is the DLR Portfolio Home page to navigate to the various parts of the DLR Project Portfolio.

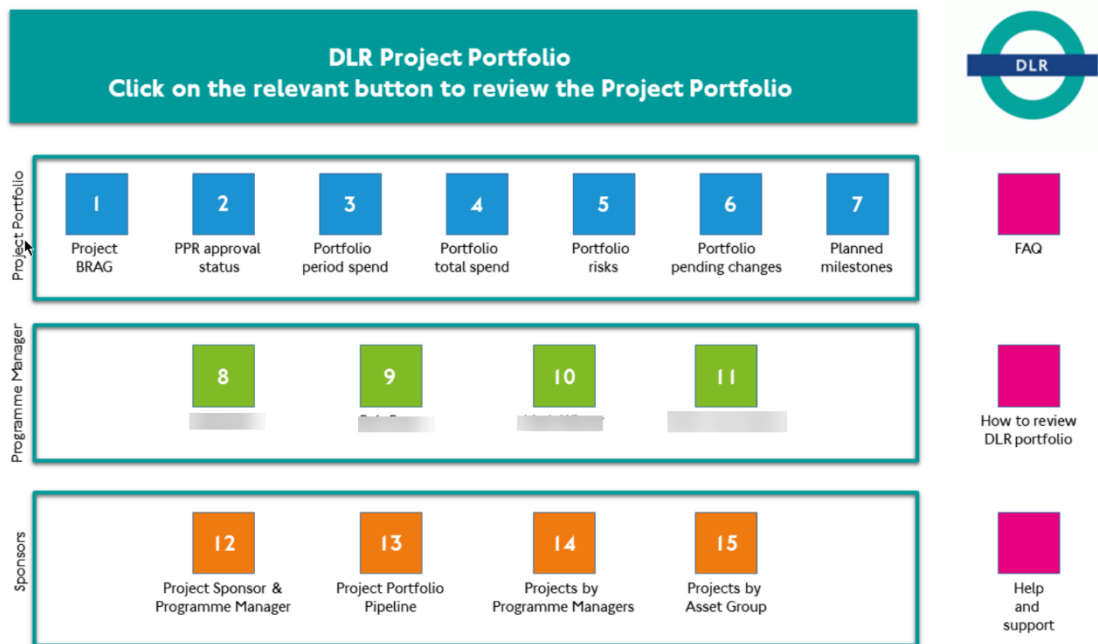


Figure 21: DLR Project Portfolio Homepage

5.1.5 House of Commons

VCS R-PPM: Enterprise Project Portfolio Management

Within the House of Commons there are several teams that support the running of House Services, including delivery of IT and capital projects by PDS (Parliamentary Digital Services) and SE (Strategic Estates) respectively. In addition, there are significant change programmes with regards to the Restoration and Renewal (R&R) and Cultural Transformation programme, including Business as Usual activities. This totalled to over 500 projects. This posed various challenges for House Service teams and the Commons Executive Board (CEB), such as being able to see all of these projects, their status and change impact against agreed outcomes, and the four HoC strategic objectives in near to real time.

A proof of concept was completed using R-PPM. Initially, a data template was put in place and consolidated and standardised data attributes across the HoC such as the Inclusive Lifecycle Milestones, RAG statuses, Finances, Risks, Benefits, Resources, Issues, Dependencies and Changes, meaning all projects now used the same data. A Project View template inherited the data attributes allowing the users to visualise the data captured in the manual spreadsheet Project Summary Report, into relevant views such as timeline, grids, tables, etc. A Project Sample template was created so that all projects used the same data and views. Project Programmes and individual Portfolios were created and visualised as an Enterprise Programme Management portfolio. Other projects and activities were included, such as the HS Corporate Business Plan, HoC Strategy and Cultural Transformation programme, combined with EPMO, to deliver an overall HoC dashboard for the CEB.

This provided visibility, status and context as all projects were in one place, including project relationships and their impact with regards to other projects, outcomes and

the 4 HoC strategic objectives. Figure 22 shows one of the PoC **examples** of the HoC Change Initiative and Programme Dashboard.

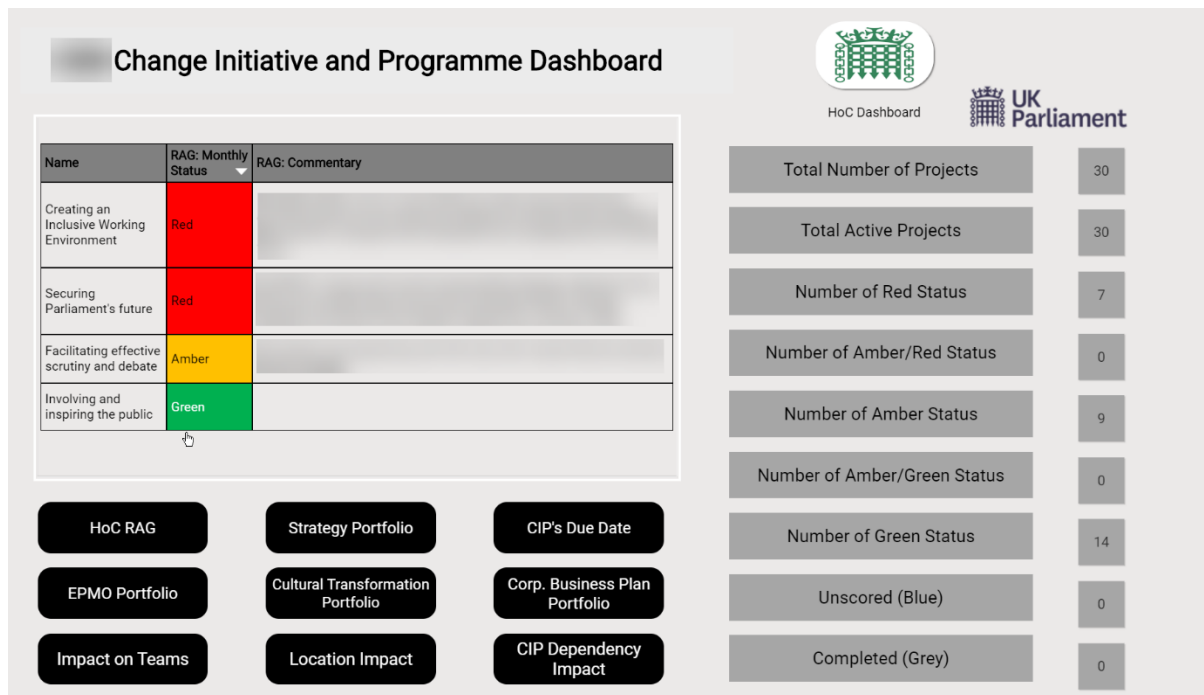


Figure 22: Example of a HoC CI&P Dashboard

5.1.6 Enterprise Ireland (EI)

VCS R-CaP: Communication & Presentation and R-SRM: Strategy Roadmap

Enterprise Ireland is the Irish government organisation responsible for the development and growth of Irish enterprises in world markets. Key to supporting the growth and development of Irish businesses is being able to communicate the unique value propositions of each organisation to a global market.

Typically, company capabilities are captured on a document that are stored in multiple places, are difficult to maintain and keep up to date. Furthermore, when communicating and presenting to potential clients the content was very static, linear in communication and did not enable different digital content to be easily shared, presented and communicated. Follow up was also very challenging and did not enable collaboration and interaction with regards to the company profiles that had been shared.

Using R-CaP a pilot was completed based on Irish businesses in the Sustainability sector. Each organisation included the standard text and other digital content such as images, videos and links to other content such as websites. Specific presentations were created which were automatically updated when content was changed centrally and shared across the business so that everyone could use the most up to date version.

Separate projects were completed for Strategic Roadmapping for the Construction and Life Sciences industry.

“We would position Roelto as key partners in the integration and enhancement of our global communication platform with the Industrial team at Enterprise Ireland”. EI, Senior Market Advisor.

5.1.7 Transport System Catapult

Technology Strategy | 2016

The Transport System Catapult focuses on leading the debate with people and organisations who share and interest in Intelligent Mobility (IM). Key to facilitating collaboration and the exchange of ideas with all stakeholders an online repository was developed using SharpCloud.

The design of the online repository involved a consistent TSC branding and multiple stories linked together to provide an overall narrative, focussing on IM Goals, the Global IM Market, IM Challenges and Roadmaps, UK Capabilities, Strategic Implementation and Further Reading, with each one containing further links to more detailed and specific information. This resulted in people being able to understand the IM market, identify opportunities and collaborate.

To view the TSC Technology Strategy for Intelligent Mobility please click [here](#)

5.1.8 BP Global Projects Organisation (GPO)

Visual Collaboration: Data Visualisation and Collaborative Contracting

GPO delivers major projects across the world and works with many supply chain partners in terms of engineering, delivery and operations of these multi-billion-pound assets. Critical to the successful delivery of these assets is the sharing and visualisation of data and collaborative working. Over a 3-year period a Digital Performance Management (DPM) solution and Collaborative Contracting Model was developed and implemented.

The DPM proof of concept was completed in year 1 using SharpCloud on a working project to identify the key functionality requirements and demonstrate real benefits. Using this model, a company wide solution was implemented using Power BI, after BP had just completed a significant investment in Office 365. In years 2 and 3 a collaborative working guide and associated templates were developed and used on projects to enhance collaborative working. The guide was centred on the BP collaboration principles which are based on ISO 44001 collaborative business relationships, specification framework. This was completed as part of a companywide programme and developed on a live project in collaboration with BP contractors.

5.1.9 Northern Midland Construction

As part of their successful agreements and project delivery with National Water suppliers, NMC along with their strategic business partners focussed on developing their joint relationship management plan. A one-day ISO 44001 Introduction and Auditing training workshop was completed to understand the main clauses and what needed to be completed as a joint team. By the end of the workshop the team were aligned and established a joint relationship management plan and how to complete

project auditing to support continuous improvement and successful delivery of the multiple projects and programmes.

5.1.10 ActionAid

ActionAid is an international charity and global movement of people fighting for women's rights, social justice, and an end to poverty. ActionAid works with multiple organisations and partners to raise funds and deliver programs in 46 countries. ActionAid and Roelto have had a collaborative working relationship since 2012 which has included multiple programmes and projects. Using R-WaaS, multiple workshops have been completed, including SWOTs. Figure 23 is a view of an IT SWOT workshop illustrating how to use the identified Strengths (blue) to take advantage of the Opportunities (red) to identify Tasks (green) that you will include in your IT/Technology Roadmap (R-TRM). The relationships between the Strengths, Opportunities and Tasks are shown and include comments about the relationship (not shown).

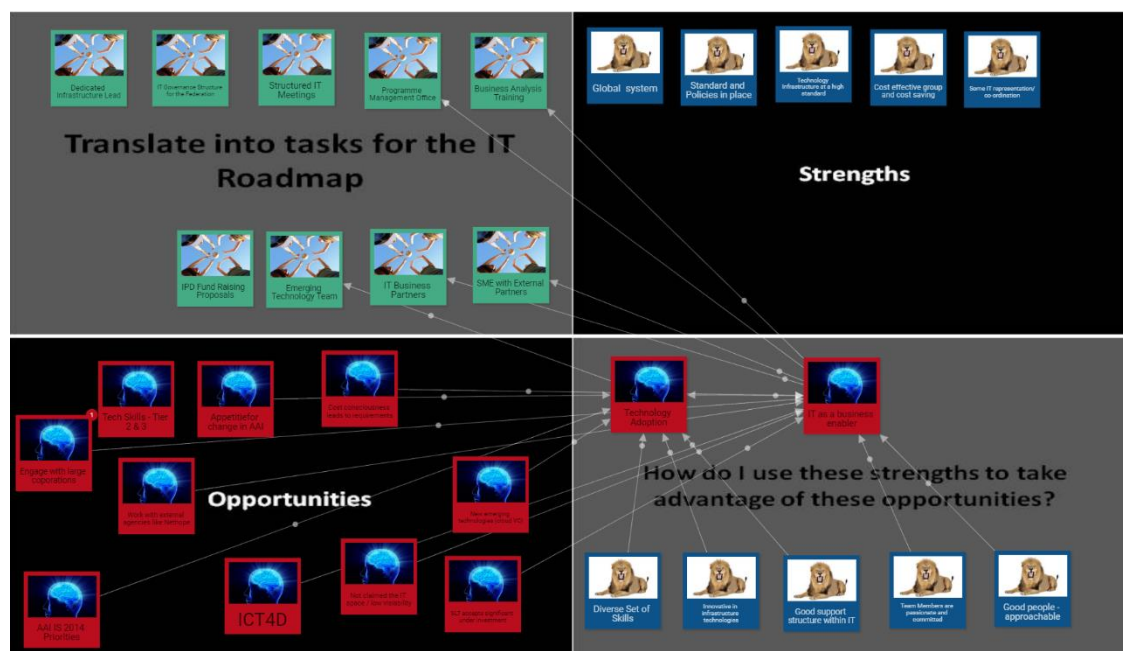


Figure 23: IT SWOT Workshop - Strengths and Opportunities

Another key project has been the, selection, procurement and project management of a Global Financial System (GFS) deployment. The selection of Infor SunSystems version 6 involved working in a collaborative way to ensure the cloud first strategy, core data model and financial transformation was delivered successfully. Roelto provided overall program transformation design and delivery using the ISO 44001 collaboration framework to work both with Infor and countries. This was supported by collaboration solutions using Microsoft Office 365, SharePoint, Teams, Planner, Forms and Power Automate workflows. In addition, SharpCloud was used to visualise the GFS Roadmap and provide Project Portfolio Management to all stakeholders, which is shown below in Figure 24.

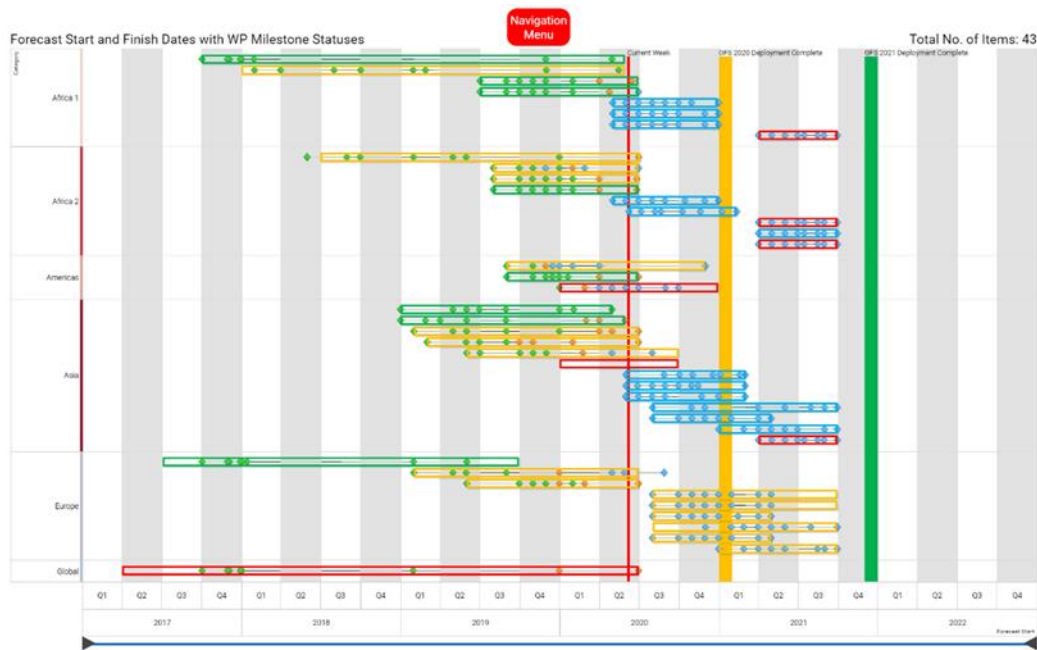


Figure 24: Project Roadmap with RAG status and milestones

5.2 Clients

Below is a selection of Roelto and SharpCloud clients, more details can be found [here](#):





HOUSE OF COMMONS



Lilly logo





5.3 Contact Details

Jason Hier

Jason.hier@roelto.com

Mobile: +44 (0) 7766 442628