

# **PROFESSIONAL INFORMATION TECHNOLOGY (IT) SUPPORT SERVICE**

## **G-CLOUD 14 SERVICE DESCRIPTION**

MLC Partners Limited is a company registered in England and Wales, registered number 09366814 and registered address c/o WeWork, 123 Buckingham Palace Road, London, SW1W 9SR

## Overview

MLC Partners has extensive experience supporting public sector organisations undertaking key digital, cloud and clinical systems transformation programmes. We have developed services under G-Cloud to provide supplementary support where organisations require additional IT strategy, technical architecture, security consultancy, technical consultancy and IT project management capacity.

This service is relevant to NHS EPR and clinical systems implementations where customers need support across technical services, infrastructure, integration, configuration management, BI reporting and data migration governance. MLC can support major NHS platforms including RiO, Epic, Cerner, MEDITECH, Nervecentre, SystemOne, EMIS Web and other clinical systems, where supported by appropriately experienced specialists.

## Service Description

To deliver this IT support service, MLC Partners will supply a team of expert specialists with extensive experience and/or professional IT qualifications. Support can include technical readiness, infrastructure and environment planning, integration coordination, interface dependency management, configuration governance, BI reporting readiness, data migration governance, data quality coordination, testing, cutover, go-live and early life support.

Before commencing any assignment, we will agree a specific service work package to define the support required, resourcing, duration, deliverables, governance and reporting. We will tailor our team to complement internal capacity and capability, working alongside customer IT, digital, BI, information, clinical, operational, supplier and system integration teams.

For EPR programmes, MLC can provide structured coordination and delivery grip across technical, configuration, data and reporting workstreams. Typical outputs may include readiness trackers, technical workstream plans, integration dependency logs, configuration decision logs, BI/reporting readiness plans, data migration governance plans, data quality trackers, cutover readiness plans and early life support arrangements.

Where we deploy larger teams, we will provide a lead consultant who will manage the engagement, coordinate delivery activity and maintain clear reporting against agreed outcomes, risks, issues and dependencies.

## Resourcing

The teams deployed in the provision of the services will be comprised of experienced IT and digital professionals. Relevant roles may include technical project managers, IT programme managers, technical or solution architects, integration project managers, configuration governance leads, BI/reporting readiness leads, data migration governance leads, technical business analysts, PMO specialists, cutover managers and early life support leads.

Team members may hold professional IT or delivery qualifications such as Chartered IT Professional (CITP), Microsoft Certified Professional (MCP), Certified Information Security Manager (CISM), Oracle Certified Professional (OCP), PRINCE2, AgilePM and relevant IT degrees or diplomas. Typically team members will be cleared to Baseline Personnel Security Standard, with higher clearances available where required.

## Ordering process

We aim to make the ordering process as simple and straightforward as possible. Customers can contact our account team by telephone or email and we will facilitate meetings where required to discuss the required IT, EPR or clinical systems support. We can help define the work package, required roles, expected outputs, timescales and G-Cloud 14 call-off documentation for checking by the customer.

## Onboarding

We aim to ensure that all teams deployed will be effective from the start of each assignment. Prior to mobilisation, we will brief team members on the work required, expected deliverables, key customer personnel, supplier context, platform context, governance arrangements, reporting requirements and service standards.

At the start of each engagement, team members will introduce themselves to key customer contacts and agree the work programme, communications, reporting cadence, access requirements, risk and issue processes, supplier engagement routes and decision-making arrangements.

## Service Constraints

This service is highly flexible. We can start service provision at short notice and flex the level of support up and down as required, subject to resource availability, scope confirmation, security clearance, system access and supplier access requirements.

MLC provides professional IT support, technical coordination and delivery governance. We do not replace the EPR supplier, clinical safety officer, data controller, technical authority or customer decision-making body. Platform-specific configuration,

system build, migration tooling or interface development will only be performed where explicitly agreed and supported by appropriately authorised and experienced personnel.

### Service Levels

We are available to take new bookings or discuss any changes to service provision from 8.30am to 6pm Monday to Friday. We aim to acknowledge requests for new services within four working hours of receipt and to provide support in line with timescales agreed with the customer.

Typically we can commence service provision within three working days for urgent requirements, subject to agreed scope, approvals, resource availability, security requirements and access arrangements.

### Termination Terms

Our usual terms for termination for convenience are 10 working days. We are happy to discuss different terms on a case-by-case basis.

### Customer Responsibilities

Customers are responsible for the provision of office accommodation and, where required, access to and provision of IT services for our team. Where security clearances above BPSS are required, customers are responsible for holding such clearances for team members who are already cleared or for sponsoring clearances as required.

Customers are responsible for providing clearly defined contacts within the organisation to liaise with the team and to whom the team can report progress. For EPR and clinical systems assignments, this may include access to relevant IT, digital, BI, information governance, clinical, operational, supplier and system integration contacts.

Customers are responsible for providing information and assistance reasonably required to complete the agreed assignment, including relevant programme documentation, technical documentation, architecture information, interface and integration plans, configuration governance materials, reporting requirements, data migration plans, testing plans, risk and issue logs, decision logs and access to relevant governance forums.

Customers are responsible for confirming satisfactory delivery of the services on a weekly basis or as otherwise agreed using systems provided by MLC Partners.