



FCDO Services

Skills Framework for the Information Age (SFIA) Rate Card – 2022 - 2023

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Version: 1

www.fcdoservices.gov.uk

Skills Framework for the Information Age Rate Card

FCDO Services offers the following rates for specialists involved in the provision of Cloud support and consultancy. All proposals for work to be completed under this framework will be based upon the rates in the table below.

Skills Framework for the Information Age (SFIA) Day Rate Table

	Strategy & Architecture	Business Change	Solution Development & Implementation	Service Management	Procurement & Management Support	Client Interface
Follow	£449	£449	£449	£449	£449	£449
Assist	£561	£561	£561	£561	£561	£561
Apply	£785	£785	£785	£785	£785	£785
Enable	£954	£954	£954	£954	£954	£954
Ensure/Advise	£1,122	£1,122	£1,122	£1,122	£1,122	£1,122
Initiate/Influence	£1,234	£1,234	£1,234	£1,234	£1,234	£1,234
Set Strategy/Inspire	£1,683	£1,683	£1,683	£1,683	£1,683	£1,683

Note: FCDO Services staff are security cleared and screened conforming to BS7858:2012 with security clearance up to Developed Vetting (DV). The rates above reflect those applicable for the minimum level of clearance which is 'Security Check (SC)'.

FCDO Services Cloud Support and Consultancy Day rate Pricing Terms

- Consultants Working Day – 8 hours exclusive of all expense, travel and lunch
 - Working Week – Monday to Friday excluding national holidays
 - Office Hours - 09:00 – 17:00 Monday to Friday
- Travel and Subsistence– (day rates exclude travel and subsistence charges, payable by the client within government guidelines).
 - Travel and Subsistence – Included in day rate within M25. Payable at department's standard T&S rates outside M25
 - Mileage is charged at FCDO Services defined rates (within government guidelines).
- Professional Indemnity Insurance is included
- Premiums applied to rate:
 - additional weekday hours: 33%
 - additional weekend hours : 50%
 - additional bank holiday hours : 100%

FCDO Services Roles and SFIA Capability Mapping

The following table provides examples of FCDO Services role titles used under the SFIA capability categories.

	Strategy & Architecture	Business Change	Solution Development & Implementation	Service Management	Procurement & Management Support	Client Interface
Follow	Apprentice-L1	Apprentice-L1	Apprentice-L1	Apprentice-L1	Apprentice-L1	Apprentice-L1
Assist	Apprentice-L2/L3	Apprentice-L2/L3	Apprentice-L2/L3	Apprentice-L2/L3	Apprentice-L2/L3	Apprentice-L2/L3
Apply	Architect Analyst	Change Analyst / Transition Support	Associate engineer / Developer	Problem Analyst	Analyst	Contract / Service Support
Enable	Architect	Change Management / Transition Manager	Engineer / Developer / Project Manager / Junior Service Designer	Incident / Problem Management	Commercial Management	Customer Support Officer
Ensure/ Advise	Senior Architect		Snr Engineer / developer / senior project manager / Service Design	Service Delivery Management / Software Asset Manager	Senior Commercial Management	Senior business relationship manager
Initiate/ Influence	Senior/Lead Technical Architect	Lead Transition Manager	Principle Engineer / developer / programme manager / Lead service designer	Service Owner/ Senior Service Delivery Management	Lead Commercial Management	Lead business relationship manager
Set Strategy/ Inspire	Principal Technical Architect		Senior Programme Manager		Principle Commercial Management	Principle client interface

SFIA Level Definitions

Level	Autonomy	Influence	Complexity	Business Skills
1 Follow	Works under close supervision. Uses little discretion. Is expected to seek guidance in expected situations.	Interacts with immediate colleagues.	Performs routine activities in a structured environment. Requires assistance in resolving unexpected problems.	Uses basic information systems and technology functions, applications, and processes. Demonstrates an organised approach to work. Learns new skills and applies newly acquired knowledge. Has basic oral and written communication skills. Contributes to identifying own development opportunities.
2 Assist	Works under routine supervision. Uses minor discretion in resolving problems or enquiries. Works without frequent reference to others.	Interacts with and may influence immediate colleagues. May have some external contact with customers and suppliers. May have more influence in own domain.	Performs a range of varied work activities in a variety of structured environments.	Understands and uses appropriate methods, tools and applications. Demonstrates a rational and organised approach to work. Is aware of health and safety issues. Identifies and negotiates own development opportunities. Has sufficient communication skills for effective dialogue with colleagues. Is able to work in a team. Is able to plan, schedule and monitor own work within short time horizons. Absorbs technical information when it is presented systematically and applies it effectively.
3 Apply	Works under general supervision. Uses discretion in identifying and resolving complex problems and assignments. Usually receives specific instructions and has work reviewed at frequent milestones. Determines when issues should be escalated to a higher level.	Interacts with and influences department/project team members. May have working level contact with customers and suppliers. In predictable and structured areas may supervise others. Makes decisions which may impact on the work assigned to individuals or phases of projects.	Performs a broad range of work, sometimes complex and non-routine, in a variety of environments.	Understands and uses appropriate methods, tools and applications. Demonstrates an analytical and systematic approach to problem solving. Takes the initiative in identifying and negotiating appropriate development opportunities. Demonstrates effective communication skills. Contributes fully to the work of teams. Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures. Absorbs and applies technical information. Works to required standards. Understands and uses appropriate methods, tools and applications. Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client.
4 Enable	Works under general direction within a clear framework of accountability. Exercises substantial personal responsibility and autonomy. Plans own work to meet given objectives and processes.	Influences team and specialist peers internally. Influences customers at account level and suppliers. Has some responsibility for the work of others and for the allocation of resources. Participates in external activities related to own specialism. Makes decisions which influence the success of projects and team objectives.	Performs a broad range of complex technical or professional work activities, in a variety of contexts.	Selects appropriately from applicable standards, methods, tools and applications. Demonstrates an analytical and systematic approach to problem solving. Communicates fluently orally and in writing, and can present complex technical information to both technical and non-technical audiences. Facilitates collaboration between stakeholders who share common objectives. Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures. Rapidly absorbs new technical information and applies it effectively.



				Has a good appreciation of the wider field of information systems, their use in relevant employment areas and how they relate to the business activities of the employer or client. Maintains an awareness of developing technologies and their application and takes some responsibility for personal development.
5 Ensure/Advise	Works under broad direction. Is fully accountable for own technical work and/or project/ supervisory responsibilities. Receives assignments in the form of objectives. Establishes own milestones and team objectives, and delegates responsibilities. Work is often self-initiated.	Influences organisation, customers, suppliers and peers within industry on the contribution of own specialism. Has significant responsibility for the work of others and for the allocation of resources. Makes decisions which impact on the success of assigned projects i.e. results, deadlines and budget. Develops business relationships with customers.	Performs a challenging range and variety of complex technical or professional work activities. Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts. Understands the relationship between own specialism and wider customer/ organisational requirements.	Advises on the available standards, methods, tools and applications relevant to own specialism and can make correct choices from alternatives. Analyses, diagnoses, designs, plans, execute and evaluates work to time, cost and quality targets. Communicates effectively, formally and informally, with colleagues, subordinates and customers. Demonstrates leadership. Facilitates collaboration between stakeholders who have diverse objectives. Understands the relevance of own area of responsibility/ specialism to the employing organisation. Takes customer requirements into account when making proposals. Takes initiative to keep skills up to date. Mentors more junior colleagues. Maintains an awareness of developments in the industry. Analyses requirements and advises on scope and options for operational improvement. Demonstrates creativity and innovation in applying solutions for the benefit of the customer.
6 Initiate/Influence	Has defined authority and responsibility for a significant area of work, including technical, financial and quality aspects. Establishes organisational objectives and delegates responsibilities. Is accountable for actions and decisions taken by self and subordinates.	Influences policy formation on the contribution of own specialism to business objectives. Influences a significant part of own organisation and influences customers/suppliers and industry at senior management level. Makes decisions which impact the work of employing organisations, achievement of organisational objectives and financial performance. Develops high-level relationships with customers, suppliers and industry leaders.	Performs highly complex work activities covering technical, financial and quality aspects. Contributes to the formulation of IT strategy. Creatively applies a wide range of technical and/or management principles.	Absorbs complex technical information and communicates effectively at all levels to both technical and non-technical audiences. Assesses and evaluates risk. Understands the implications of new technologies. Demonstrates clear leadership and the ability to influence and persuade. Has a broad understanding of all aspects of IT and deep understanding of own specialism(s). Understands and communicates the role and impact of IT in the employing organisation and promotes compliance with relevant legislation. Takes the initiative to keep both own and subordinates' skills up to date and to maintain an awareness of developments in the IT industry.
7 Set Strategy/Inspire	Has authority and responsibility for all aspects of a significant area of work, including policy formation and application. Is fully accountable for actions taken and decisions made, both by self and subordinates	Makes decisions critical to organisational success. Influences developments within the IT industry at the highest levels. Advances the knowledge and/or exploitation of IT	Leads on the formulation and application of strategy. Applies the highest level of management and leadership skills. Has a deep understanding of the IT industry and the implications of emerging technologies	Has a full range of strategic management and leadership skills. Understands, explains and presents complex technical ideas to both technical and non-technical audiences at all levels up to the highest in a persuasive and convincing manner. Has a broad and deep IT knowledge coupled with equivalent knowledge of the activities of those businesses



		within one or more organisations. Develops long-term strategic relationships with customers and industry leaders.	for the wider business environment.	and other organisations that use and exploit IT. Communicates the potential impact of emerging technologies on organisations and individuals and analyses the risks of using or not using such technologies. Assesses the impact of legislation, and actively promotes compliance. Takes the initiative to keep both own and subordinates' skills up to date and to maintain an awareness of developments in IT in own area(s) of expertise.
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1 FCDO Services

1.1 FCDO Services is part of Government

As a trading fund and part of the Foreign and Commonwealth Office our role is to deliver secure, trusted services across a range of requirements. From running secure logistics around the world including the Queens Messenger Service; project managing secure installations in the most challenging environments; designing the interiors of some of the UKs most prestigious overseas Ambassador's residences; to developing a solution to embed machine learning in the process of redaction of sensitive information from documentation going to the national archive. Our capabilities are diverse and global.

Our history is bound to the Diplomatic Wireless Service and the code breakers of Bletchley Park in the 1940s. Today, we are still helping to protect the essential data, assets and people within government. We are also home to the National Authority for Counter Eavesdropping (UK NACE).

We specialise in developing proof of concepts, running specialist projects or providing hosting, hardware or software in secure environments up to TOP SECRET. Our data centres are located within a government secure site and are wholly owned by the Crown.

1.2 In-government partner

We are working with a range of UK Government departments along with governments overseas who value our ability to deliver services underpinned by an ethos of security. When security and secrecy are of paramount importance, we are the government department to talk to.

1.3 Security in people

If you have a standard project or requirement then you will have a vast range of suppliers to talk to. However, where high levels of security and secrecy are needed, we are uniquely positioned to partner with departments in a way that cannot be replicated by other private organisations. Our staff, who are all security cleared, bring insight and expertise through the lens of being a civil servant. From a basic service to a full service wrap, our teams thrive on the 'non-standard' and can access FCDO Services full range of services and relationships to achieve the solution.

You can take reassurance in knowing that any money spent with us is being invested back into government meaning that tax payers' money is working harder.

FCDO Services.
For Government. By Government

2 Security & Accreditations

2.1 Staff Security

All FCDO Services staff are security cleared and screened conforming to BS7858:2012 with security clearance up to Developed Vetting (DV).

2.2 Standards & Skills Certifications

ISO management standards are a set of internationally recognised guidelines covering key areas of running and managing a business in a way that recognised as both consistent and effective. FCDO Services ISO accreditation assures its customers that operational delivery and support is performed within a framework of best practice.

FCDO Services standards accreditation is certified annually by a UKAS approved Assessor against the following ISO standards and policies:

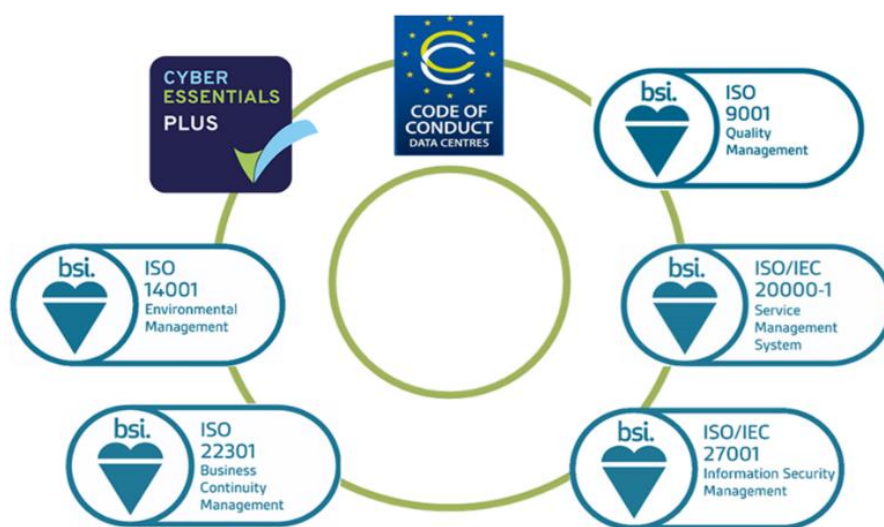


Figure-1: FCDO Services Standards & Certifications

- 27001: Information Security Management
 - Specification for an Information Security Management System (ISMS) that is a framework of policies and procedures that includes all legal, physical and technical controls involved in an organisation's information risk management processes
- 20000: Information Technology - Service Management
 - The international IT Service Management (ITSM) standard that enables IT departments to ensure their ITSM processes are aligned both with the needs of the business and international best practice
- 9001: Quality Management
 - The international standard that specifies requirements for a Quality Management System (QMS) - used to demonstrate the ability to consistently provide products and services that meet customer and regulatory requirements
- 22301: Security and Resilience - Business Continuity Management Systems
 - Specifies requirements to plan, establish, implement, operate, monitor, review, maintain and continually improve a documented management system to protect against, reduce the likelihood of occurrence, prepare for, respond to, and recover from disruptive incidents when they arise
- Cyber Essentials Plus
 - A UK Government-backed, industry-supported scheme to help organisations protect themselves against common online threats - with security controls that have been independently assessed and verified

Note: At the time of writing FCDO Services is the only, UKAS approved Assessor certified, Central Government body for the ISO 20000 - Information Technology - Service Management standard.

In addition to compliance with the above ISO standards and policies, FCDO Services personnel have certified skills across a broad range of technologies that include:

- ITIL
 - Foundation (v3, 4)
- BCS
 - Business Processes
 - Coding & Logic
 - Agile - Foundation
- Microsoft
 - Cloud Fundamentals (MTA)
 - Networking Fundamentals (MTA)
 - Mobility & Device Fundamentals (MTA)
 - Windows 10 (MCSA)
- Service Desk Manager (SDI)

In addition to formal software-vendor and/or manufacturer training, FCDO Services Service Desk personnel can be DV cleared and undergo mandatory annual training for Information Security, GDPR and the protection of information.

3 Service Desk

3.1 Overview

FCDO Services' Service Desk (Global Support Centre) delivers an effective and consistent contact centre facility– across cloud, on premise and co-located services.

Capable of operating at OFFICIAL and SECRET classification levels and accredited to ISO9001, ISO20000 & ISO27001, our security cleared, highly skilled staff can provide 24/7x365 support.

3.2 Features

- Consistent, single point of contact for issues, queries and requests
- Service desk support tailored for specific business needs
- Each customer is assigned a service desk lead
- Simplified and transparent service reporting
- Continuous service improvement driven by customer experience feedback
- 24x7x365 Operational support options
- Service Integration and SIAM ability to manage ITIL aligned processes
- Agile delivery with capacity to flex to increase in demand

3.3 Benefits

- In government partner
- Unique mix of civil service and commercial expertise
- Highly experienced in working with public sector organisations
- All staff security cleared to a minimum of SC
- Increased productivity due to timely fault restoration and workaround implementation
- ISO 20000, ISO27000 and ISO 9001 certified organisation

3.4 Service Detail

Global Support Centre (GSC)

The single operational point of contact for FCDO Services is the GSC fulfilling its role as a Service Desk for product and service operational support.

FCDO Services GSC First Line Resolution rate* is above the industry standard and demonstrates the commitment we put into our customer service operation - and the investment in our teams to understand and resolve issues for supported end users quickly and efficiently.

* The percentage of calls logged and subsequently resolved by our 'first line' team with no functional escalations and resolved within one hour

By taking a knowledge centred approach, FCDO Services GSC leverages knowledge from its operational support teams to continually review GSC staff resolution and delivery capability, and align to the commonly recognised IT support 'shift-left' principle.

FCDO Services recognises that a 'one-size-fits-all' approach does not offer the adaptability and flexibility required by customers in the current Digital era.

A collaborative approach is used during customer engagement to determine customer needs and expectations to leverage FCDO Services standard configurations and certified ITSM capability in a flexible, cost-efficient delivery model.

To leverage FCDO Services economies of scale and cost efficiencies, FCDO Services are able to offer customers a number of options and variations for different customer use cases – detailed below.

Option1 – Log & Resolve: 1st Line (Standard/Default)

FCDO Service Desk acts as initial point of contact with responsibility to attempt resolution based on skills, knowledge from knowledge-base articles, and experience. In the event resolution cannot be achieved it will be despatched to a third party for resolution.

Option2 – Log & Despatch

FCDO Service Desk acts as initial point of contact with no resolution capability. All details are logged and then despatched to a third party for resolution.

Customers should note this option is particularly aligned to the Service Integration And Management (SIAM) model with further detail on FCDO Services capabilities in this area detailed in the Service Integration And Management Service Definition.

Option3 – Log & Resolve: 1st line to 3rd Line

FCDO Service Desk acts as initial point of contact with responsibility to attempt resolution based on skills, knowledge from knowledge-base articles, and experience. In the event resolution cannot be achieved it will be allocated to additional FCDO Services Technical teams for resolution.

FCDO Services GSC benefits from its close physical proximity with other highly skilled FCDO Services IT Operations and Support technical staff (e.g. Network Engineers, Infrastructure Engineers and other technical IT Subject Matters Experts (SME's)) – enabling efficient resolution of customer issues that require specialised knowledge and/or experience.

3.5 Service capabilities & Options

FCDO Services recognises that a 'one-size-fits-all' does not offer the adaptability and flexibility required by customers in the current Digital era.

A collaborative approach for customer engagements, to determine customer needs and expectations, ensures customers can leverage FCDO Services breadth of commercial and certified technical and ITSM skills and capability in a flexible, cost-efficient delivery model.

FCDO Services combines its collaborative approach with an adaptable and flexible delivery framework that supports a 'waterfall' or 'agile' delivery methodology - with a focus on understanding the customers' end-state vision and objectives,

FCDO Services Desk capability is supported by its ISO 2000 accredited processes with further detail on the capabilities detailed in the 'FCDO Services IT Service Management (ITSM)', 'Service Operations & Delivery' and 'Additional Service Management capabilities' sections of this document, however, customers should not that not all capabilities are available under each Service Desk option.

An overview of the capabilities available is detailed below.

Log & Resolve: 1st Line (Standard/Default)	Log & Despatch	Log & Resolve: 1st line to 3rd Line
Hours of Operational Support		
0900 – 1700: Monday to Friday, Excl. UK BH or		
0700-1900: Monday to Friday, Excl. UK BH or		
24x7x365		
ITSM Processes		

Service Performance Reporting Access Management (Option)		
• Incident Management • Major Incident Management • Request Management • Event Management • Configuration Management • Continual Service Improvement	• Incident Management • Request Management • Event Management	• As Log & Resolve: 1st Line + • Change Management • Availability Management • Capacity Management

4 Engagement & Delivery Approach

FCDO Services uses an adaptable and flexible delivery framework that supports a 'waterfall' or 'agile' delivery methodology - with a focus on understanding the customers' end-state vision and objectives.

FCDO Services completely understands the concerns around digital transformations because as an in-government department, we also have to adhere to the government's policy. We also understand value for money, are not driven by profit and focus heavily on working in partnership with our customers in a transparent and open environment.

An overview of the FCDO Services engagement and delivery model can be seen below.

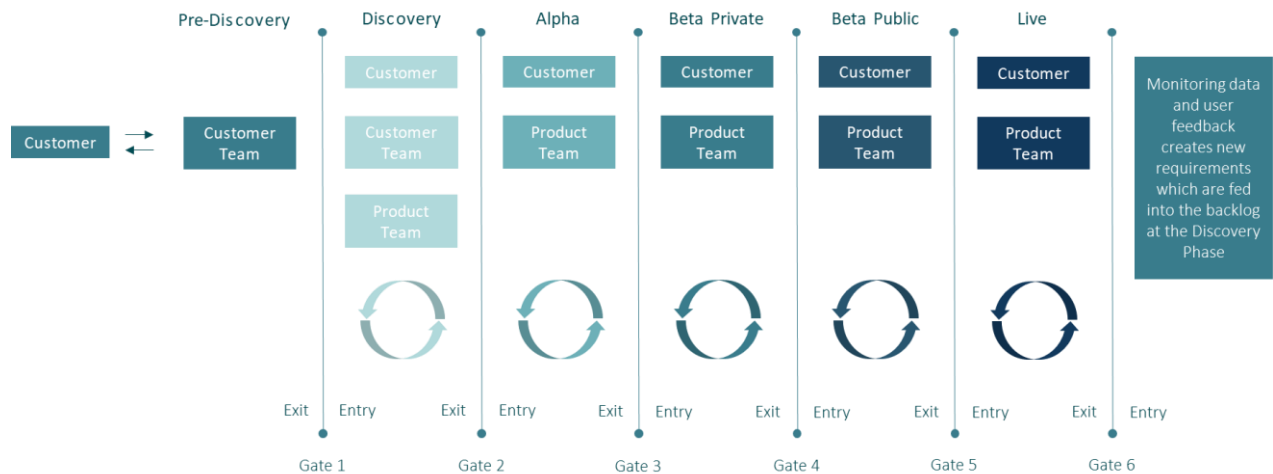


Figure-2: Engagement & Delivery Model

4.1 Deliverables

FCDO Services engagement model for its Service Desk (Global Support Centre (GSC)) is based on the utilisation of its skilled and experienced resources within the IT Technical and Service domains.

Recognising that a 'one-size-fits-all' does not offer the adaptability and flexibility required by customers in the current Digital era a collaborative approach is to determine customer needs and expectations to leverage FCDO Services capabilities in a flexible, cost-efficient delivery model.

FCDO Services combines this collaborative approach with an adaptable and flexible delivery framework that supports a 'waterfall' or 'agile' delivery methodology - with a focus on understanding the customers' end-state vision and objectives.

Aligned to the engagement approach, initial pre-discovery activities would be carried out to determine customer requirements documented in the form of a proposal.

The proposal would confirm requirements and initial findings with a suggested approach and explicit detail on the deliverable for the agreed engagement.

5 Dependencies & Constraints

Customer contact points

- Service Owner
- Service Desk (Desk-to-Desk Service Model)
- Additional service escalation points of contact

Service usage constraints

- IT Services / Solutions support
- Facilities Management (Log & Despatch)

Technology constraints

- N/A

6 Service Transition

FCDO Services 'Service Transition' function utilises an Enterprise Delivery Model (EDM) framework to help define and track the delivery of products required to support a service in live operations upon formal confirmation and acceptance of commercial terms (i.e. FCDO Services Proposal).

The EDM framework interlocks on a cross functional basis within FCDO Services, using existing processes and methods (i.e. Commercial process, Operational ITSM processes etc.), to provide guidance on creating and controlling the delivery of the EDM specific 'product' deliverables.

The framework acts as guide to ensure completion of an approved and agreed set of deliverables at the appropriate time – with stakeholder escalation processes to assess risks associated with non-delivery.

As part of service engagement, the FCDO Services Service Transition function is engaged to track Transition-Into-Service of a customer solution - utilising a Service Activation Record (SAR). The FCDO Services transition team work collaboratively with delivery projects to understand timescales and the quality criteria for requirements to understand priorities and the alignment of deliverables to delivery objectives.

This approach ensures that FCDO Services Support Teams have the resources, toolsets, knowledge and processes required to manage the Service.

Following Go-Live, Service Transition will enter into an Early Life Support (ELS) process that provides a warranty period across new Services.

7 FCDO Services IT Service Management (ITSM)

FCDO Services operational capability is supported by its use of a recognised, industry leading, ITSM platform and is aligned to industry recognised frameworks and standards that include ITIL, ISO 9001, ISO 20000, ISO 27001 and ISO 22301.

FCDO Services offers a variety of ITSM capability for the management and support of products and services utilised by customers. The two primary capabilities that drive the operational engagement between FCDO Services and its customers are:-

- Service Model – how and to whom support is provided
- Service Hours – the operational hours of support and delivery

Note: Items in **BOLD** in subsequent sections denote the default service offering from FCDO Services.

7.1 Service Model

- Direct – Where customer end users directly contact the FCDO Services Global Support Centre (GSC) or,
- **Desk-to-Desk – where the GSC acts as a third party supplier for operational support (e.g. in a SIAM eco-system), with a customer designated service desk/helpdesk carrying out initial end-user support and triage before passing to the GSC**

Note: Customers should note that FCDO Services operational support and delivery is estimated upon customer specified user numbers, with the 'Desk-to-Desk' service model being more cost effective – as any incidents/requests are expected to have been resolved/triaged before contact with the FCDO Services GSC.

7.2 Service Hours

- 0900 – 1700 Monday to Friday excluding UK Bank Holidays
- **0700 – 1900 Monday to Friday excluding UK Bank Holidays**
- 24x7x365

FCDO services believes the available service hours enable customers to select the appropriate level of support in a cost effective manner.

8 Service Operations & Delivery

FCDO Services recognises that that reliability and a high quality level for delivery of services is important to customers.

As part of initial engagement with FCDO Services, our customer team will liaise with the customer to understand their requirements and recommend the most suitable, cost effective, service functions and disciplines for their requirements.

With certification in internationally recognised IT service management and IT security standards (ISO 20000 & ISO 27001) FCDO Services is able to provide a level of assurance that its products and services are delivered effectively in a culture of continual improvement.

This enables FCDO Services to assure its customers that services are monitored, measured and reviewed on a regular basis with an integrated approach to security. The following functions and disciplines provide an overview of the standard service offerings.

8.1 Global Support Centre (GSC)/'Service Desk'

The single operational point of contact for FCDO Services is the GSC fulfilling its role as a Service Desk for product and service operational support.

FCDO Services GSC First Line Resolution rate* is above the industry standard and demonstrates the commitment we put into our customer service operation - and the investment in our teams to understand and resolve issues for supported end users quickly and efficiently.

* The percentage of calls logged and subsequently resolved by our 'first line' team

8.2 Service Asset & Configuration Management

The FCDO Services Configuration Management System (CMS) is used to manage and control the components comprising products and services being supported – recorded within the FCDO Services ITSM Configuration Management database (CMDB).

Utilisation of a standardised data model of technical and non-technical components, the Configuration Items (CI'S) are managed in a consistent controlled manner aiding the evaluation of impacts and risks during the Change Management process.

From a customer perspective, the standard offering within the FCDO Services CMS will hold detail on the services in-scope and operationally managed and supported by FCDO Services.

The standard FCDO Services Configuration Management process will be followed for all recorded technical assets within scope, with FCDO services agreeing during customer engagement and delivery, the CI's that will be tracked, and included, as part of standard monthly reporting.

8.3 Event Management (Monitoring & Alerting)

Dependent upon the products and services being supported, FCDO Services will monitor and manage alerts for the CI's tracked in the CMS/CMDB. The event management capability will filter and categorise as appropriate to identify potential issues and allow remedial actions, if appropriate, to be taken to ensure availability of the service in line with any agreed targets.

8.4 Incident Management

The primary objective for FCDO Services incident management is the use of structured incident management activities to identify and resolve service quality issues within an agreed service level. The standard incident management targets offered are:-

Priority	Description	Target Response Time	Target Resolution Time
Priority 1	- One or more services are not accessible or are unusable. Production, operations, or deployment deadlines are severely affected. Multiple users or services are affected. - Widespread problems during user authentication. - The security of the solution is compromised	30 mins	4 hrs
Priority 2	The service is usable but in an impaired fashion but can be dealt with during business hours. A single customer, or service is partially affected.	30 mins	8 hrs
Priority 3	The situation has minimal business/user impact. The issue is important but does not have a significant current service or productivity impact for the customer. A single user is experiencing partial disruption, but an acceptable workaround exists Risk of service failure (e.g., Storage utilisation increase, potential security threat identified)	4 hrs	12 hrs
Priority 4	Incident raised from a threshold alert, where sufficient time exists to prevent service unavailability or degradation	12 hrs	72 hrs

Note:

- BOLD** denotes default priority with initial triage focussed on confirming impact and urgency to determine priority to be allocated.
- Target response and resolution times are measured within the agreed operational support hours with Priority3 and Priority4 incidents limited to the standard GSC operational hours of 0700-1900 Mon-Fri excl. UK public holidays.

FCDO Services recognises that there may be a subset of customer end users classified as 'VIP's' where particular focus may be required for incidents. In the event this **optional** capability is required, FCDO Services will configure its IT Service Management systems to enable identification and reporting of incidents for this subset of users.

8.5 Major Incident Management

The primary objective for FCDO Services Major Incident Management (MIM) is to provide a defined and consistent approach to the immediate resolution of faults and/or risks requiring enhanced end-to-end management and communication.

As a result of the potential disruption to service availability the following MIM documents may be made available to customers if agreed as part of the service offering:-

- Major incident reports are generated for all P1 incidents and will be delivered within 5 working days after the resolution of the incident.
- Major incident reports for P2 incidents may be provided upon request within 10 working days and are subject to charge.

Note: InfoSec security incidents are excluded from the standard commitment of a major incident report due to the potentially sensitive nature of data and information.

8.6 Request Fulfilment

The FCDO Services request fulfilment process is primarily concerned with providing a channel, via the GSC, for customers of its products and services to request and receive standard services where a pre-defined approval or qualification process exists. The following table describes the standard targets for fulfilment of standard requests by FCDO Services - where targets for delivery are based on the time an approved request is received and acknowledged.

Level	Description	Target Response Time	Target fulfilment Time
Level 3	• Minor changes to configuration or requests for additional users, hardware/software from the agreed catalogue	4 hrs	5 days
Level 4	• Non-essential business requirements such as enquiries for information purposes, new standard report requests, increased capacity requests.	12 hrs	20 days

Note:

- **BOLD:** Default level.
- Target response and resolution times are measured within the agreed operational support hours with Level 2-Level 4 requests limited to the standard GSC operational hours of 0700-1900 Mon-Fri excl. UK public holidays.

In the event that expedited fulfilment times are required this should be identified as part of the request although additional charges may be applied as part of the expedited delivery and execution.

FCDO Services categorises requests as the following:-

- a) Standard Requests – requiring no additional assessment and can be executed on the assumption that all pre-requisite information has been provided by the customer at the time the request was made. Requests of this nature have targets for **both response and completion**

- b) Normal Requests – requiring initial assessment and analysis before confirmation of costs and completion timescales. Requests of this nature **only have targets for response** as completion of the requests is highly dependent upon the nature of the request and the FCDO Services response

FCDO Services recognises that there may be a subset of customer end users classified as ‘VIP’s’ where particular focus may be required for request delivery and execution. In the event VIP capability is required, FCDO Services will configure its IT Service Management systems to enable identification and reporting of requests for this set of users.

8.7 Change Management

The FCDO Services Change Management capability is used for service introduction, retirement, patching and additional enhancements/changes. By utilising a consistent, structured approach, FCDO Services is able to mitigate the risks associated with change whilst ensuring timely and appropriate communication with a customer in relation to potentially service impacting change events.

FCDO Services Change Management manages and co-ordinates all change against products and services supplied to a customer and is a participant for customer-initiated changes. This approach ensures all potentially service-impacting changes are-

- Appropriately assessed for risk and impact
- Subjected to the correct level of approvals
- Implemented in a manner to mitigate the risk of unplanned service outages/degradation.

FCDO Services classifies change in the following manner:-

Change Type	Description
Normal	Processed in line with the FCDO Services weekly Change Advisory Board (CAB) with lead times that enable the change team to process the RFC. <i>The FCDO Services assigned Service Delivery Manager (SDM) represents the customer.</i>
Urgent	A change that requires expediting through the process to facilitate an urgent customer need or project deadline, these must be sponsored as follows:- • Service Delivery Manager (SDM) if RFC is applicable to a specific Customer Service • Head of FCDO Services Operation (or their direct reports) if RFC is Shared Infrastructure • Head of FCDO Services Security (where appropriate (e.g. security patching <i>Urgent Changes are approved by an Emergency Change Board (ECAB that will be convened to facilitate, if necessary, same day or next day implementation.</i>
Emergency	Driven through the FCDO Services Incident Management process to facilitate the resolution of a high severity Incident (P1, P2 or a sensitive P3) and approved by an Emergency Change Board (ECAB) which will be convened to facilitate, if necessary, same day or next day implementation.

Standard	Pre-authorised changes designed to be channelled as a Service Request where the risks are low and well understood, and execution is repeatable and previously proven under a 'normal' RFC type. Approval is effectively given in advance, although certain models may have additional authorisation checkpoints embedded within the models individual workflow. Changes that have been pre-approved will follow a defined Standard Change model with automated workflow that has been embedded into the FCDO Services ITSM toolset.
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Note: Customer initiated changes may be subject to a charge that will be identified as part of the initial assessment by the FCDO Services assigned Service Delivery Manager (SDM).

8.8 Service Performance Management

The FCDO Services Service Delivery function consists of a team of ITIL accredited SDM's acting as the primary point of contact with the customer during operational delivery and management. The SDM will act as the point of escalation between the customer and FCDO Services Operations with a focus on the following:-

- Understanding the customer business and ensuring the service delivered by FCDO Services is aligned to these needs.
- Managing queries outside the remit of FCDO Services Operations
- Managing escalations.
- Assisting in costing queries for modifications to the service.

As part of the standard service offering an FCDO Services SDM is assigned to a customer. Service management requirements are confirmed and agreed during initial customer engagement – forming part of the financial commitment for the services to be delivered and managed.

Note: FCDO Services reserves the right to invoice additional time to the customer at its then-current rates.

The Structure of the standard monthly report is detailed below-

Monthly Service Report
• Management Summary • Incident Summary • Service Request Management • Event Management

In the event of issues/complaints, an escalation matrix details the levels of escalation and path for hierarchical escalation between the customer and FCDO Services.

8.9 Continuous Service Improvement

Continuous Service Improvement is the process of considering and adopting improvements to a service, to either add value, increase efficiency or remove waste in the provision of a service.

FCDO Services adopt a CSI process to triage, prioritise, manage and deliver improvements - any customer CSI items shall be presented and discussed within the Monthly Service Review.

9 Additional Service Management capabilities

In addition to the standard ITSM operational process additional ITSM operational capabilities and reporting (e.g. Availability Management, Capacity Management, Access Management, Problem Management, Release & Deployment Management, and Knowledge Management) are dependent upon the FCDO Services products selected by the customer as part of their solution.

9.1 Availability Management

‘To ensure that services deliver to agreed levels of availability aligned to customer and user needs’

FCDO Services Availability Management capability is dependent upon the solution being supported and can vary depending on the type of components comprising a customer solution.

For example, Software-As-A-Service Solutions (e.g. Microsoft 365), have their own specified availability targets as part of their service offering which consumers of the service accept.

In instances where FCDO Services is designing and implementing a customer solution, availability targets are mutually agreed with FCDO Services implementing the ability to monitor and report against agreed availability targets.

9.2 Capacity Management

‘To ensure that adequate capacity is available within agreed service hours in a cost-effective manner’

FCDO Services Capacity Management capability is dependent upon the solution being supported and can vary depending on the type of components comprising a customer solution.

For example, FCDO Services Secure Private Hosting is delivered to a customer in line with purchased capacity at a compute power level (e.g. # vCPU's, # memory and disk space). Unless additional agreements have been made as part of the customer solution Capacity management is initially limited to reporting capacity utilisation.

9.3 Access Management

For customers utilising the service a standard set of process and procedures are in place that enable the management of users which at a high level includes adds and changes.

Note: Resolution of ‘Tombstone’ issues will be charged to the customer as agreed Standard Operating Procedures (SOP's) will not have been followed resulted in a tombstoned device.

9.4 Problem Management

Problem: ‘A cause of one or more Incidents. The cause is not usually known at the time a Problem Record is created’

FCDO Services Problem Management activities are initiated after a major incident, a trend of recurring incidents or when customers or FCDO Services Subject Matter Experts (SMEs) believe further investigation is required to determine the root cause of incident occurrence.

Its primary concern is with investigating an unknown underlying cause of one or more Incidents - defined as any event that is not part of the normal operation of a service and that causes, or may cause, an interruption to, or reduction in, the quality of a service managed and supported by FCDO Services.

FCDO Services SME's employ structured recording and analysis techniques to identify why incidents occur and then determine the most appropriate solution to eradicate the root cause. Where it is not possible or practical to eradicate the root cause, known error records are created that highlight workarounds enabling efficient resolution of known issues.

9.5 Knowledge Management

FCDO Services Knowledge Management process is used to ensure that accurate information (Knowledge Items) relating to the Business Services supplied and supported by is readily available to the Service Desk function (in the form of Knowledge Base Articles (KBAs)) which aids First Contact Resolution (FCR).

The process enables the knowledge gained from previous Interactions, Incidents, Service Requests, Problems and day-to-day experiences to be registered, assessed, published, audited and retired in a controlled manner.

9.6 Release & Deployment Management

FCDO Services Release & Deployment activities encompass the patching of supporting infrastructure as well as the regular patching of the devices being managed as part of the standard offering. They are carried out on a regular basis, under change control, as part of FCDO Services ISO accredited processes and procedures. This provides customers utilising the service the assurance of appropriate controls being in place to minimise both disruption and risk.

FCDO Services supporting infrastructure is patched on a monthly basis with end user devices subject to patching in alignment with FCDO Services patch policy at the operating system level. In addition to Operating system patching, additional 'core' applications (e.g. Anti-Virus) are updated on a regular basis.

During initial engagement, customer specific applications and updates will be discussed to agree a baseline 'image' that is to be used for managed devices including the frequency and level of updates that will be applied to both managed devices and the agreed baseline 'image' – which may impact the commercial terms for the service.

Customers should note that delivery of major customer application upgrades is deemed out of scope under normal FCDO Services Support & Operational Management and would require discussion and evaluation by FCDO Services to determine impacts at a technology and financial level.

Note: Unless explicitly agreed as part of the service application license costs and management remain the full responsibility of the customer.

10 Service Pricing

FCDO Services is uniquely positioned to collaborate and partner with government departments that cannot be replicated by other private organisations with a specific focus on information security.

FCDO Services engages with customers in a collaborative manner to understand their requirements and identify areas where FCDO Services unique delivery capabilities may be leveraged – with focus on value-for-money.

Service Pricing, detailed below, provides indicative pricing for the service with further detail, if appropriate, available in the associated Service Price document.



From £6.08 per transaction/month*

*Minimum 5,000 calls/transactions per month

Log & Despatch model: 0900 – 1700 Mon-Fri Excl. UK Bank Holidays basis

FCDO Services SFIA rate card range

FCDO Services utilise a range of resources with varying levels of skills, experience and capability - agreed with the customer during initial engagement.

10.1 On-Boarding

FCDO services carries out a standard set of activities to on-board customers as part of its Transition-Into-Service. In order to facilitate this the following information is required from the customer - identified through initial engagement.

- User details (Minimum information required is First Name, Surname, Telephone, email address, organisation/Company, Locations)
- Customer services to be supported and agreement on hours of operational support and any accepted variances to standard response and resolution targets
- Contact details for additional suppliers in the support eco-system (e.g. other IT Helpdesks/Service Desks)

As part of On-Boarding, and full acceptance-into-service, FCDO Services will allocate a Service Delivery Manager (SDM) to the customer who will act as the operational point of contact for the duration of service provision.

10.2 Off-Boarding

In the event of customer confirmation for off-boarding the SDM will liaise with the customer to understand the customer needs and initiate service decommissioning steps that would include, but not limited to:-

- Timescales

- Device decommissioning procedures
- Data backup/transfer

10.3 Quality Assurance & Testing

FCDO Services provide an exceptional end-to-end Quality Assurance service in a secure environment with our highly motivated, experienced, security-vetted team having a proven record of accomplishment for delivering high quality products and custom solutions in the Public Sector for over 15 years, tailored to the customers' requirements.

Our Agile approach encompasses functional, integration, resilience, compatibility, load-testing, Operational Acceptance Testing and User Acceptance Testing with full defect management and reporting.

Working to recognised Industry Standards (IEEE/ISTQB) we ensure quality, reliable and robust solutions for successful go-live products.

10.4 Ongoing Support

We offer comprehensive support services for government with accredited teams of highly skilled digital experts, deliver exceptional customer service, underpinned by an industry leading service level agreement (SLA) performance.

Working in tandem with our Global Support Centre (GSC), our second, third and fourth line resolution teams are also able to interface directly with third parties if required in various operational support models.

	fcdoservices.gov.uk	Upon agreement and formal commitment to subscription of the service, customers should note the following • FCDO Services standard Terms & Conditions are applicable
	+44 (0) 1908 515789	
	FCDO Services, Hanslope Park, Milton Keynes, MK19 7BH	
	fcdo.services@fcdo.gov.uk	

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