



SERVICE DEFINITION

G-Cloud 14 Service Definition

Overview of our Services

Total Agility Ltd is a small management consultancy specialising in digital strategy and transformation in the local government marketplace, helping councils plan and achieve a successful move to cloud-based technology. As we are an SME this supports the government's overall ambition to place a greater proportion of its work with smaller organisations. We have full Public Liability and Professional Indemnity insurance cover in place, each up to £1m.

For organisations that want to pursue a cloud and digital strategy we provide advice and guidance as well as preparation of a suitable strategy that is aligned to your organisation's goals

Service features

- Analysis of business requirements to design a suitable cloud strategy
- Analysis of the cloud applications marketplace to assess best fit
- Preparation of a cloud strategy aligned to the organisational goals
- Financial analysis of the capital and revenue implications of cloud

Service benefits

- Aligns benefits with organisational objectives
- Assesses information and compliance risks

Ability to meet the requirements of the framework

Total Agility Ltd is well positioned to carry out cloud and digital transformation and planning work, having undertaken similar and related assignments in a range of local authorities in recent years, and bringing a long experience of working with technology services in many councils both strategically and operationally, as well as with the major ICT outsourcing suppliers.

Evidence of delivering similar projects

Total Agility consultants were responsible for leading a transformation programme at a high-profile London Borough. This programme included the complete migration of the council's in-house server estate to cloud-hosted resilient data centres. During this programme a number of technical and commercial challenges were encountered and overcome; the programme was originally conceived as a 12-month timetable but was delivered in 7 months to meet newly imposed deadlines.

Total Agility carried out a wide-ranging assignment for a FTSE100 company who specialise in delivering IT services into local authorities. The work involved assessing the current IT operating models across seven District Councils and four London Boroughs, and then designing a single new

Total Agility Ltd, 21 Phillipa Flowerday Plain, Norwich, NR2 2TA

Registered in England & Wales Number 7498469

VAT Registration No. 105 5264 42

Registered Address: Riverside, Fox's Marina, The Strand, Wherstead, Ipswich, IP2 8NJ

'shared cloud' operating model that would work more efficiently, with tangible savings identified of over £750,000 per year immediately.

Total Agility created a Cloud Strategy for a large Tier 1 local authority, including a comprehensive Total Cost of Ownership (TCO) model covering a 10-year period, analysing likely implementation, and running costs, and mapping out future benefit realisation opportunities.

Planning and delivery methodology for digital and cloud transformation projects

Our approach to any assignment follows a path that has been developed and used successfully with many previous clients. Certain activities might not be required depending on the scope and scale of the project. It is also important that we have full and unfettered access to work with the client's technical and operational staff during any assignment.

We offer an independent marketplace analysis, with no ties or financial connections to suppliers. We can give procurement advice and assistance together with the preparation of strategies and specifications. The project would normally be broken down into the following stages:

Planning

A robust project plan is needed to ensure that the assignment is completed within the required timescale. Timescales are driven by the availability of key client team members and support for the project from the senior sponsor will ensure that people prioritise their participation so that we can meet the planned schedule.

Information

A significant amount of information will be required to tackle the project, some of which already exists, the remainder of which we will help gather. Key aspects of this will be supplier, customer, operational performance, business processes and procedures. We normally use the industry best practice ITIL framework and SFIA-based role profiling techniques to provide a structured approach that will be familiar to technology staff. If 'quick wins' can be identified or alternative approaches identified during this phase, they will be actioned straight away, subject to normal change management procedures.

Analysis

We will conduct an analysis of the data gathered to understand its key elements and to quickly structure a way forward. It is likely that this analysis will spawn new investigative tasks to be undertaken, and so it will naturally overlap with the Information phase. This will include a review of the operation of the client's infrastructure to ensure that the risks involved in implementing significant changes recently undertaken will be successfully mitigated during the project and into live operation. In addition, we will speak to existing service providers to understand how they perceive the service, its strengths and weaknesses. We will also conduct interviews with key client stakeholders including both management and operational service users, senior managers and leaders.

Creative

A key feature of our approach is to harness the creativity of everyone who has a stake in the project outcomes. We therefore conduct focussed workshops to draw out any further opportunities to improve the client's ICT operations; attendees would include both client and

Total Agility Ltd, 21 Phillipa Flowerday Plain, Norwich, NR2 2TA

Registered in England & Wales Number 7498469

VAT Registration No. 105 5264 42

Registered Address: Riverside, Fox's Marina, The Strand, Wherstead, Ipswich, IP2 8NJ

any partner staff. This collaborative 'one team' approach has worked well previously where problems have proved intractable.

Evaluation

The workshops will generate a list of business improvement and problem resolution ideas. These will need careful evaluation to identify potential winners and prioritise those to be recommended for implementation. There may need to be some high-level evaluation of the commercial implications to the client of each course of action.

Reporting

A succinct presentation will be prepared and delivered which summarises the programme plans and resources required; identifies other key recommendations with anticipated benefits and proposes next management actions.

We design a migration strategy that aligns with the business and commercial objectives, particularly taking into account the challenges of data migration and ownership upon inception and also decommissioning and/or contract exit to a subsequent cloud service. Our migration planning service helps our clients to migrate services seamlessly with proper consideration and mitigation of risks, working with all the business stakeholders as well as the supplier's project team.

This may also include proposals to look at the other aspects of service delivery mentioned above, for example change management, disaster recovery and the performance monitoring regime, as well as identifying structural changes that may be required in any new operating model.

Implementation

The project will generate a set of recommendations that require implementation by management within the client. Implementation is normally outside the scope of this framework, but we are happy to explore assisting the client's team with it at an appropriate point during or after the assignment.

Follow-up

All of our work includes a follow-up meeting, typically 3 months after the final report. The idea is to ensure implementation initiatives are on track and that the full potential benefits of the work are being delivered.

Total Agility Ltd, 21 Phillipa Flowerday Plain, Norwich, NR2 2TA

Registered in England & Wales Number 7498469

VAT Registration No. 105 5264 42

Registered Address: Riverside, Fox's Marina, The Strand, Wherstead, Ipswich, IP2 8NJ

Pricing Overview

- Our services are offered based on the unit of Person-Day according to the level of skill required, shown in the Skills for the Information Age (SFIA) pricing matrix below.
- We will work with you to estimate the effort for your requirement and calculate the number of units and therefore the overall price.
- We usually offer milestone billing as an additional benefit to clients so that payment can be linked with completion of agreed deliverables.

Price Bands

- This service is offered in units of Person-Day based upon our Skills for the Information Age (SFIA) pricing matrix below. We will work with you to estimate the effort for your requirement and calculate the number of Person-Day units and overall price.

SFIA Level	4. Enable	5. Ensure / Advise	6. Initiate / Influence	7. Set Strategy / Inspire
Strategy and Planning	£800	£900	£1000	£1100

Notes

- Prices exclude VAT
- Consultant's Working Day – 8 hours exclusive of travel and lunch.
- Travel and Subsistence – Included in day rate within England. Payable at client's standard T&S rates outside England.
- Mileage – In line with HMRC rates, currently up to 45p per mile
- Professional Indemnity Insurance – included in day rate.

Total Agility Ltd, 21 Phillipa Flowerday Plain, Norwich, NR2 2TA

Registered in England & Wales Number 7498469

VAT Registration No. 105 5264 42

Registered Address: Riverside, Fox's Marina, The Strand, Wherstead, Ipswich, IP2 8NJ