



G-CLOUD 13

Crown Commercial Service – Framework RM1557.13

SERVICE DEFINITION

Discovery

Optimised Cloud Solutions

The cloud offers many great opportunities for organisations to future proof their IT Operations, reduce cost and provide an on-demand and digital service to their users.

Adoption of cloud based services is now the norm, with many organisations moving from a data centre based operating model, to a cloud-based operating model, including a range of services from Infrastructure as a Service (IaaS) to Software as a Service (SaaS).

Cloud can bring significant benefits through reduced total cost of ownership, increased agility, an evergreen support model and improved performance. However, it also comes with risks regarding access, security, functional duplication and data governance.

In today's complex IT environments, with cloud vendors driving forward innovation to displace their competitors, many organisations have multiple cloud-based IT solutions supporting their operations.

This often leads to an IT environment that duplicates costs and drives inefficient business processes.

CIO-OFFICE Services

CIO-OFFICE are experts in optimisation of cloud and digital technologies, who will help you successfully deploy cloud solutions that meet your requirements, reduce cost and manage the risks.

Our range of services are specifically designed to help inform decision making, improve the end user experience and optimise cloud and digital solutions while reducing the total cost of ownership.

We provide the Insights, Services and Assurance to Optimise your IT. We help our clients ensure every pound spent delivers on their enterprise strategic goals.



Service Description – Discovery

CIO-OFFICE Discovery service focuses on understanding the challenge to be solved; through Discovery, Alpha, Beta, Live, BAU. We scope opportunities, understand challenges and de-risk, while leveraging lean and agile best practice to iteratively and focus on high-value outcomes. We structure our research, design and technical analysis to understand business variables.

Service Benefits

- Clear problem definition and what users want to achieve
- Articulation of constraints for the new or reframed service
- Alignment and understanding of underlying policy
- Understand current solution and investigate feasibility of new service
- Understand benefits against costs and evaluate viability in service-ecosystem
- Scope the opportunity, define clear discovery outcome, define OKRs
- Understanding of user needs through evidence-based research
- Assessment of wider service impact, risks and opportunities
- Proven SMEs capable of progressing through Discovery, Alpha, Beta
- High quality Discovery artefacts to communicate and share findings

Service Features

- Full digital service, encompassing Discovery, Alpha, Beta and Live stage
- Analysis of 'as-is' operations, processes, policies and technologies
- User research and persona assessment to understand user needs
- Plan for Alpha, including cost, outcomes, programme and resource
- Outcomes realised during the Alpha, Beta and Live phases
- Discovery review of service mission, vision and success metrics
- Discovery data flows, security and privacy considerations
- Stakeholder engagement, including client, users, and incumbent suppliers
- Bespoke artefacts including user journeys and service blueprints

Our Approach

CIO-OFFICE work with you to define the required outcomes with critical success factors measured throughout the engagement. We believe in working in partnership with our clients. Our deliverables will include an agreed vision statement with critical success factors, measurable project objectives and sign off criteria and a RACI outlining the roles and responsibilities for the entire team.

Key Considerations

Our service considers a number of factors:

- **Principles** – Agree the principles for making future decisions to enable a clear decision making forum to ensure benefits achieved.
- **Capability** – Map the technology roadmap to business required capabilities, to ensure all required business capabilities are understood.
- **Benchmarking** – Assess the cost, ensuring the appropriate level of funding and management is allocated to maximise value and performance.
- **Value Chain** – Clarify the value to ensure any changes are based on a clear understanding of the business outcomes they enable.
- **Target Portfolio** – Provide clarity on the target applications and infrastructure to be rationalised, including timescales, benefits and risks.
- **Target Architecture** – A conceptual and/or logical blueprint to enable planning activity to be understand the move from current state to the future state architecture.
- **Transformation Plan** – A documented plan that provides a clear roadmap of activity, including timelines, dependencies, benefits, risks and implementation profile of activities required.
- **Target Operating Model** – Understanding of how any proposed changes to the operating will be managed and how the service will be delivered.
- **Benefits Realisation** – Process to capture ongoing benefits realisation and reduce value leakage. Providing identification of cost savings that can be utilised for other activities.

Our agile approach helps clients remove high cost and risk that impact business continuity, which has prevented them respond to new opportunities. We establish appropriate governance and internal capability to ensure benefits are realised and sustainable capability and processes are in place. This avoids the need for continued and expensive external support services by third parties.

Our Pricing

CIO-OFFICE provide services specifically designed for each client. Our business model is to base our pricing on pre-agreed success criteria, that ensures both parties are clear on what the outcome required is and how we will mutually achieve the objective.

About CIO-OFFICE

CIO-OFFICE support organisations reduce cost and risk, enhance capability with IT Services and deliver transformation initiatives through our team of proven commercial and programme delivery practitioners.

Our knowledge, experience and relationships working at executive level with large IT Service Providers, gives unique insight into how organisations can reduce cost, risk and identify opportunities to realise additional benefits.

We provide practical, insight led, expertise to develop and implement complex change that exploit core organisational capabilities and focus on the outcome, not the process, to meet changing business and market requirements.

CIO-OFFICE understand the cost constraints and demand to do more for less across both public and private sector organisations. Our team of seasoned specialists in cloud optimisation, digital transformation and agile ways of working, enable our clients to get real tangible cost and solution optimisation benefits.

Our clients benefit from a targeted range of services that focus on outcomes with success-based pricing models. We work with our clients to understand what the desired outcomes are and then agree on a success-based business model.

We are confident we can reduce cost and risk, while optimising capability with your IT supply chain.

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