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Service Definition Document: Cloud Data Build and Configure.

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Hello

Levelling up outcomes, capabilities and creating **data guided organisations** with pace, agility and certainty.

We're a **people powered data and analytics strategy company** with a mission to contribute to a better future for all through the open and positive use of data. We believe passionately in the potential of data to transform organisations and their customers.

We have built a business focused specifically around defining and delivering transformative data strategies that help organisations deliver incremental value and the capabilities required to do that. We do this through four service pillars:



We have helped over 60 organisations improve their skills, data organisation design, data governance, culture, technology solutions, data products and operating models, all with the aim to improve decision-making and strategic outcomes.

We have done this across a wide variety of industries including Central Government, Local Government, Retail, Financial Services, Insurance, Media, Entertainment, Technology, Not-for-profit and Property companies. We believe cross industry experience in data and digital is vital for Government and Local Authorities looking to build data strategies that support their strategic priorities..

We are a delivery-centric organisation. That is, we are very focused on actions and getting things done. We hit the ground running due to our specialism in data and analytics and our experience as industry practitioners.

We have quick start frameworks, best practices and accelerators that mean we don't need to reinvent the wheel each time. We collaborate and take joint ownership for your outcomes. We also have a broad and deep team of industry leading capability.

Joe Nathan, the VP of Data and Analytics at one of our clients, RS Components said this about a project we recently completed. "We got it all done. The project was delivered on time and on budget. In just nine months, with a skeleton team, everything required was delivered. And we know that the business is happy with the results."

Sharing knowledge and passing it on to others is a bedrock of our culture and approach. This is evident from the treasure trove of help, guidance, best practice, approaches, methods and lessons we share through blogs, videos, masterclasses and whitepapers that we produce and share. This is all aimed at helping individuals and organisations to level up their data game.

We run Masterclasses in the areas of Data Strategy, Building Data Platforms and DataOps and have trained 1000s of people in 100s of organisations through these sessions. These workshops have been so successful that we are regularly invited to run them for industry leading technology vendors and their own clients including AWS, Alteryx, Google, Tableau and Snowflake.

We also continually produce thought leadership pieces which can be found here: <https://www.cynozure.co.uk/resources/>.

Our leadership team are also involved with City University of London to help develop pragmatic and commercially focused Data Science Course material. We're on the advisory boards of CogX and Big Data LDN, two of the UK's leading data and AI events, to ensure that the market leading events are creating content that organisations like Battersea will find meaningful.

Please do check out our content library and resources here:

Our podcast: <https://www.cynozure.co.uk/hub-spoken/>

Our insights page: <https://www.cynozure.co.uk/resources/>

Our YouTube channel:

<https://www.youtube.com/channel/UCFkSdsKdqPmF18OT8ATyjew>

The reason our clients choose us is because we have their people at the heart of what we do. This has all given us an intimate experience about the challenges that companies face when considering how to unlock the value that sits in data.

Service Summary

A powerful methodology that ensures all bases are covered, focuses on business outcomes and clarity on optimal configuration for your Cloud Data Platform.

Our experience in implementing transformational change shows that there is a journey organisations must go on. We've identified key stages that are common to successful transformations.

The Cloud Data Platform Build and Configure exercise is designed to present you with the most effective approach for creating your cloud-based data platform and ensuring its success.

When designing a cloud data platform, we prioritise early engagement with key stakeholders. This allows us to engage, educate, and build a shared understanding, leading to the necessary business buy-in for the program. Our projects often touch the entire organisation, and we recognize that every individual plays a crucial role in achieving a successful outcome. Throughout the project we conduct regular playbacks and show-and-tell sessions to make sure stakeholders' inputs and opinions are heard.

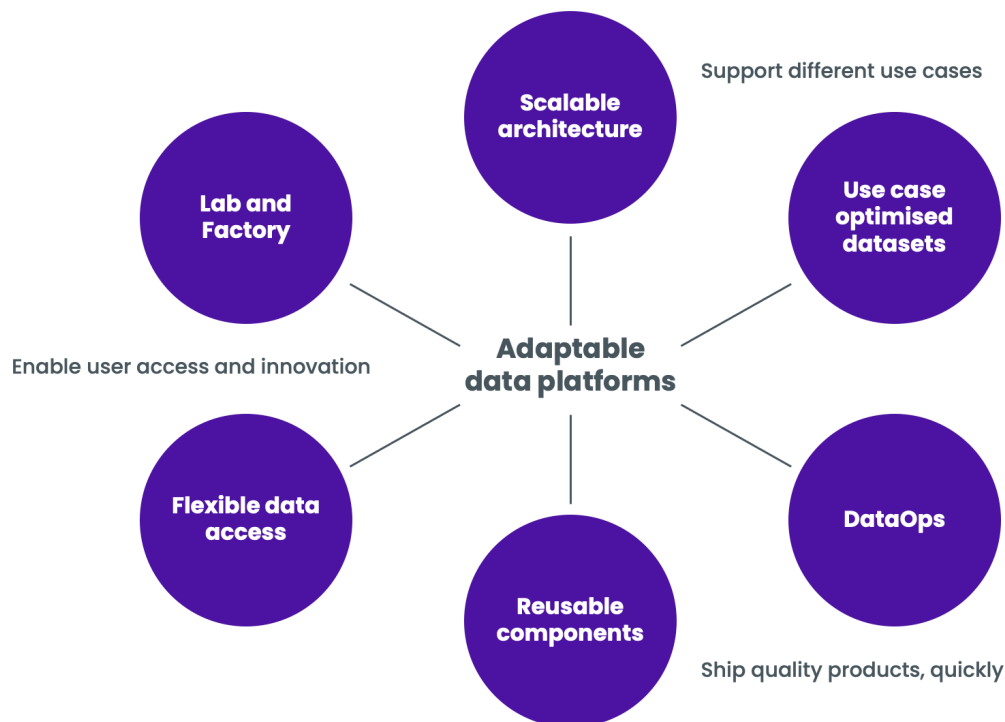
Our team is made up of experienced leaders and practitioners with a proven track record of managing and leading transformational change.

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Implementation Approach

Our methodology for creating your Cloud Data Platform is based on 6 principles.



- **Scalable architecture:** Start small, scale up. The key is to plan for the future so you know the data platform can add capabilities as they are needed, not before.
- **Use case optimised datasets:** Data should be presented in ways that suit the use cases you're trying to deliver, making it as easy as possible to create value.
- **DataOps:** DataOps focuses on the automation of the delivery lifecycle, driving the delivery of high-quality data products at pace.
- **Reusable components:** When developing, a mindset on reusability is key. This helps making it easier to support and use the platform and minimise development effort over time.

- **Flexible data access:** Users and systems need a range of ways to interact with the platform, from visualisations to APIs. We ensure everyone has access they need.
- **Lab and Factory:** This capability focuses on balancing innovation and operational stability, allowing for iterative testing of insights and analytics before production releases.

We provide three options for moving to a Cloud Data Platform

Option 1 Building a Proof of Concept (PoC) Running a Proof of Concept (PoC) is the quickest and simplest way to test whether an idea can translate to real-world scenarios. It can be used to validate assumptions, gather feedback, identify risks, define program scope and prove value to the business. PoCs are typically designed for speed and flexibility, and are not meant for production. As such, they often lack features like error handling, security or scalability. Once the concept has been proven, the solution will need to be re-built in production. When running a PoC, you should be clear on: • What are you trying to prove with this PoC? • Why is running a PoC a better choice than building a production-ready solution right away?	Option 2 Building a Minimum Viable Product (MVP) A Minimal Viable Product (MVP) is a simplified version of the end product. Just like a PoC, it can be used to validate assumptions, gather feedback and identify risks. However, unlike a PoC, an MVP is built with production in mind. An MVP doesn't need to include all features of a production system, but it should have enough to stay viable and will be designed to be scalable and extendable. MVPs tend to be created once a concept has been proven and the organization is confident in its value.	Option 3 Building an Enterprise Platform (BAU) An Enterprise Platform is a full-scale production solution. It includes features such as logging, monitoring, and alerting so that the solution can be relied upon by the business. Enterprise Platforms include all core functionality and often have a backlog of additional features to be developed.
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The following table summarizes the features and scope for each implementation option:

	POC	MVP	BAU
Development	●	●	●
Basic testing	●	●	●
Full testing phases		●	●
Extendable Functionality		●	●
Scalable		●	●
Scheduled		●	●
Error Handling		◐	●
Monitoring		◐	●
Alerting		◐	●
Business Critical			●
Basic security permissions	●	●	●
Advanced security permissions		◐	●

We are technology-agnostic and will implement the best technology for the business. Our team have strong experience across technologies, including:



We follow an agile development methodology.

During the build work for platform delivery, we run a very collaborative agile development process guided by a high-level plan. This provides the opportunity to react effectively to changes and blockers and keeps the focus on iterative delivery of value through data products.

The following set of agile ceremonies will be followed:

Steering group: Monthly meeting of key project stakeholders to assess current priorities, progress and roadmap

Sprint planning: Bi-weekly session to review backlog, agree sprint priorities and assign task for the upcoming 2-week sprint

Show and tell: A sharing session with the broader team to showcase progress from the last sprint, including demos of new functionality and features.

Retrospective: Monthly review of progress over the last 2 sprints, identifying what went well and what could be improved over the coming sprints.

Daily stand up: Short daily meeting to review yesterday's progress and plan the day's activities for each member of the data team

Any work for the sprint will be managed through a backlog in a tool like Azure DevOps or Jira. The backlog itself will be organised into themes, epics, stories and tasks. During sprint planning, these will be assigned out to developers for delivery during the sprint..

We deploy a world-class team.

We deploy a team of experienced on-shore experts to deliver your Platform. The exact team structure will vary depending on the selected project option, but the core roles are:



Solution Architect

The solution architect will take ownership of the solution, taking responsibility for creating the outputs outlined in the deliverables section. They will focus on ensuring the data model is designed correctly, help manage the backlog of tasks and requirements and generally oversee delivery.



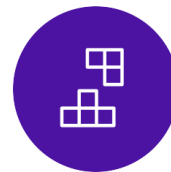
Product Owner

The Product Owner is responsible for engaging with the business to define a product backlog and roadmap, prioritise the delivery of work and oversee the Cynozure delivery team day to day from a project management perspective. They are crucial in ensuring the coordination between all the different activities going on.



Data Engineer

The data engineer will build out the pipelines that ingest data into the platform and transform it into target data models. They'll also work closely with the Solution Architect to define the data models and deliver the migration of the existing data views.



Infrastructure Engineer

The infrastructure engineer will work with you to define the detail of the technical infrastructure needed for the platform including security and networking requirements. They'll work with your infrastructure teams and partners to then deploy the platforms components.



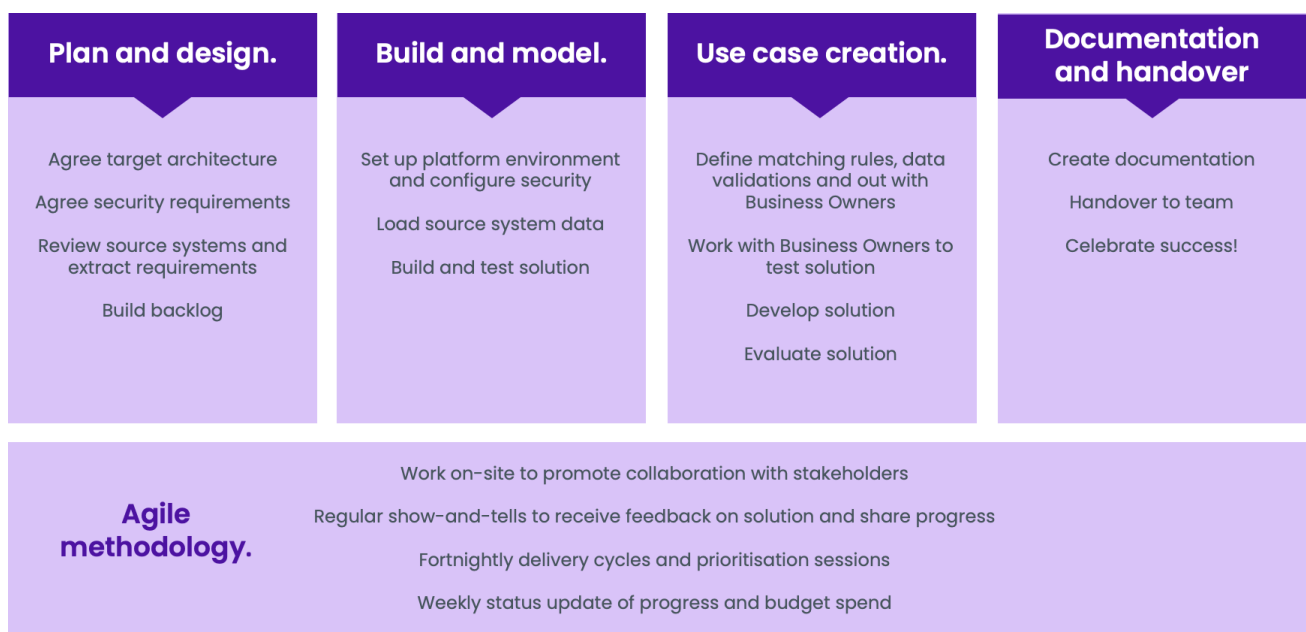
Data Analyst

The data analyst will be responsible for designing and delivering the analytical outputs, namely dashboards and reports created in Power BI. They will work with the Product Manager to engage with the business, understand requirements, and design and build high quality analytics.

Implementation Options

Option 1: Building a Proof of Concept

Our delivery methodology for building a proof of concept is as follows:



Deliverables

The following deliverables would be included as part of a Proof of Concept delivery:

- A Data Environment created in the Cloud
- Configuration of the environment to ensure minimum necessary security and access needs are met
- One-off load of source data into the platform
- Data modelling and cleansing as required to prepare data for analysis
- Basic testing of ingested data
- Output creation
- Basic documentation on environment and operation of code
- Handover to internal teams

Team

For the delivery of a Proof of Concept, we would deploy a team consisting of one Data Engineer supported by a part-time Solution Architect.



Solution Architect

part-time



Data Engineer

x1

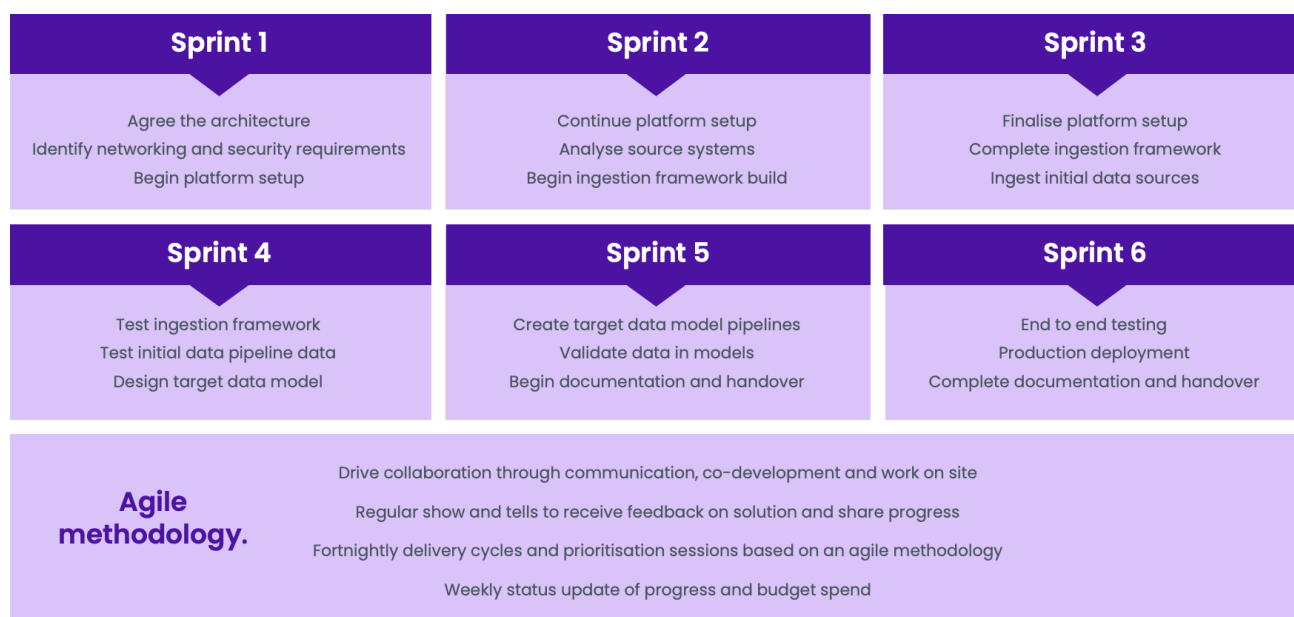
Timelines

A typical project would run for up to 6 weeks:

	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6
Deploy and configure environment						
Load and prepare data						
Create logic and output for use cases						
Document and handover						

Option 2: Building an MVP

Our delivery methodology for building a proof of concept is as follows:



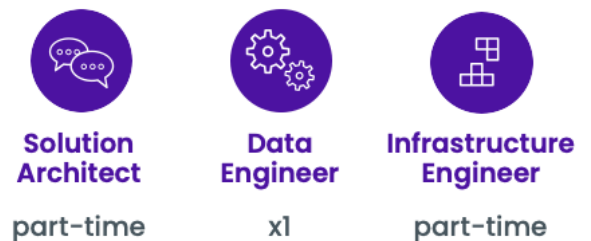
Deliverables

The following deliverables would be included as part of a Minimum Viable Product delivery.

- A Data Environment created in the Cloud
- Configuration of the environment to ensure minimum necessary security and access needs are met
- One off and incremental load of up to 3 data sources into the platform
- Data modelling and cleansing as required to prepare data for analysis
- Unit testing ingested data
- Output creation
- Documentation on environment and operation of code
- Handover to internal teams
- Connection to visualisation toolsets

Team

For the delivery of an MVP, we would deploy a team consisting of **one Data Engineer, one part-time Solution Architect** and **one part-time Infrastructure Engineer**.



Timelines

A typical the project would run for up to 12 weeks

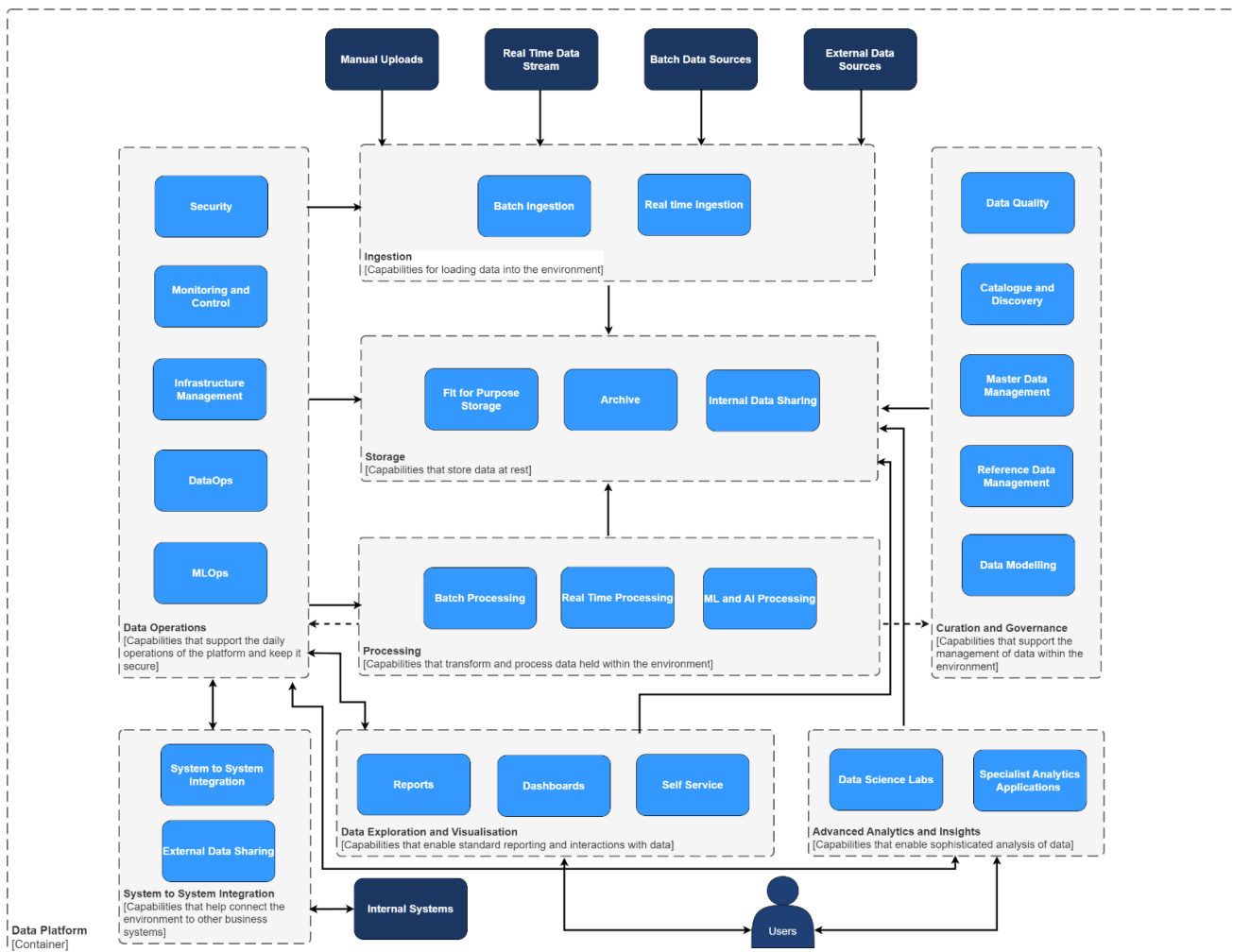
	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	Week 10	Week 11	Week 12
Agree and deploy architecture												
Create ingestion framework												
Load first dataset to row												
Create initial data models												
Test solution												
Document and handover												

Option 2: Building an Enterprise cloud Data Platform

Our goal is to help organisations establish a cloud-based data and analytics platform that encompasses the following:

- Ingesting data from various sources and in multiple formats
- Provisioning data to downstream systems and processes
- Creating a centralised data ecosystem
- Providing tools for data access and querying, supporting everything from basic reporting and visualization to Data Science
- Implementing platform management features to ensure robust governance, tracking, security, and control

We use a tried and tested data platform architecture as our target state:



Deliverables

We follow a 5-step approach to building out an enterprise Cloud Data Platform:

1. Platform Design

Objective: *Agree future state end-to-end platform design*

- Discuss design end state principles
- Discuss and agree:
 - Target architecture
 - Cloud platform design and sizing
 - Tools
- Review data sources
- Discuss data ingestion framework principles

2. Planning and Ways of Working

Objective: *Set priorities, roles and working methods*

- Review data sets, feasibility and agree priorities
- Agree roles and responsibilities
- Discuss ways of working
- Agree project governance tools (communication, documentation, backlog management)
- Build the backlog
- Agree sprint 0 and 1 priorities

3. Platform Setup

Objective: *Build and configure the cloud platform and project tools*

- Build, configure and certify Cloud platform
- Build and configure other solution tools
- Set up agreed project tools for chat, documentation and backlog management
- Gain access to priority data sources
- Remaining sprint 0 activities

4. Use Case Definition

Objective: *Identify and prioritise use cases for the platform*

- Map the organisation's business and value chain
- Identify opportunities to improve across the value chain (use cases)
- Identify data/data sources and effort to ingest (feasibility)
- Prioritise use cases (based on importance and feasibility)

5. Delivery Cycles

Objective: *Implement data ingestion and deliver use cases*

- Ingestion framework build
- Data source ingestion
- Data modelling
- Data analysis
- Data visualisation
- Ensuring best practice and re-usability

Team

For the delivery of an MVP, we would deploy a team consisting of **one part-time Product Owner, two Data Engineers, one part-time Solution Architect, one Data Analyst** and **one Infrastructure Engineer**.



Timelines

A typical the project would run for up to 6 months:

	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week n
Platform Design							
Planning and ways of working							
Platform setup							
Use case definition							
Delivery cycles							
Ongoing communication							

Ordering and invoicing

Ordering

The following steps can be followed to order this service:

1. The buyer chooses and confirms the preferred approach for the project. This could be: a) Proof of Concept, b) Minimum Viable Product (MVP), or c) Enterprise Cloud Data Platform.
2. The buyer and Cynozure discuss and agree on the scope of work.
3. The buyer and Cynozure settle the commercial terms.
4. Cynozure prepares a Statement of Work (SoW) based on the agreed template, including our Terms & Conditions (T&Cs).
5. The buyer and Cynozure approve the SoW and T&Cs.

Invoicing

This project will follow a milestone-based invoicing schedule. Specific milestones will be agreed prior to project commencement.

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