



Cloud Development and Implementation

Service Definition Document

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4 pages including cover

Cloud Development and Implementation Services

Service Description

Daintta helps organisations plan, deliver and implement cloud-based capabilities by providing them with appropriate people, processes and technologies via waterfall and agile delivery methods. Daintta has proven experience in delivering complex technology projects to agreed time, cost and quality whilst managing risks. This helps organisations address the challenges they face.

Service Features

- Develop capability artefacts (e.g. strategy, requirements, architecture, tests, training, service)
- Leverage proven Daintta architecture frameworks, blueprints and delivery approaches
- Leverage Daintta's extensive network's experience in the industry
- Full access to Daintta's delivery suite estimators, toolkits, project accelerators
- Utilise Daintta's experience in technologies and mitigating delivery risks
- Develop different types of capabilities (e.g. innovation, bespoke, products)
- Deliver using different methods (e.g. Agile, Waterfall, rapid application development)
- Design cloud or blended solution architectures to serve operational needs
- Uplift and integrate existing capabilities and data
- Implement physical infrastructure such as on-prem data centres

Service Benefits

- Reduce delivery cost by utilising Daintta's existing artefacts and accelerators
- Increase speed to servicing customers/users by using existing Daintta's blueprints
- Reduce risks by utilising Daintta's experience in delivering complex capabilities
- Increase agility for service and capability delivery
- Integrate existing enterprise systems rapidly using Daintta's implementation frameworks
- Integrate new third parties with the existing enterprise efficiently
- Utilise existing integration investments, or mature open-source solutions
- Reduce risks by utilising Daintta's network's knowledge in the industry
- Leverage experience in modern technologies (e.g. Machine-Learning, AI, Automation, Data)
- Improve staff knowledge by working closely with Daintta's experienced employees

Annex 1 – standard Daintta services

Below is a list of standard Daintta services that apply to all G-CLOUD services Daintta provides.

Planning

Daintta works with Clients to ensure projects and programmes have the appropriate planning in place to drive successful implementation. These services are flexible to fit into our client's existing delivery lifecycle and include:

- Define vision and mission of project with leadership and stakeholders
- Strategy (e.g. business, technical, architecture and data) and business case creation
- Agile led cloud planning and delivery
- High level and low-level planning control
- Risk, issue and dependency management
- Business analysis (data and user centric design)
- Operating model development
- Manage benefits across the full project lifecycle
- Backlog management and refinement services

Set-up and Migration

Daintta offers a range of services to help organisations setup a cloud capability, cloud migration and/or retirement. These services cover the full services lifecycle, they include:

- Strategy (e.g. business, technical, architecture and data) and business case creation
- Analysis and assessment of as-is and desired to-be state
- Selection of best suited delivery methods, people, technology, processes and data
- Full deliverables of required artefacts, depending on need (e.g. planning, risks and mitigation, architecture, testing, training, service management)
- Execute service setup and/or migration
- Monitoring and continuous improvements

Daintta brings extensive and proven experience in delivering complex technological projects to agreed time, cost and quality whilst managing risks. This covers planning, delivering, migrating and implementing cloud-based capabilities via appropriate people, processes, technologies and delivery methods (e.g. Waterfall, Agile, Iterative).

Quality Assurance and Performance Testing

Daintta works with Clients to ensure appropriate quality assurance is established and performance testing is achieved. Daintta helps Clients develop strategies and deliver tests for quality assurance and performance testing. Daintta's testing approach covers all variations of testing including system integration testing, operational acceptance testing and user acceptance testing.

Daintta utilises a risk-based approach to quality assurance and testing, mitigating risk early through appropriate, proportional use of the testing resource. Early detection and mitigation of defects in the lifecycle, saves time, improves quality, reduces risk and maximises return on investment.

Training

Daintta offers a range of flexible training services appropriate to our offerings. Daintta offers the option for bespoke training tailored to our Client's specific training needs. Additionally, Daintta offers shadowing and mentoring to Client staff.

Daintta follows a structured approach to learning and training development that include:

- Engage directly with end users follow a user centric approach to training
- Perform Training Needs Analysis (TNA) and assessment
- Develop training roadmap and curriculum relevant to training needs
- Define individual and generic training plans
- Flexible to accommodate group and individual training and learning
- Train the trainer options to scale training within our Client's organisation
- Gamification training techniques

Support Services

Support services are flexible options available to Daintta's Clients. Daintta have two key areas of contact: Email and Phone. This is a standard support service which is shared across multiple clients. Every organisation will have a technical account manager assigned. If clients require dedicated support or support from specific locations this can be provided.

Security Services

Daintta provides a range of security services including, but not limited to:

- Security strategy
- Security risk management
- Security design
- Cyber security consultancy
- Security audit services