Discovery and Business Analysis
Service Definition Document

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4 pages including cover

Discovery and Business Analysis

Service Description

Daintta provides capability to rapidly identify technology-led challenges within an organisation, through applying our user-centric Discovery approach. Our experienced Business Analysts identify challenges by engaging users, developing requirements, and identifying a range of solution options. We work with the organisation to develop and implement solutions, including business change.

Service Features

- Rapidly identify and define challenges through user engagement
- Prioritise challenges to focus on delivering greatest value for money
- Develop user-centric requirements for solutions
- Strong stakeholder management and engagement at all levels
- Identify quick-win solutions and longer-term investment solutions
- Develop business and solution architecture options
- Develop appropriate business cases and approvals for solutions
- Solution implementation and business change processes
- Provision of security cleared subject matter experts with BA qualifications
- Ways of working from fully remote to fully in-person

Service Benefits

- Understand the real challenges that users are facing
- Maximise user benefit, return on investment and value for money
- Reduce delivery risk by developing user-centric requirements
- Fully understand the as-is and to-be business architecture and processes
- Business Change is managed appropriately and effectively
- Stakeholders are engaged with user and leadership buy-in
- Efficient and effective business case and options analysis
- Transfer of knowledge to internal individuals and teams
- Independent and vendor agnostic approach to solution development
- Strong cross-Government engagement and collaboration

Annex 1 – standard Daintta services

Below is a list of standard Daintta services that apply to all GCLOUD 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