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G-Cloud 14

Cloud Services Description

About Digital Data & Technology

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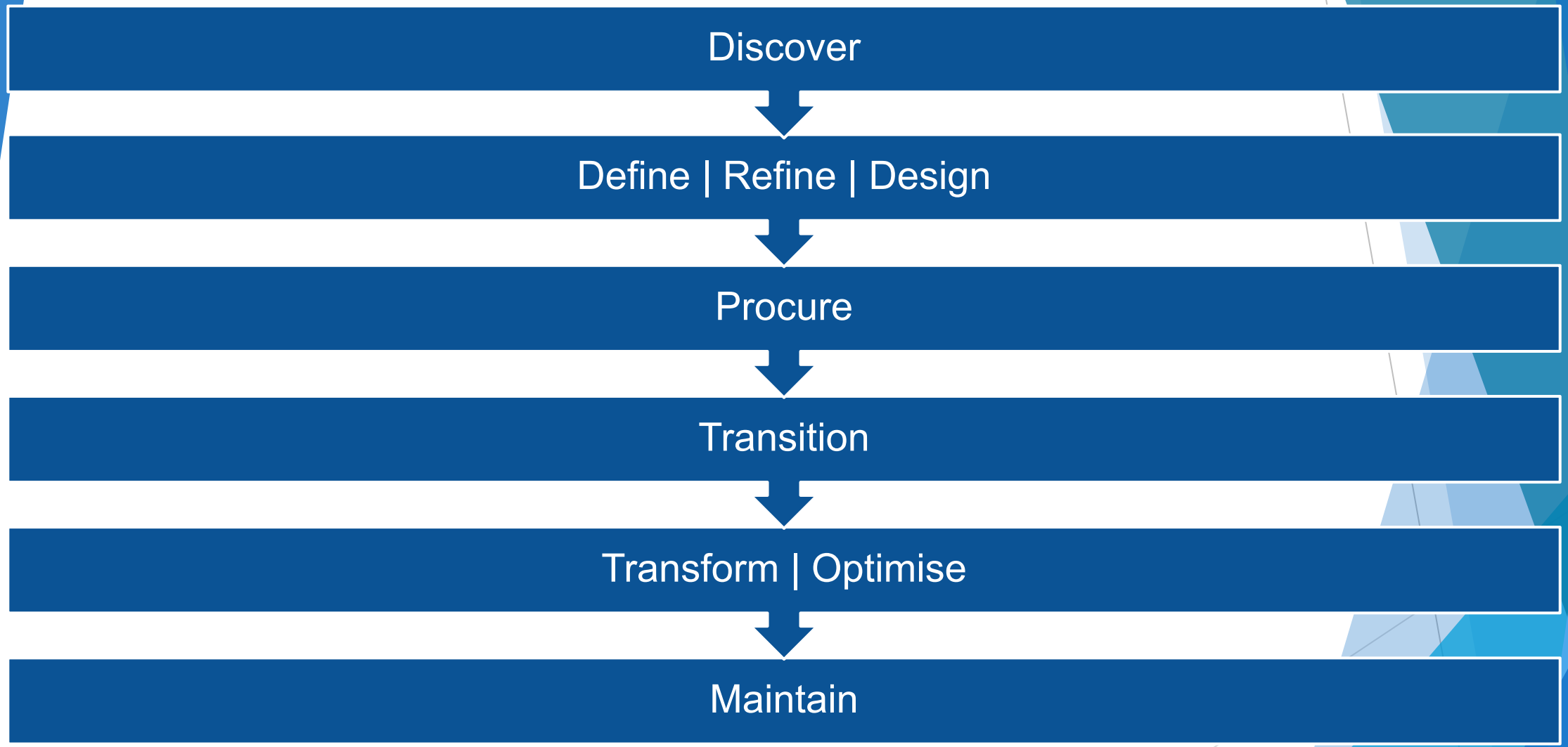
- Digital Data and Technology Limited exists to provide data and technology consultancy expertise to our customers, filling their digital capability and experience gaps. With proven experience in enabling our customers to accelerate their digital strategies, our team of consultants are helping organisations innovate, improve user engagement, enhance cyber security and reduce the operational costs of their digital platforms – helping solve the big challenges CIOs are facing today.
- The company was founded in 2019 by Richard Alexander, David Atkins and Thea Grogan; their combined technical, programmatic and commercial experience coming together to bring significant value to the organisations they work with. Both Richard and David spent many years in the UK channel, working for some of the best known systems integrators at senior management levels, and helping fledgling channel organisations with rapid early growth. Working alongside Thea on a large complex digital transformation project, one that saw the client able to realise £12M savings over the next 4 years, they quickly realised the value the partnership created and joined forces to create DDaT.


Discover
Define | Refine | Design
Procure
Transition
Transform | Optimise
Maintain

Discover

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We will assess the current “As-Is” IT and ITSM estate to a level of detail that provide a clear and concise understanding of the present. Areas covered include:

- Business Requirements
- Infrastructure, Applications and Integrations
- Commercial, Service Delivery and Service Management
- Risk Profile
- Current and Emerging Projects

Outputs for this phase of the project are:

- Draft high level transition plan
- Draft Target Operating Model
- Supporting documentation for future market engagement phase
- Contracts register
- Commercial risk and opportunities assessment
- Exit plan for discovery phase

Discover

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The supporting documentation following discovery will include:

- Operational site list
- Asset inventory
- Service desk volumetrics
- Architectural diagrams
- Key configuration items
- Master Application List
- Application package information
- Infrastructure (physical/virtual) volumetrics
- Hardware/software support contracts
- EoX status

Define | Refine | Design

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Post discovery, we then define and refine the design artefacts needed to cement the vision of the future. These are the blueprints all internal and external stakeholders work towards. These will include:

- Further Business Requirements Definition
- Target Operating Model
- Data Risk Assessment
- Market Engagement Model
- Service Architecture
- Technical Architecture
- Transition Plan
- Resource Plan
- Procurement Plan and Specification
- Business Case
- Risk Register

Design Principles

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We use the following principles to inform any design decisions:

- Does it meet, or contribute towards meeting, a business requirement?
- Is it fit for purpose? Will it be fit for purpose tomorrow?
- Is it cost effective? Has it been, could it be, commoditised?
- Does it enable, or prevent, innovation?
- Is it secure? Is it robust and tested? Is it cutting edge? Does it meet our risk profile?
- Does it adhere to, or move towards, desired standards?
- Is it a service, or a service component?
- Could the outcome be achieved differently? Is that better or worse (in context)?
- Can we support it? Do we want to support it? Can the market support it?
- Does it enhance the user experience? Is it customer centric?
- What are the first order benefits? Second and third order?
- Are there any socio-economic benefits?

Procure

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Upon approval of the outline Business Case, the procurement phase will involve finding, agreeing terms, and acquiring goods, services, or works from appropriate component Service suppliers.

We include:

- Procurement Strategy
- Route To Market Assessment
- Tender Documentation
- Tender Process
- Procurement Assurance
- Final Business Case
- Commercial Support

Transition

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The transition phase is taking the ”As-Is” architecture and relocating it to the chosen supplier(s) in preparation for further transformation, or iterative optimisation. We cover:

- Supplier Management
- Project and Programme Management
- Assurance
- Governance and Control
- Data and Application Migration
- Contract Novation

Transform | Optimise

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You can

- Optimise = small iterative improvements
  - Tactical Opportunity Planning
  - Configuration Optimisation
  - Service Optimisation

Maintain

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More than

- Quarterly Assessments
- Bi-Annual Review
- SIAM Performance Assessment
- Supplier Performance Review
- Pen Test and IT Health Checks
- Compliance audits