Service Definition Document.

Change-IT Public Sector Ltd (www.change-itc.com)

- **Change-CaaS, (Capability as a Service) Solution**

- **G-Cloud**

- **Digital Service(s) for the Digital age.**

ABOUT US

"We are an IT Transformation and Change, Finance, Engineering, and Professional Services Consultancy focused on providing Outsource solution-based services, especially to the Public Sector"
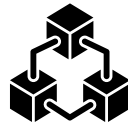
'Change'

(Verb) *"to make the form, nature, content, future course, etc., of (something) different from what it is or from what it would be if left alone, often in terms of or for improvement".*

20 Years' internal experience in IT Change and Transformation including Digitalisation	15 years' internal experience working specifically with Public Sector Clients	3 Core Service Arms: Consulting, Public Sector, Professional Services	100+ Public Sector Clients	Change-CaaS Capability as a Service

WHAT IS CHANGE-CAAS

CHANGE-CaaS
"Capability as a Service"

Our experience of Tender / Portal driven Solution offerings means that we understand the cultures and drivers of Public Sector bodies and we therefore offer a choice of Delivery, Solutions-based Services through our "Professional Services" arm by adopting our unique "Change-CaaS solution". This can be badged as SoW, Outcome based services, Consultancy models or Work Package agreements – highly specialised, specific, and different to standard Contingent based models.

Our "Change-CaaS" solution(s) model provides an autonomous, bespoke method for our Clients to elicit specific, agile, Outcome based Services therefore reducing the need and uncertainty around contingent based offerings. It is an entirely "needs based" / "Service based" product working under a generic Statement of Work Pricing mechanism.

Our Change-CaaS Delivery Model is a scalable, specific Solution – it is a non-headcount Outcome based service eliminating the pain of contingency products whilst harnessing the power of open standards to improve services, to innovate and reduce cost

We select, mobilise, and manage the Service teams via Output / outcome / deliverable reporting and ensure continuity of service whilst helping to deliver your programmes of work

Every client is different and has variable needs and triggers to their work programme(s). What is uniform is the need to provide a flexible, compliant, cost effective service without disrupting current work programmes and internal machinations.

We work with our clients to build new strategies, approaches and roadmaps to each layer of their service need by adopting a strategic, client-side delivery partner solution.

Our Change-CaaS product is a flexible "call-off contract" (ir35 compliant) – this means it is a non-headcount driven, managed service, which can be scalable and agile to fit your need. We work with our clients to deliver data and technology roadmaps focused on delivering and assisting public services.

Our Service focuses on digital programmes and cloud infrastructures to ensure an, agile, technology driven design template for the public sectors digitalisation and transformational need.

Standard Cycle:

1. Call-Off identified via G-Cloud
2. Evaluate, Define and Agree scope of Service
3. Engage relevant Client representatives and stakeholders / Internal functions
4. Process, Governance, reporting, and delivery framework agreed
5. Pricing
6. Service Call off – Agreed deliverables, timescales, and trigger-points
7. Service offering Starts
8. Reporting, MI, and deliverable workshops conducted, and deliverable adherence monitored
9. Service improvement, additional Services sanctioned
10. Service exit on completion

Programmes and Service assignment vary, but we adopt a strict methodology during onboarding and offboarding to ensure minimal disruption v maximum result.

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FEATURE	BENEFIT
1. Fully outcome based Managed Service. Scalable, flexible call-off contracts. Fully IR35 Compliant.	1. Non headcount-based, fully audit and risk compliant. Removes all admin costs and issues.
2. Fully agile and scalable project teams – demand-based resource planning and forecasting	2. Negates need for ad-hoc contingent based recruitment hires for project activity. Reduces time to hire by c80%
3. Direct access to fully compliant, vetted high calibre external consultants with relevant industry delivery experience	3. Quality control and targeted outcome – huge value add due to consultant expertise and better end results
4. Fixed-cap pricing model. Rate card coupled with MI price dashboarding	4. Budgetary control, forecasting, capacity, and price planning. No variations of consultant's rates due to rate card.
5. Fully autonomous outcome deliverable measurement via trigger-point dashboarding. Daily, weekly, monthly activity monitoring.	5. Stronger programme controls, efficiency, and delivery measurables. Easy to track project plan v outcome
1. Full organisational audit and design	1. Digital roadmap consultancy based on digitalisation modelling
2. Measure, track and define current internal capabilities and pressure points	2. Suggest re-design, improvements and maturity models based on Public Sector Consultancy knowledge
3. Create, design, and maintain TOM in line with the overall Service scope.	3. Align, track, and comply to agreed strategic targets and overall service model on any service
4. Consult, create and define full architectural roadmaps, processes, procedures, and governance	4. Full scale digital design and CMM across entire landscape. A one-stop shop digital architecture roadmap.
5. Train, mentor and instil digital culture internally	5. Ensure user adoption, maintenance, and utilisation of new service
6. Customer driven consultancy	6. Stakeholder buy-in, customer success and succession planning.

Starting Point and Payment.
Commencement of a Service will involve discussion of requirement and scope of work, agreement of deliverables and timescales, completion of a Call Off contract, and submission of a Purchase Order. Only then will a mutually accepted start date be agreed and work with commence thereafter.

Invoicing will typically be based on monthly deliverables, submission of timesheets, and any expenses for the consultants providing the service. Payment terms are 30 days and standard practice is to invoice monthly.

Client Responsibilities
For any given agreed Service, the key input of the customer as well as agreed deliverable will be agreed before commencement of the work. This may require direct service agreement(s) with key internal Stakeholders or management. The customer acknowledges that all deliverable must be agreed at the start of the Service.

Additional Expenses
In addition to the charges stated above the client will reimburse the reasonable expenses of any Consultancy resource providing G-Cloud services that are incurred in the performance of those services not covered by the statements above.

Consultant's Working Day
Professional Working Day, typically 09:00 to 17:30 with 1 hour for lunch.

Termination Terms
No additional termination terms required save those agreed before Commencement of the Service in accordance with the Framework Agreement and Call Off contract.

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