



G-CLOUD SERVICE LEVEL DEFINITIONS
FRAMEWORK REFERENCE: RM1557.13



WHO IS ARCA?

ARCA is a UK-based Professional Consulting Services business operating in the Digital, Cloud & Technology sectors. Our team has supported Public Sector Digital & Cloud Transformation for over two decades and has extensive experience of delivering consulting Services that align to business objectives.

ARCA'S DELIVERY METHODOLOGY

Ensuring client satisfaction from initial contact through, commercials, contracting, service delivery and benefits realisation.

Define a digital strategy and roadmaps which underpin an organisation's transformation journey.

Security risk, compliance, design, testing and assurance capabilities that cover every aspect of enterprise cloud security.

Evaluation of delivery success and business value, signalling future improvement and capability maturity

CLIENT ENGAGEMENT

1

DIGITAL STRATEGY

2

SECURITY

7

EVALUATION

8

3

ARCHITECTURE &
PLANNING

Defining standardised, reusable and resilient cloud services that simplify complex legacy architecture.

4

CLOUD DELIVERY

Cloud platform design, build, deployment, integration and migration.

5

DATA ANALYTICS

Scalable and feature-rich Data and Artificial Intelligence / Machine Learning capabilities unlocking hidden potential.

6

AGILE DEVELOPMENT

GDS aligned Agile development, driving rapid realisable business value, and building enduring agile capabilities.



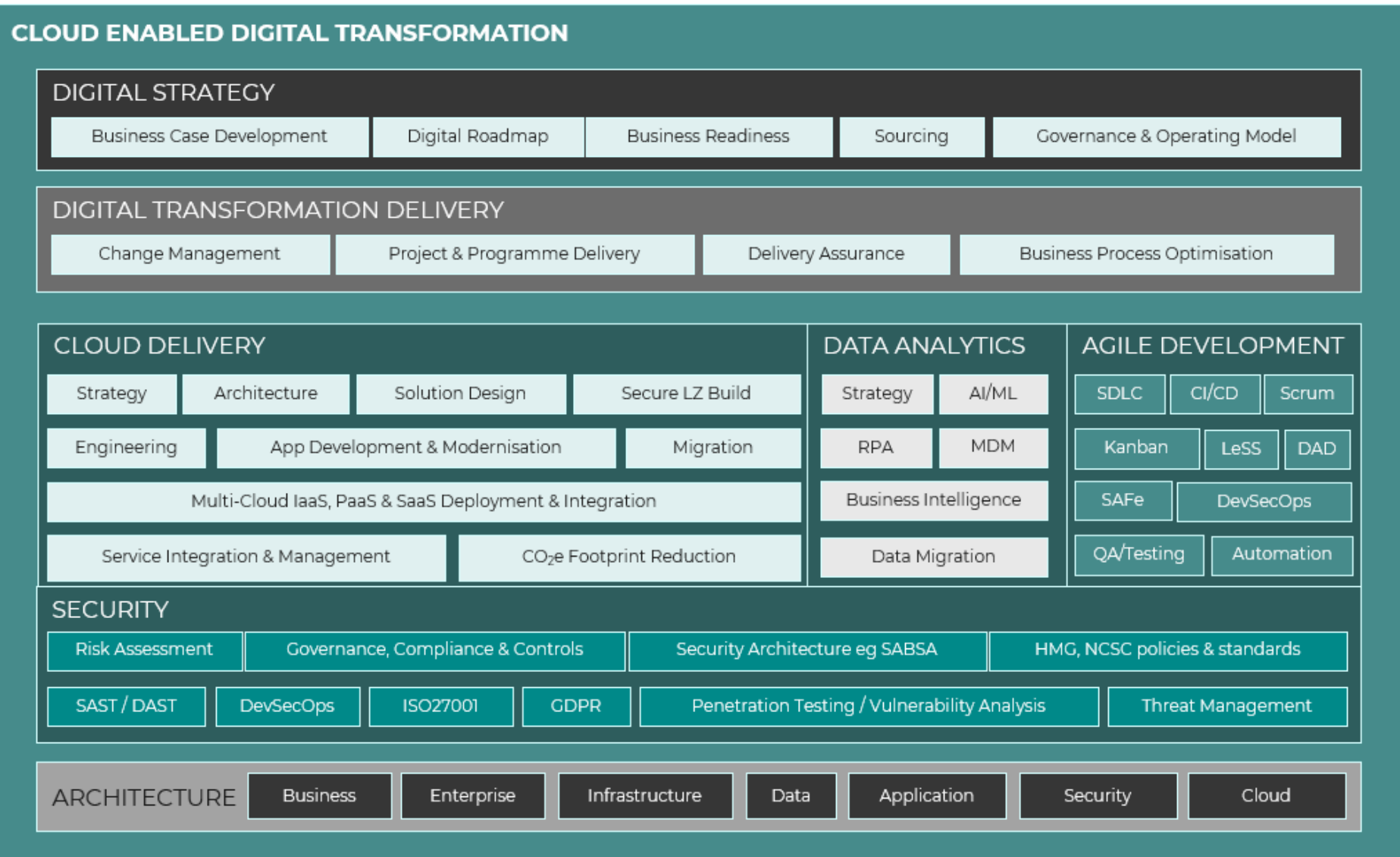


OUR FRAMEWORK

ARCA's Cloud Enabled Digital Transformation Framework defines the 'building blocks' necessary for an effective digital and cloud journey. They represent the capabilities we can bring to your organisation in order to help you succeed.

Our framework is structured around 7 distinct capabilities:

1. **Digital Strategy** - helping clients to define a digital strategy and roadmaps which underpin an organisation's transformation journey.
2. **Digital Transformation Delivery** - enables effective, agile, user-centred transformation ensuring the best possible customer outcomes / user digital experience.
3. **Architecture** - focuses on defining standardised, reusable and resilient cloud services that simplify complex legacy architecture.
4. **Cloud Delivery** - delivering the core technology components of multi-cloud platform deployment, integration and migration enabling your organisation's digital transformation through industry leading cloud capabilities.
5. **Data Analytics** - delivers scalable and feature-rich data and Artificial Intelligence / Machine Learning capabilities to your organisation unlocking hidden potential and insight.
6. **Security** - We bring a range of security risk, compliance, design, testing and assurance capabilities that cover every aspect of enterprise cloud security.
7. **Agile Development** - helps clients adopt cloud-native ways of working and best practice application development. We bring deep expertise in implementing DevOps, driving rapid realisable business value, and building enduring agile delivery capabilities.





ARCA's CLOUD SERVICES

DIGITAL STRATEGY SERVICE

ARCA works with clients to define a digital strategy and roadmaps which underpin an organisation's transformation journey. Our strategic approach enables agile, user-centred business change, ensuring the best possible digital outcomes. Our integrated approach to cloud, digital platforms, data, process and organisational capability ensures robust, 'digital by default' public services.

FEATURES	BENEFITS
<ul style="list-style-type: none">• Digital Strategy and roadmaps delivered by experienced industry experts.• Discovery phase establishing existing services, capabilities, processes and technology landscape.• Aligning vision and needs analysis with customer and business outcomes.• Mapping of core business capabilities and user / customer journeys• Service needs assessment aligned to organisational goals for digital transformation.• Business and Target Operating Model (TOM) selection.• Build-Buy assessment and associated Sourcing approach.• Business value assessment with baseline data and business outcome projections• Cloud enabled Digital transformation business case development.• Ensure business mandate and readiness for change	<ul style="list-style-type: none">• Customer-centred strategic plan and technology roadmaps for digital transformation• Business change / readiness planning incorporated• Prioritised list of capabilities that can help drive digital transformation• New product and service ideas / opportunities• Strategic alignment of your organisational goals for digital transformation• Deeper insight into your user / customers' experience• A business model best suited to your digital transformation objectives• An operating model designed to enable digital transformation• Business value clearly defined with associated benefit metrics and ROI• Potential for disruptive innovation unlocked



DIGITAL TRANSFORMATION DELIVERY SERVICE

Our expert delivery consultants work collaboratively with clients to deliver complex cloud-enabled digital transformation programmes. Our delivery approach enables effective, agile, user-centred change ensuring the best possible customer outcomes / user digital experience.

FEATURES	BENEFITS
<ul style="list-style-type: none"> • Delivery of complex legacy to cloud-enabled digital platform transformation programmes • Definition, set-up and delivery of project and programme governance • Programme Assurance - governance, process, risk, capability and compliance review • Stakeholder mapping and engagement for effective Change Management • Supplier evaluation, selection and ongoing delivery management • Business Processes discovered, assessed, transformed and digitally optimised / automated • Transformation and coaching of agile delivery capabilities eg DevOps • Organisational readiness for enduring agile product and feature delivery model • PMO supports development of integrated programme plans. • Target Operating Model implementation 	<ul style="list-style-type: none"> • Outcomes focused delivery models embedded within a client's organisation • Business Capability Modelling and expert Programme delivery enables digital transformation • Cloud-enabled digital transformation in line with Government requirements • Expert Change Management for stakeholder buy-in and benefits realisation • Business processes streamlined, optimised and automated • Coach and mentor in-house teams to build sustainable, enduring capability • Projects and Programmes delivered to GDS standards • Culture change / new ways of working within new Operating Model • Expert programme financials, commercials and benefits realisation • Flexible commercial models including T&M, risk/reward, outcome based

**CLOUD DELIVERY SERVICE**

ARCA's approach begins with a Cloud Capability Assessment to determine where customers are on the cloud journey today, plan their progress, and mature their cloud capabilities. Experts in multi-cloud platform deployment, integration and associated migration, ARCA enables your organisation's digital transformation through industry leading cloud capabilities.

FEATURES	BENEFITS
<ul style="list-style-type: none">• Multi-cloud IaaS, PaaS, SaaS deployment & Integration• Solution Design - High Level Design (HLD) and Low Level Design (LLD)• Secure Landing Zone build• Virtual Machine (VM) and Data Migration• Utilising containers for scalability and workload mobility, on-premise and multi-cloud• Site Reliability Engineering (SRE) to maximise system availability and reliability• Secure, Agile DevSecOps application development and modernisation• Workload automation / optimisation• Exploiting cloud API platforms for seamless integration• Operational readiness to move products and features into production	<ul style="list-style-type: none">• Best practice adoption which will drive efficiency elasticity and scalability• Cloud-enabled digital transformation in line with Government requirements• IT CO2e footprint reduction / optimisation• Reduced Total Cost of Ownership (TCO)• Using infrastructure as code for standardised environments on demand• Cloud Capability Assessment maturity led deployment prioritisation.• 'Evergreen' technology reducing the burden of maintaining legacy technology compliance• Opens up new cloud native opportunities for disruptive innovation• Coach and mentor in-house teams to build sustainable, enduring capability

**DATA ANALYTICS & DATA ENGINEERING SERVICE**

ARCA provides expertise in Data Analytics and ML/AI Platforms and Services built on Azure, AWS or Google Cloud. Utilising the latest hosting and PaaS, SaaS, IaaS services, allows Arca to deliver scalable and feature-rich data and ML/AI capabilities to your organisation unlocking hidden potential and insight.

FEATURES	BENEFITS
<ul style="list-style-type: none">• Developing Data Strategy, Architecture and roadmaps to deliver business value• Define effective data governance, ensuring quality, security, risk and compliance• Data Analytics, Artificial Intelligence, Machine Learning on multi-cloud platforms• ML Ops Expertise - DevOps and Data Engineering for Machine Learning• ETL services for organisation's distributed structured and unstructured data• Automatically combine and structure data across legacy and cloud platforms• Significant experience of Analytics and Machine Learning in Public Sector• Integrate AI services eg natural language processing and image detection• Improved BI through data visualisation across realtime and historical datasets• Cloud data migration and platform implementation	<ul style="list-style-type: none">• Move on-prem data to the cloud quickly and safely• Improve master data management, reducing business risk and cost• Regulatory compliant data pipelines e.g. GDPR• Remove data silos, simplify and automate business processes eg RPA• Reduce operational costs of storing and managing data through automation• Coach and mentor in-house teams to build sustainable enduring capability• Enables data new value generating business insight• Speed up reporting with dependable, automated data collection• Reduce deployment time and cost with modern ETL tools• Improved decisions using AI powered data predictions and trend analysis

**AGILE DEVELOPMENT SERVICE**

ARCA helps your digital technology teams adopt cloud-native ways of working and best practice application development. We bring deep expertise in implementing DevOps, driving rapid realisable business value, and building enduring agile delivery capabilities. Enabling you to deliver automated CI/CD pipelines, cloud orchestration, resilience, operational management and culture change.

FEATURES	BENEFITS
<ul style="list-style-type: none">• Deliver products & features in an agile, efficient and sustainable manner• Project, Product, Release, Sprint planning, daily stand-ups and Sprint retrospectives.• Agile Methodologies and Frameworks: Scrum, Kanban, Lean, SAFe, LeSS, DAD• Minimise Time to Value through continuous integration & deployment• Fully automated CI/CD pipelines with automated test & QA• Re-engineer complex legacy applications to leverage modern open-source technology• Utilising containers improves scalability and workload mobility, on-premise and multi-cloud• Test and Behaviour Driven Development• Coaching and culture shift to cloud-native ways of working• Optimise Cycle Time, Flow Efficiency, Deployment Frequency and Defect Reduction	<ul style="list-style-type: none">• Arca works with you across the full software development lifecycle• Delivers best-of-breed cloud-based applications to transform the Public Sector.• Supports Agile (Scrum/Kanban/Lean) teams and Cyber Security needs• Continuous testing, improvement, and adaptability cycles• Optimised product / feature quality and end-user experience• Release process automation helps prevent failed production releases• Automated Dynamic Application Security Testing (DAST) reduces penetration test costs• Increased stakeholder visibility of value delivered• Focus on business outcomes for users / customers to maximise value• Coach and mentor in-house teams to build sustainable, enduring capability

**CYBER SECURITY SERVICE**

Resilience and cyber security across cloud architectures is critically important. ARCA brings a wealth of experience working with sensitive data within multiple Public Sector organisations, including UK Central Government. We bring a range of security risk, compliance, design, testing and assurance capabilities that cover every aspect of enterprise cloud security.

FEATURES	BENEFITS
<ul style="list-style-type: none">• Security architecture and solution design review.• Cyber security and resilience assessment using CAF.• Develop Security Architectures using NCSC CAF, CCM, SABSA and TOGAF• Operational security monitoring strategy, design and implementation• Threat Management Strategy - prevention, detection & response.• Enforce security policies using Cloud Access and Security Brokers (CASB)• Agile delivery and development security consulting eg DevSecOps, SAST/DAST• Penetration testing and vulnerability analysis.• Support your ISO 27001 certification journey• Certified cyber security consultants (CISSP, CISM) vetted to SC level.	<ul style="list-style-type: none">• Ensure effective management of a critical global risk.• Establish and maintain security compliance, controls, services, tooling and governance.• Protect user data and the assets storing or processing it.• Protect data when being transmitted between networks.• Prevent organisation service impact due to malicious or compromised users.• Services operated securely to impede, detect or prevent cyber attacks.• Services designed to identify and mitigate threats to their security.• Security integrated within Business Capability, Enterprise Architecture, Risk Management processes.• Aligned with industry standard cyber security architecture frameworks.

**CLOUD ARCHITECTURE SERVICE**

ARCA's service focuses on defining standardised, reusable and resilient cloud services that simplify complex legacy architecture. We ensure development of business capabilities that deliver sustained exploitation of Cloud services through enduring agile development methodologies / practices and the power and scale of cloud services and digital platforms.

FEATURES	BENEFITS
<ul style="list-style-type: none">• Standard frameworks to review existing architectures to optimise cloud adoption• Enable organisations to leverage existing on-premise infrastructure and multi-cloud providers• HLDs for landing zones enabling application migration, modernisation and innovation.• Define services strategy for maintenance and support of cloud architecture• Develop integration strategy for complex, multi-platform hybrid environments• Evaluation of Cloud options: IaaS, PaaS & SaaS• Architecture Governance, Design Authorities, Technology Working Groups.• Define business strategy and capability aligned target operating model (TOM)• Cloud native application prototyping capabilities defined• Cyber Security embedded in architecture and solution design	<ul style="list-style-type: none">• Deliver sector leading cloud solutions, transforming the way organisations operate• Alignment with Government Digital Strategy, enabling leverage of Government services• Aligned with best practice architecture and security standards• Translates benefits of cloud into business outcomes, maximising business value• Accelerate transformation through open architectures maximising data and platform integration• Optimised Enterprise Architecture across Private, Public and Hybrid Cloud models• 'Evergreen' technology reducing the burden of maintaining legacy technology compliance• Customer value aligned, agile business capabilities shared across the organisation• Productivity gains through modern, agile ways of working• Architectures that enable adoption of disruptive technology and innovation



DIGITAL HEALTH CONSULTANCY SERVICE

ARCA provides a full range of digital healthcare services which supports NHS Health & Social Care organisations through complex Digital & Cloud transformation programmes. Our expert consultants have extensive experience in advising, implementing and assuring Electronic Patient Records (EPR/EHR), Population Health and LIMS/Pathology programmes across the UK.

FEATURES	BENEFITS
<ul style="list-style-type: none"> • Electronic Patient Record (EPR/EHR) Programme and Project Management delivery • Strategic (SOC), Outline (OBC) and Full business case (FBC) development • Procurement, Selection, Contract Negotiation/Review. OJEU or NHS specific Frameworks • Data Migration, Testing, Integration (HL&7), Medical Device Rollout/Integration • Change Management, including Clinical Stakeholder Engagement • Deep knowledge of Digital Health suppliers (Epic, Cerner, Meditech, SystemOne, EMIS) • Population Health (LHCR) Advisory & Implementation expertise • LIMS (Laboratory Information Management System) Advisory & Implementation • Clinical System deploying expertise - Pathology, Maternity, Theatres • Integrating Healthcare Services using Open-Source tools (FHIR) • 	<ul style="list-style-type: none"> • Customer-centred strategic plan and technology roadmaps for digital transformation • Deliver sector leading digital and cloud solutions, transforming NHS organisations • Deliver productivity gains through modern, agile ways of working • Business benefit case development underpinning your digital transformation journey • Strong understanding of NHS culture, processes, challenges and transformation • Expert Change Management for stakeholder buy-in and benefits realisation • Extensive delivery experience of NHS specific projects (EPR/EHR/LHCR) • Collaborative and flexible delivery approach, augmenting your team • Establish and maintain security compliance, controls, services, tooling and governance. • Open standards and shared platforms to accelerate transformation / improve services •

FOR MORE INFORMATION CONTACT:

david.wylie@arcaresourcing.com | +44(0)117 450 9715 or +44(0)7817 581 064



ARCA