



Maverick Partners

**Service Definition Document
Cloud Development & Implementation**

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Service Description

Maverick Partners provide development and implementation services for our clients. We provide capabilities and processes to deliver projects as outcomes or specialists to support client needs.. We are experienced delivering high pressure, time and budget limited projects.

Service Features

- Responsiveness, flexibility and scale are the heart of our business
- We have extensive experience across industry and technology
- Pragmatic user first approach to delivery
- Comfortable supplier specialists or teams to deliver outcomes
- Clear focus on upskilling organisations teams and creating self-sufficiency
- Outcome driven approach to delivery
- Proven experience and problem solving to deliver outcomes
- Broad experience across multiple technologies and delivery methods
- Leverage Maverick Partners extensive industry network

Service Benefits

- Provide best practice from other industries to deliver success outcomes
- Cost conscious partner with experience working to tight timescales
- Flexibility to work within organisations existing frameworks
- Use existing integration investments, or mature open-source solutions
- Improve staff knowledge by working closely with our experienced team
- Work with organisations to ensure long term self sufficiency
- Leverage experience in modern technologies (e.g. Machine-Learning, Artificial-Intelligence, Data)
- Integrate existing enterprise systems rapidly using proven implementation frameworks
- Access to Maverick Partners wider organisation beyond delivery team
- Open, honest, transparent and collaborative approach

Appendix 1

Service Planning

Maverick Partners support Clients to ensure projects and programmes have the right planning in place to drive successful delivery. Our service offering is flexible to fit with our client's existing delivery lifecycle and includes:

- Define northstar 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
- Business analysis (data and user centric design)
- Operating model development (return on investment)
- Manage benefits across the full project lifecycle
- Backlog management and refinement services

Set up and Migration

Maverick Partners offer a range of services to help organisations setup or build out: cloud capability and cloud migration. These services 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

Maverick Partners have extensive and proven experience delivering complex technological projects to exacting standards whilst hitting budget and timelines constraints. This includes: planning, delivering, migrating and implementing cloud-based capabilities via appropriate people, processes, technologies and delivery methods.

Quality Assurance & Performance Testing

Maverick Partners work with our Clients to create quality assurance frameworks and establish performance testing levels. We help Clients develop strategies and deliver tests for quality assurance and performance testing. Our testing approach covers all variations of testing including system integration testing, unit testing, operational acceptance testing and user acceptance testing. We employ a risk-based approach to quality assurance and testing, mitigating risk early through appropriate, proportional use of the testing resource throughout the software development lifecycle and where possible work within organisations established testing frameworks and processes.

Training

Maverick Partners offer a range of flexible training services tailored to support Clients specific requirements. Our approach to training development includes:

- Training needs assessment
- Develop training roadmap and content relevant to training needs
- Define individual & group training plans
- Train the trainer to help scale training within our Client's organisation
- Ongoing training content review