G-Cloud 14: Service Definition Document

Enterprise Architecture as a Service

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Enterprise Architecture as a Service - scope

This is the Service Definition Document for Change Network Limited's Enterprise Architecture as Service under the G-Cloud 14 Framework.

Change Network offers the following Enterprise Architecture Cloud services to help clients plan and implement digital solutions:

Service	Service description
Enterprise Architecture as a Service	Our Enterprise Architecture services ensure the selection and design of Cloud solutions aligns with, and supports, organisational strategy to meet business and user needs. Our services support essential service providers to reduce complexity, enable inter-operability and efficiency, reduce data silos, better mitigate risk and enable improved service outcomes.

Scope of services

Change Network's Enterprise Architecture Services are a key part of our G-Cloud 14 service catalogue. Our Enterprise Architecture as a Service offer spans the strategic considerations needed to enable effective design and deployment of Cloud services, and include:

- Enterprise Architecture Framework design and implementation
- Development of principles, standards, methodologies, governance and tools
- Current state assessment
- Target architecture vision and blueprint
- Transition roadmap from 'as is' to 'to be' state
- Implementation support
- Architectural models - illustrating models, structure, components, relationships
- Cloud advisory services
- Architectural assurance

Why Enterprise Architecture?

Enterprise Architecture is about designing joined up ways of working that are supported effectively by modern technology.

It enables an organisation-wide approach to the design and delivery of services, covering systems, processes and data and how they work as an 'eco-system' to ensure optimum efficiency and customer focus.

As organisations become more digital, the integration of the relationship between people, process (and related structures), technology and data becomes much deeper than was the case in a pre-digital environment.

The application of architecture principles and governance is designed to ensure that change is delivered in a joined-up way.

Change Network's Enterprise Architecture services enable you to take a strategic view of your digital, data and technology landscape and determine the optimal route to supporting business outcomes using modern, Cloud technologies.

Whether you have an existing team in house and just need extra support from an independent partner, or don't have capabilities in house and need a cost-effective solution, our team can help.

Benefits

- Cost effective architectural support when you need it
- Access as much, or as little, support as needed
- Enablement of knowledge transfer to internal teams
- On demand or purchased in value for money monthly or quarterly blocks
- Aligns technology to organisational outcomes
- Reduces single point of failure risks
- Helps to save money through modernisation, integration, automation
- Reduces technical complexity and technical debt
- Enables innovation, standardisation, and consistency
- Improves the user experience
- Independent of any software vendor, tailored to organisational needs
- Reduces complexity and technical debt
- TOGAF certified architects

Our approach

Change Network has an established approach, enabling our Delivery Teams to draw upon a wide breadth and depth of expertise and experience, ensuring the optimal conditions for success are set from the start. We work collaboratively to understand your specific needs and to develop a plan to meet them.
A typical engagement involves:

- Collaborating with you to help scope your requirement. This is done at no cost and involves a detailed conversation and/or a workshop with your team to scope out your desired outputs and outcomes.
- Based on the agreed scope, the approved G-Cloud 14 ordering process is followed.
- We then allocate specialists with the relevant capabilities and experience from our team to meet your specific needs. This will always include a non-chargeable Senior Responsible Owner with overall accountability for the work, and a Delivery Lead with responsibility for day-to-day delivery.
- We conduct an internal briefing first to bring our team up to speed, and then facilitate a kick-off session to align expectations, jointly define was of working (governance, reporting, risk management), and the plan.
- Throughout delivery we hold regular updates, typically weekly, but no less frequently than fortnightly to ensure transparency of progress.
- We adapt our approach (e.g. Agile, Waterfall, Prince2, MSP) based on the most appropriate construct to support the specific outcomes sought and the wider operating context.
- We actively engage all key stakeholders to deliver outputs, outcomes, ensure knowledge transfer throughout and build the case for change and / or adoption.

Pricing approach

As part of the scoping and ordering process we will work with you to estimate the effort for your requirement and agree a mutually acceptable number of days per month or per quarter, based on the optimal combination of resources to meet your needs using the SFIA rate card listed. Our 'as a Service' offer gives you the continuity of resource, when you need it, at a price you can afford.

Our services can be delivered remotely, or on site at your offices.

No expenses will be charged for travel to premises within the M25. Additional charges for travel and accommodation expenses for services delivered outside the M25 will be charged at cost and agreed in the Call-Off Contract.

Social value – our commitment

At Change Network we understand that how we do business is as important as what we do.

For us, social value isn't about ticking boxes, or winning points during a procurement exercise, fundamentally it's about who we are and how we choose to operate.

The lived experience of our founder directors feeds a set of organisational values that have social value at their heart.

Our Social Value mission is:

"To leave a positive and lasting legacy in the communities where we live and work, and for the customers we serve."

Within this, we cover the requirements of the G-Cloud 14 framework including fighting climate change, Covid 19 recovery, tackling economic inequality, equal opportunity and wellbeing.

Social value

We achieve social value by making three different types of promises:

- The first relate to things we are passionate about and the difference we want to make as an organisation ourselves.
- The second are promises made to our customers to support them, through our actions, in the delivery of their own Social Value ambitions.
- The third relate to how we will visibly and transparently share our progress.

We are personally committed to:	For our customers, we will:
• Challenging inequality and actively promoting equality and diversity. • Inspiring and supporting young people, particularly those from disadvantaged backgrounds. • Changing our habits, and encouraging others to do the same, to protect our environment with the ultimate aim of 'doing no harm'. • Collaborating with other organisations so together we deliver the best services and support scaling and choice.	• Work with them to understand their social value ambitions and shape our project based commitments to meet their specific needs. • Treat each customer individually, without making assumptions, or boilerplate statements about what we will do. • Be flexible in our approach. • Seek to go above and beyond where we can, calling out and delivering additional social value wherever possible

We publish our Social Value Policy and our performance on our website at least annually. We encourage our permanent employees to take two, paid 'do something good' days per year to focus on impacts that matter to them.

About Change Network

Change Network helps organisations to deliver smarter transformation that sticks. We work with organisations that provide essential services to support end-to-end change from diagnosis to delivery.

We know that change is complex – and isn't solved by individuals or by technology alone, which is why we focus our energies on building the conditions for success, working collaboratively to put people at the heart of digitally-enabled change.

Our skilled and experienced team delivers end to end transformation support and works on projects big and small covering everything from understanding your baseline with our digital, and data assessment tools, to the design of Strategies and Plans, through to Business Cases, Specification and Selection support for key systems, design, and implementation.

We are trusted by councils, housing associations and other essential service providers to provide high quality, value for money services, working collaboratively with internal teams and external suppliers to make a difference together.
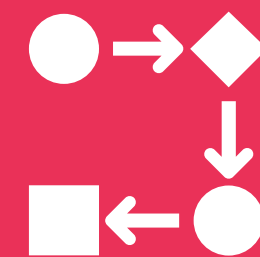
What we bring

Our **capabilities** enable us to help our customers to harness the power of people, technology and data to unlock **innovation** and deliver **better outcomes** for services users

Project Management   Service Design   Business Analysis   Enterprise Architecture   Change Management

Underpinning all our capabilities

Sector Knowledge   Deep experience   Best Practice Models   Proven Methods

What makes us different?

Purpose over profit – we have a strong social conscience, and a passion for delivering positive community impact.

Better Together – we believe to make a real positive social impact, collaboration with our customers, partners and wider market is the key.

Been there, done it – we have real-world, hands-on experience of designing change, and making it stick in organisations that provide essential services.

Deep understanding of the sectors we work within and best practice – our team have worked in and for essential public services for most of their careers, bringing a depth of knowledge and experience that adds significant value.

Open, honest advice – we provide constructive advice and challenge to our customers to ensure they are on the right track.

Value for money – we provide quality at a price essential service providers can afford.

Holistic Independent of any software vendor – we are fully independent. We have positive relationships to ensure the latest insights to vendor offers, but don't, and won't, enter direct commercial relationships with any software providers.

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Contact details

We're always happy to talk, without any obligation. Contact us at: hello@changenetwork.co.uk

We operate with total transparency and our directors are always contactable too:

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