Transform

G-CLOUD

CLOUD READINESS ASSESSMENT

SERVICE DEFINITION

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Hello, we are Transform

Transform is a future company.

The world is changing. Problems don't look like they used to. These days, disruption is the new normal and connectivity means complexity. That's where we come in. We curate small, diverse teams who help our clients figure out where to go next.

We are Transform. With the creativity of an agency, the robustness of a consultancy and the technical agility of a start-up, we transform organisations.

We combine depth of expertise with a breadth of experience, working across both public and private sectors to deliver tangible outcomes in partnership with our clients, built on a philosophy of transparency, collaboration and agility.

We understand that every challenge and opportunity is different, so every solution should be too. That's why we combine data, insight and strategy to design and build bespoke solutions to get organisations fit for the future, both inside and out.

We deliver work across both the public and private sectors spanning data, technology, consultancy, customer experience, research, organisation and culture change. No matter who we're working with, we deliver tangible results that have real organisational impact.

Transform

SERVICE OVERVIEW

Introduction

Most of Engine's projects have elements of change and transformation in them, and the rapid pace of change in the digital world has accelerated the need for this in almost every project and how Cloud Infrastructure is transforming service delivery.

We have assisted government and private sector organisations (for example):

- Helping the Office of the Public Guardian assess and deploy the first Digital Service Exemplar into the Cloud, and have supported the evaluation and migration to further cloud platforms
- Assisting nPower understand the benefits of a Cloud based infrastructure and develop a business case and rational for the migration away from on premise hosting
- Designed and deployed an entire Cloud based infrastructure for the Back Office replacement for a major government department

A key element in the delivery of a transformational digital service is the adoption of agile infrastructure that can be provisioned rapidly and scaled on demand.

In our experience, effective moving this loose set of requirements into a clear and defined technical and network architecture relies on well- facilitated, thoughtful and stimulating engagement to successfully co- create, validate and implement the necessary business and organisational elements.

This needs to be supported by a deep appreciation of the existing and future technology options and understanding how these can be exploited to facilitate the service delivery.

We follow a delivery model aligned with the GDS delivery phases

Discovery

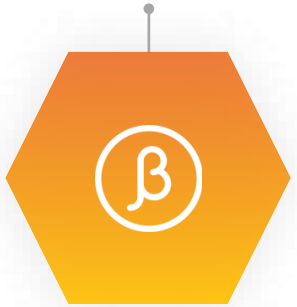
Understanding the existing processes and teams who are delivering the current projects.

Alpha

Identifying the organisation capabilities and where gaps exist. Development of an outline Target Operating Model and scenario and test within the client organisation. Design the transition process, identify organisational structures and where resources can be transitioned and support recruitment / retraining where appropriate.

Beta

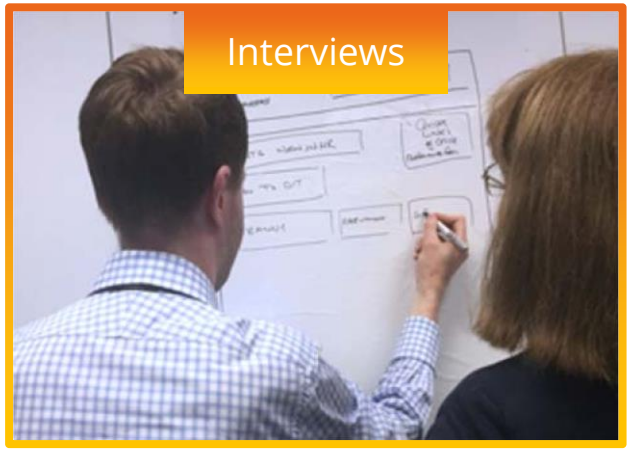
Test transitions, usually as part of a progressive hand-over, where the project team first share the deployment of the service and eventually through multiple iterations the support team can deploy and support with the minimum of engagement from the delivery team



Live

Transition of the service and a short period of service optimisation

Working transparently and collaboratively

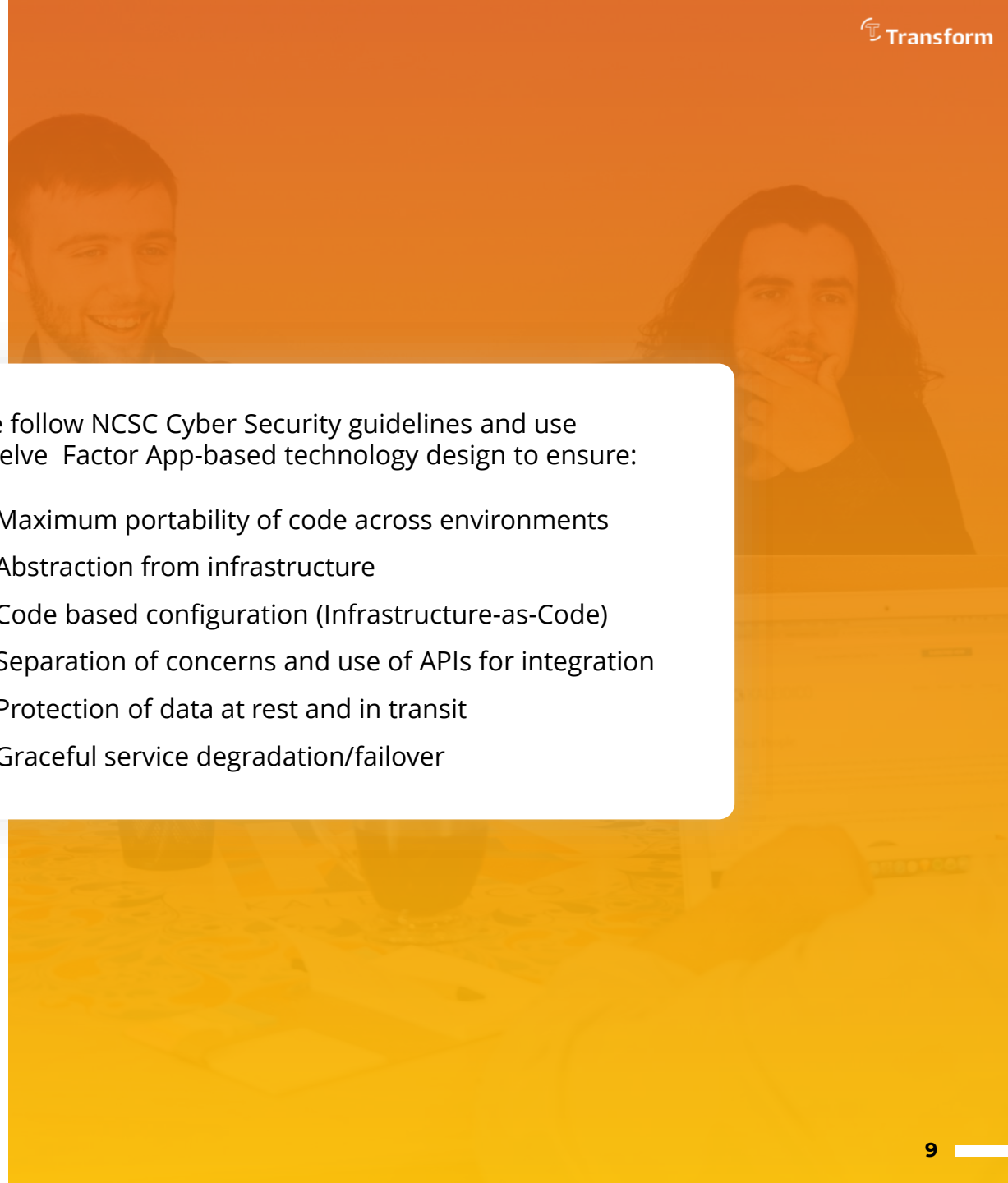


We understand all aspects of exploiting cloud-based infrastructure

- Hosting of development, testing and production environments
- Supporting modern transforming practises and the hosting of automated testing and deployment infrastructure
- Understanding Information Security implications and network design
- Mechanisms to manage environment configuration and deployment
- Exploitation of emerging technology, e.g. Containerisation Engine's approach to client engagement is built on co- creation, which in itself is driven by a combination of Knowledge, Insight and Facilitation.

Ensuring security is designed into the service's foundations

- Our design process is heavily influenced by Domain Driven Design as we find this helps to establish a strong foundation for development.
- The combination of these approaches builds the structure and team behaviours and culture, ensuring services we develop are secure-by-design and scale both horizontally and vertically.
- We use techniques such as Threat Modelling to test designs and ensure identification and mitigation of security risks.
- Defining security and scaling factors provides us a framework for the team to quickly adapt to changes and iteratively build the core functionality. We use , e.g., Agile Steel Thread to iterative develop around a core end-to-end service rather than focusing on a single facet of the service.
- Security and availability forms the foundation for our design and delivery services.



We follow NCSC Cyber Security guidelines and use Twelve Factor App-based technology design to ensure:

- Maximum portability of code across environments
- Abstraction from infrastructure
- Code based configuration (Infrastructure-as-Code)
- Separation of concerns and use of APIs for integration
- Protection of data at rest and in transit
- Graceful service degradation/failover

Our work is underpinned by the following governing principles

Users:

Always begin and end with users. They must be at the centre throughout, with services based on their needs, behaviours, capabilities, opportunities and motivations and barriers.

Co-Design

Collaborating with teams and departments across government to build services that deliver the policy and proposition intent – so a service meets user and business expectations.

Sustainability:

Creating a sustainable, open and scalable model – simple to deliver, simple to replicate and reuse.

Innovation:

Establishing a digital innovation culture – looking for opportunities to improve but not for the sake of it.

Transparency:

Being transparent on governance – being clear on who owns the service and information.

Great design:

Advocating 'great design' – not just what it looks like but how it works – which excites users and delivers the optimum experience

Consistency:

Being consistent but not predictable – testing the boundaries but ensuring we don't break the experience. Building on what already works well and change what doesn't – it's not about and cutting corners, it's about the most effective solution

Lifecycles:

Like any product or services – we must consider the entire lifecycle – understanding the process doesn't stop at launch and must be continuously iterated and improved.

PROJECT DELIVERY

Transform is agile by default and a leader in agile delivery in government

Agile

business leadership and stakeholders engaged throughout

Client lead

1
2
3
4
5
6
7
8

Prioritised activities set out in order of importance to the project

backlog of programme requirements that need to be delivered

Delivery Manager

The Team

1
3
6
7
8

The team selects as many tasks as it believes can be delivered by the end of the spirit

sprint planning sessions determine the aims and activities of the next sprint

Progress measurement

2-4 week sprint

Daily stand up

Show and tell

Retrospective

Completed work

Planning should make it possible for all tasks to be completed within the sprint. however the end data of the sprint does not change

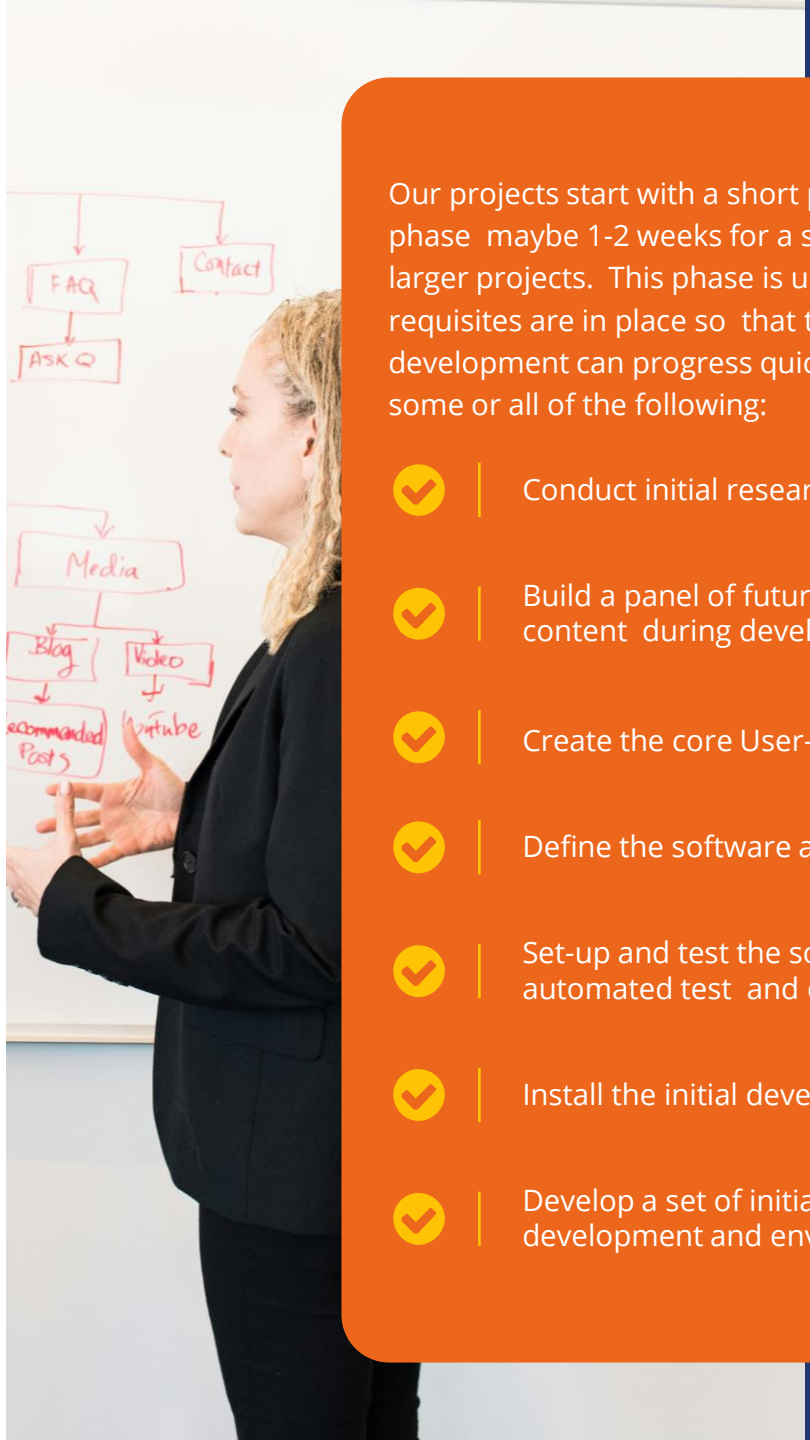
Task breakout

Activities required in he spirit to complete the objective

An agile approach that is more than just a project management methodology

The use of Agile ensures that the delivery meets both the product owners' and the end users' needs. The proposed approach is based around scrum and has the following elements:

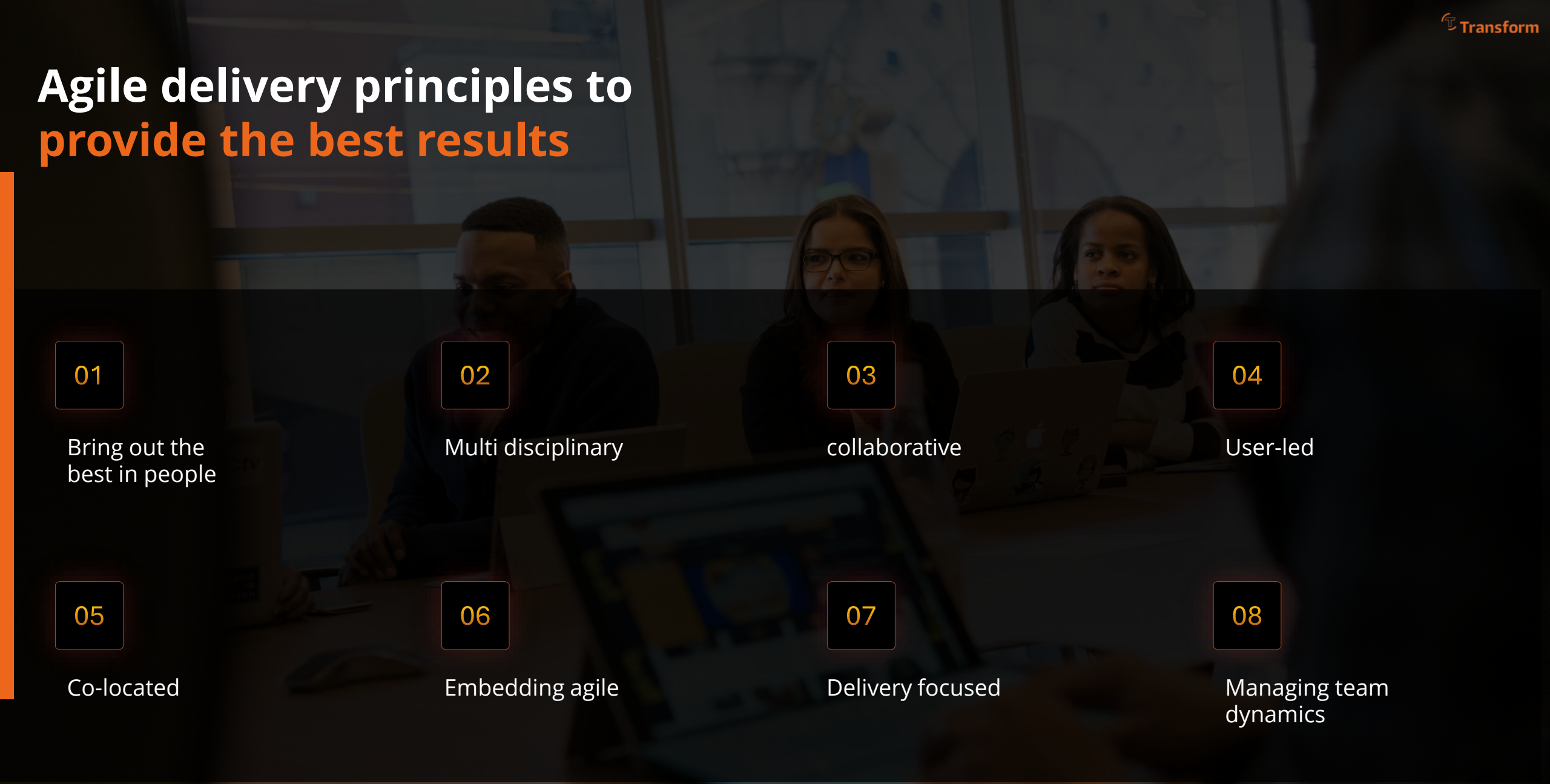
- Development and direction through a Product Owner
- User Stories for requirements
- Project communications using Daily Stand-ups
- Project tracking using a 'Kanban'
- Delivery management using Planning Poker and measurement of delivery velocity
- Testing and acceptance through the use of Show & Tells
- Project feedback and delivery improvement using Retrospectives



Our projects start with a short phase Iteration 0 / Sprint 0; This phase maybe 1-2 weeks for a short project to 4-5 weeks for larger projects. This phase is used to ensure that all the pre-requisites are in place so that the software and content development can progress quickly. The initial phase may include some or all of the following:

- Conduct initial research and set the curative direction
- Build a panel of future users to help test the site and content during development
- Create the core User-Centred Design assets
- Define the software and environment architectures
- Set-up and test the software build processes and automated test and deployment capabilities
- Install the initial development and testing environments
- Develop a set of initial code on the platform to test that the development and environments work seamlessly together

Agile delivery principles to provide the best results



01

Bring out the best in people

02

Multi disciplinary

03

collaborative

04

User-led

05

Co-located

06

Embedding agile

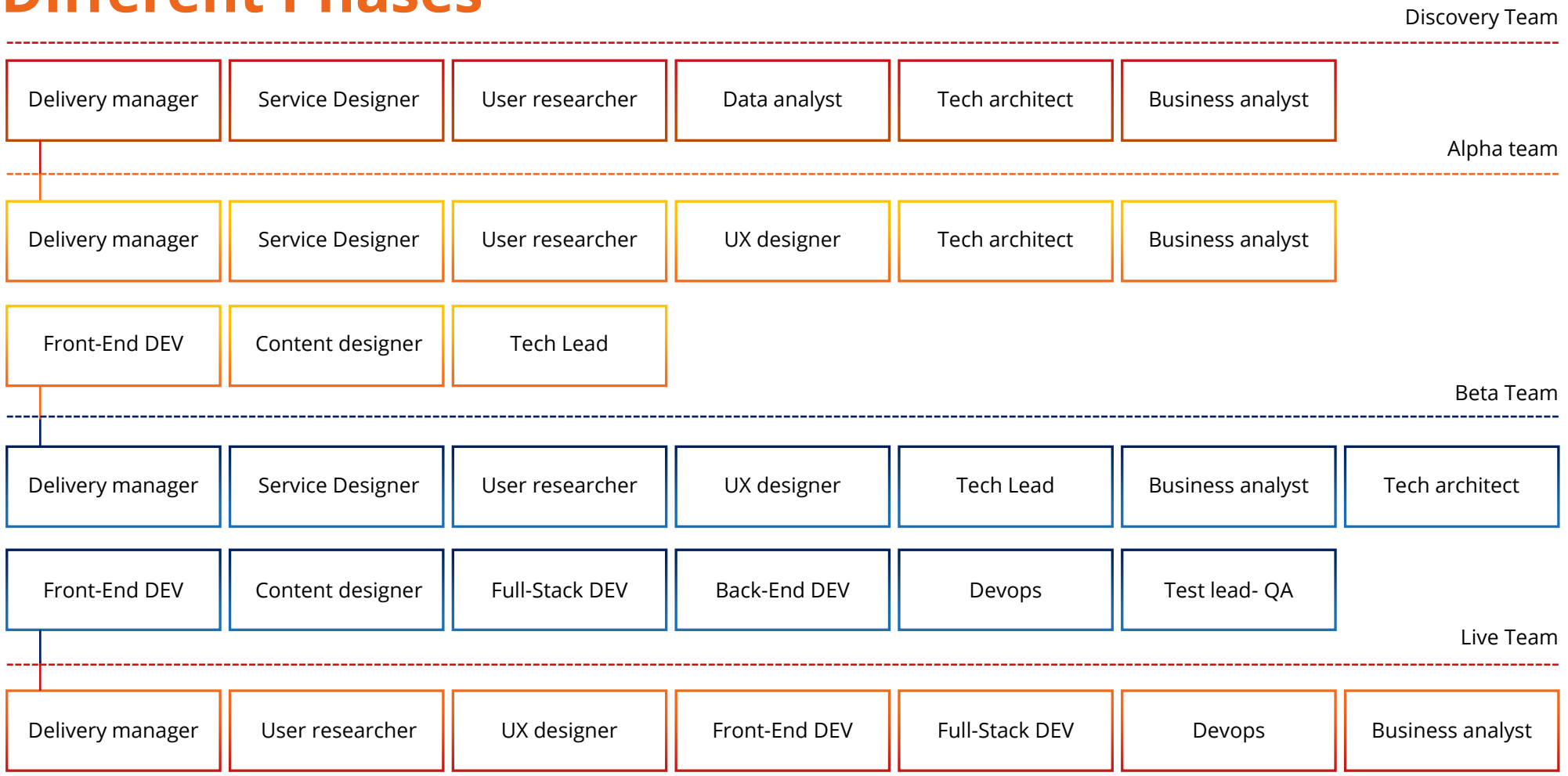
07

Delivery focused

08

Managing team dynamics

We Adopt Scalable Approach To Programme Management & Delivery, Adapting Teams To Different Phases



WHY TRANSFORM