



Purpose: To provide IM and Digital Continuity advice and support through the whole eDiscovery lifecycle: Identification, Preservation, Collection, Processing, Review and Production.

Overview: Actica can provide client-side, independent experts with experience in designing and supporting the delivery of Enterprise Electronic Document Management Systems (EDRMS) including compliance with BS 10008:2008 / BIP0008 and ISO 27001. We can ensure that architectures (Enterprise Architecture, Technical Architecture, Data Architecture and Information Architecture) are aligned.

We have experience in assisting clients with the migration of both structured and unstructured data. Significant added value can be added in data cleansing and format conversion during migration in order to improve data quality and we have assisted clients in this area. We recognise the importance of metadata and have assisted clients to remap existing metadata to new enterprise schema and advised the Ministry of Defence on the automated extraction of metadata from large (multi-million record) datasets in accordance with JSP903. Our technical experts can advise your organisation on the optimum type of data storage for your information management and archiving needs including SAN, VTL and tape archives.

Planning:

- Audit existing systems, make recommendations on new technology provision
- Provide expertise in delivering Electronic Document and Records Management Systems (EDRMS)
- Ensure architectures (Enterprise, Technical, Data and Information Architecture) are aligned
- Support the remapping of existing metadata to new enterprise schema
- Support eDiscovery lifecycle: Identify, Preserve, Collect, Process, Review and Produce
- Advise on optimum data storage technology (SAN, VTL, tape, etc.)
- Applicable to private, community, public and hybrid cloud models
- Azure, AWS, Google Cloud, MODCloud, OEHE, VIX.

Set-up and Migration:

- Develop and implement programme plans, project plans and roadmaps
- Assist successful migration of structured and unstructured data
- Support data cleansing and format conversion
- Conduct benchmarking to identify potential areas for improvement

Quality Assurance and Performance Testing:

- Perform quality assurance and performance testing for EDRMS
- Support legal compliance (e.g. with Data Protection Act)
- Ensure compliance with BS 10008:2008, BIP0008 and ISO 27001

Ongoing Support:

- Provide ongoing support throughout the whole eDiscovery lifecycle
- Maintain compliance with relevant standards
- Partnership working and skills transfer to enhance your capability

Information Management and Digital Continuity Services



Information Assurance: Information Management and Digital Continuity Services can be provided for services of any classification. We employ security cleared personnel who operate with information at all levels of the Government Security Classification Policy (GSCP). Our systems are approved to hold classified information.

Pricing: This service is priced based on anticipated resource requirement. Resources will be charged in accordance with the agreed SFIA day rates. Two pricing options are available:

- **Firm price.** The firm price will be based on the anticipated resource requirements including provision for risk. Provision for travel and subsistence cost will be made. Payment will be required against achievement of agreed milestones. Customers may request clarification of the number of days by SFIA grade for their specific deliverables, which will be confirmed by Actica for contract award.
- **Limit of liability.** The limit of liability will be agreed based on an anticipated resource requirement. Charges will then be made monthly in arrears against resource effort expended. A limit of liability will also be agreed to cover travel and subsistence. Travel and subsistence costs will be charged at cost monthly in arrears against cost incurred.

Service management details and constraints: Our service is subject to ISO9001 certified quality controls. A lead consultant shall be appointed who will have responsibility for liaising with the client and managing the Actica team providing the required services. In addition a Project Authority will be appointed who is normally a Director within the Company who will act as the point of escalation. We support our clients on-site, via email or by telephone, during standard office hours and with a 1 business day response time to acknowledge support requests.

Data backup and recovery: Where our staff use infrastructure and information provided by our clients, it is the clients' policies and procedures that prevail. Ordinarily, our consultants are supported by our own infrastructure up to, and including OFFICIAL, and we have facilities for higher classification information to be received, stored and transmitted. Our consultants' laptops and our corporate systems are backed up regularly and our corporate Disaster Recovery Strategy and Plan ensures that we are able to continue to provide services to our clients in any event.

On-boarding/off-boarding: For all of our assignments we operate our standard on-boarding/mobilisation activities. At assignment closure, we undertake a review and ensure that skills have been transferred to client staff where appropriate.

Ordering and invoicing process: Specific details of the clients requirement should be sent to cloud@actica.co.uk. Following discussions about your requirement Actica will send a fully priced proposal detailing the services to be provided. Once approved a valid purchase order should be sent to finance@actica.co.uk for processing. Once the work is completed and accepted by the client Actica will invoice the client for the work. Payment is expected within 30 days. We are able to use a range of electronic purchase and payment systems (e.g. CP&F).

Consumer responsibilities: To liaise with the Actica lead consultant and ensure access to existing information and key stakeholders.