Mission IT and Digital Delivery Support

ACTiCA consulting

Planning	Set-up and Migration	Quality Assurance and Performance Testing	Security	Training	Ongoing Support

Purpose: To support the public sector delivering new Mission IT and Digital applications.

Overview: This service provides you with professionals equipped with extensive Agile development and delivery experience to support development and implementation of new cloud based mission IT and digital public services. This draws on Actica's extensive experience of developing delivery plans and solution architectures within the public sector for complex programmes and projects. Our work across government means that we are ideally placed to coach organisations through the transition from traditional Waterfall delivery models to Agile methodologies.

This service exploits the skills of professionals with extensive Agile / SCRUM / GDS Service Manual development and delivery experience. This draws on Actica's experience of developing delivery plans and solution architectures within the public sector for complex programmes and projects which combine use of legacy, commercial off-the-shelf (COTS) components and Agile.

Planning:
- Standard approach for Agile programmes in the public sector, tailored to a client's needs
- Define the programme vision, business architecture model and information security strategy
- Develop the procurement strategy for technical components
- Build the business case, aligning benefits realisation to the business architecture
- Application management aspects covered, including exit from current contracts
- Development of architectures to enable multiple parallel Agile development teams
- Considers reuse of legacy, COTS, open-source components in solution design
- SCRUM, DSDM and Scaled Agile Framework

Set-up and Migration:
- Develop programme plans, roadmaps and transition plans
- Prioritise the programme epics, user journeys and capabilities in a prioritised backlog
- Integration issues considered, including approach to future changes

Quality Assurance and Performance Testing:
- Plan and perform quality and performance testing
- Conduct benchmarking to identify areas for improvement
- Fully coherent with GDS and Cabinet Office strategies and standards

Security Services:
- Plan and perform security testing
- Tailored security assurance based on strategy, procurements products and system

Training:
- Partnership working and skills transfer to enhance your capability

Ongoing Support:
- Flexible resourcing to accommodate peaks and troughs in workload
- Consultants have collective expertise in all aspects of agile programmes in the public sector

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Information Assurance: : Mission IT and Digital services support 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) scheme. 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.