



Purpose: To provide business change support to organisations adapting to cloud-based services.

Overview: Maximising benefits from the adoption of cloud-based and cloud-related solutions invariably requires changing the way an organisation operates and provides the opportunity for significant improvements to services through changes to core processes and procedures. Actica provides a broad range of support to organisations contemplating or making fundamental changes, helping them transform their services and operations. Our service enables Senior Managers and Programme Sponsors to be assured of smooth service migration, minimised risks to business continuity and protection for benefits realisation.

Planning:

- Support the creation of Organisational Development and Change Strategies
- Support the design of Target Operating Models (TOM)
- Perform operational reviews, design, develop and implement new digital services
- Support delivery of business model and organisational structure changes
- Provide expertise in HR management and staff communications
- Provide project and programme analysis and planning to ensure successful implementation
- Provide experienced project managers and teams (including PMOs)
- Applicable to private, community, public and hybrid cloud models

Set-up and Migration:

- Audit existing systems
- Develop and implement programme plans, roadmaps and transition plans
- Provide transition planning and support to assist transition
- Support SROs in the oversight of business critical programmes
- Work to ensure minimal disruption to “business-as-usual” (BAU) services
- Conduct benchmarking to identify potential areas for improvement



Information Assurance: Business Change Support 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: The Consumer should appoint a single point of contact for reporting purposes.