



Purpose: To support effective and efficient transition to an HMG ICT Strategy compliant service model exploiting cloud services.

Overview: This service enables effective and efficient transition from a traditional outsourced ICT model to an HMG ICT Strategy compliant disaggregated model with cloud-based hosting, including any combination of Infrastructure as a Service (IaaS), Platform as a Service (PaaS) or Software as a Service (SaaS), and an in-house or outsourced SIAM function - critical to achieving the benefits that this approach can deliver.

This service also enables the effective and efficient transition of a cloud-based service from one service provider to a new provider.

Our full range of Transition Services can be supported by our core offerings of Enterprise Architecture, Business Architecture, Technical Architecture, Information Architecture, Integration Architecture, Security Architecture and Accreditation Support, Integration Support, SIAM/Service Management design and assurance, Technical and Architectural Assurance, Programme and Project Management, Investment Appraisal and Benefits Identification, Assessment and Realisation Management.

Actica has supported clients ranging in size from a few hundred people to over 100,000 people with planning for and implementing their move to disaggregated models and the widespread use of cloud-based services. As such we have an unrivalled understanding of what works and how best to achieve it.

Planning:

- Transition Strategy development and review;
- Transition Planning;
- Transition Readiness Assessment;
- Target Operating Model production support.
- Azure, AWS, Google Cloud, MODCLOUD

Set-up and Migration:

- Transition Management;
- Transition Acceptance;
- ITIL service management expertise provided.

Quality Assurance and Performance Testing:

- Address quality assurance and performance testing for the service;
- Demonstrate compliance with Digital Service Standard and Technology Code of Practice.

Security:

- Development of transition strategy to ensure a secure transition;
- Design and development of the transition security plan;
- Address information assurance and cyber security testing for the service;
- Able to support OFFICIAL, SECRET and TOP SECRET projects.



Information Assurance: Transition 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). 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 client 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.