

Digital, Data and Technology Strategy

G-Cloud 14 – Service Definition

Lot 3, Cloud Support

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1 Introduction

Agilisys, one of the UK's most innovative cloud and digital transformation specialists, enables organisations to adopt technologies, platforms and processes that promote new ways of working and help organisations transform.

Working for both the public and private sector for over 20 years, we have earned a strong reputation and hold deep domain expertise delivering change and innovation, in particular within local and central government.

Our public sector strategy, cloud and IT services have been designed to accelerate cloud adoption and enable our customers to undertake successful, cost-effective transformation.

We combine technology, innovation and data with tested methodologies and skills that unleash the power of cloud and AI and minimise the complexity of your digital estate. We put strategy before technology, use proven accelerators to maximise your return on investment, and deliver the skills, experience and capability needed to make the right digital decisions and transform public services.

2 Digital, Data & Technology Strategy - An Overview

Modern technology developments, such as Generative AI, SaaS (Software-as-a-Service), advanced analytics and cloud services, are having a profound impact on how technology can enable businesses to meet their aspirations and business objectives. Understanding the implications of new technologies, how to make the most of them, understand their pitfalls and know how best to introduce them in your organisation is a common challenge for many.

Agilisys specialises in helping organisations maximise the latest technology opportunities in their strategies, whilst linking technology with data-driven decisions to achieve impactful outcomes.

We are a technology agnostic supplier, enabling us to offer truly independent advice. We put strategy before technology so organisations can make the right decisions which not only solve today's problems but those in years to come.

Our Strategy Service enables your organisation to make the right digital choices. It is sometimes difficult to envision how new technology developments can be exploited in your organisation and how to introduce them. Our unique experience with over 35 public sector clients, our market-leading technology insight and deep experience of the public sector can overcome these problems. We bring our expertise, our strong grasp of the

latest innovations and our insight and experience of the needs of the public sector to help envision and craft your strategy.

We provide a review service for an organisation's existing strategy. The scope of this strategic review service typically includes:

- Aligning your organisation's Technology Strategies to your organisation's business plans and strategic objectives.
- Validation of key principles and themes to ensure fitness for purpose to deliver business and technology outcomes.
- Identifying and analysing market trends and emerging technologies
- Defining how various technology platforms and services will enable the delivery of the technology Strategy objectives.
- Assessing the capability of the organisation to deliver the Strategy.

We can also define the new Strategy on behalf of your organisation. The Strategy is always business led and is designed to answer the following key questions:

- How can the various elements of Technology Strategies enable the delivery of the business strategy?
- What are the key technology enablers for the Business Strategy?
- What is the vision and purpose of the IT organisation?
- What are the key principles for the delivery of technology services?
- What are the key technology objectives?
- How and when will these technology objectives enable the delivery of the Business Strategy?
- What is the operating model to deliver the Technology Strategy?
- What is the strategic plan and investment profile to deliver the DDaT Strategy?
- How will this strategy align with your Data Strategy, and support your front office (CXM) and back office (F&O) strategies?

In addition, we can offer a Technology Strategy Review or "Critical Friend" as part of this service. This is ideal for organisations who have developed, or are developing, their Technology Strategy and want to bring in a partner to review and validate their approach, ensuring it uses industry best practice and leverages our expertise of DDaT Strategy definition.

We will review the Strategy in collaboration with the organisation's technology leaders, suggesting improvements, drivers, approaches, and

techniques to ensure your organisation's DDaT Strategy is optimally aligned to your needs and industry best practice.

2.1 Digital, Data & Technology Strategy - Detailed Service Description

Our Digital Data & Technology Strategy (DDaT Strategy) Service starts from understanding the corporate objectives of the organisation, principles for delivery, drivers, and priority outcomes for the organisation. We typically model our DDaT Strategy consultancy services around the Gartner Demand-Control-Supply model, starting with the drivers and demands on the IT Service; how the service will be managed and controlled before focusing on the supply of services. However, we have a variety of techniques and approaches which we can adapt and tailor to your needs.

Our DDaT Strategy Service can cover common issues, such as cloud migration and the future of Data Centres, improving or enhancing service availability and IT security, GenAI approaches and governance, collaboration services, desktop and workplace services and IT operating models.

Often it evolves a parallel detailed Data Strategy to harmonise your digital and data aspirations. Supporting this, we will produce business cases and plans which describe the benefits of new services and transition towards your new operating model and Technology services.

Typically, a DDaT Strategy will describe:

- Aims and Objectives, linking your organisation's business strategy and aspirations to the Technology Aims and Objectives and outlining how IT will enable and help deliver the business strategy.
- A Vision of IT, describing how IT will enable your organisation's services, business objectives and aspirations, which can be developed into a blueprint of IT operations and services and a technology roadmap as subsequent work.
- Expected outcomes from the DDaT Strategy and transformation.
- Themes and Principles of the DDaT Strategy and transformation
- How the DDaT Strategy connects to other strategies such as Data, CXM or AI.
- The Key Principles of IT Service delivery in your organisation, which inform how IT will be delivered across your organisation.

- A blueprint which describes how IT will be managed and delivered across your organisations. More specifically, a full strategy would cover:
 - IT Governance models
 - IT Management, covering ongoing performance management, strategic leadership, Financial Management, Risk Management
 - IT Service Management and Operating Model
 - Service Management and Operational Processes
 - The role of AI and GenAI in your technology estate
 - Organisation structure and arrangements
 - Technology roadmap
 - Supplier and sourcing management and arrangements
 - Portfolio and Project Management approaches
- An analysis of current capability against the capability requirements of the future model
- A roadmap and action plan (which can be developed into a programme plan) for transition to the future state.

Our DDaT Strategy Service can be developed to provide the brief for a technology roadmap, or a technology roadmap can be incorporated into the DDaT Strategy.

2.1.1 Approach

Our approach is highly tailorable to your organisation's needs. Our approach considers the following 3 areas in our strategy definition model:

- Demand:
 - What demands does the organisation's business strategy, objectives, and external constraints place on IT to enable organisational aspirations and services?
 - What are the business needs and drivers on IT?
 - How will IT contribute and enable the organisational business objectives?
- Control:
 - How will the business and IT work as one team to balance opportunities for growth and optimise services?

- How will risk be managed, in light of changing demands and investment in services and in the light of changing technology trends, automation and generative technology?
- How will the IT service be managed, in terms of governance and IT leadership, IT Service performance management, Risk management, financial management and Service management?
- How will Portfolio and Project Management be managed and delivered?
- Supply:
 - What capabilities and services will IT provide to meet the demand?
 - What capabilities and services will become SaaS commodities or be met by fast moving new technology opportunities?
 - What is the IT Operating model required (covering multi-supplier models and SIAM models as needed)?
 - How will services be managed and delivered (i.e. ITIL service management)?
 - How will sourcing and suppliers of services be managed?
 - How will Enterprise Architecture and the Technology Roadmap be managed?
 - How will people and AI be allocated in the operating model so as to manage opportunity and risk?

Our approach integrates these areas into the following stages:

- Discovery and Requirements stage
 - Assessing the Demands on the IT Service, perceptions, current issues, and the current situation
- Visioning stage
 - Developing a vision for the IT Operation, establishing the organisation-wide principles of IT and how the organisation's business outcomes will be delivered and enabled through IT.
- Blueprinting stage
 - This stage develops a clear and tangible model for the future state IT covering the Control and Supply of IT in the organisation from the vision and principles developed during visioning. It

includes specific assessment of self-services, BYOD and emerging SaaS or commodity provision options.

- Capability Assessment and planning
 - This stage assesses the current capabilities of the IT function in the organisation and gaps between the present and planned future state. It develops the action plans to close the gaps and formulates the roadmap and programme structure to deliver the change.

2.2 Options for Digital & IT Strategies

Our service can cover the following associated supporting strategies for any Strategy, which can be tailored specifically to your requirements and needs.

2.2.1 Digital Maturity

We help you realise the benefits of becoming digital. We run a joint assessment of your current digital maturity across six dimensions of your organisation. This gives you a complete view of your strengths and weaknesses.

2.2.2 Cloud Strategy

As part of the overall DDaT Strategy, we can develop cloud strategies for your organisation. Our cloud strategies are designed to maximise the benefits of Cloud services and broader technology developments to enable the delivery of your organisation's overall strategy, service provision and objectives. This will cover:

- Developing options for future Cloud services
- ICT arrangements
- Technology stack analysis
- Financial analysis
- Outline business case development.
- High-level implementation planning and impacts on operating models, staffing and premises.

2.2.3 Workplace & Desktop Transformation Strategy

Workplace and Desktop / End User Computing services are undergoing transformation. New initiatives and evolving user expectations are driving

demand for flexible and mobile working, greater collaboration between teams, working on the move and better management and security solutions.

Organisations and users can see the benefits of device-independent and location independent services, cloud hosted end-user computing services, improved collaboration tools and are more aware of the need for robust security and management services.

We will review and develop the requirements for end user computing services in your organisation, covering.

- Workplace requirements analysis,
- Team collaboration needs
- Information storage requirements
- Solution options analysis

From this, we will produce a strategy which exploits contemporary technologies to maximise the effectiveness and efficacy of teams and staff. The output will be a strategy for end user computing, which will implement a sustainable, supportable, and manageable technology stack for end user computing services. The scope also covers mobile, location independent, collaboration and flexible working solutions.

2.2.4 Microsoft 365 (M365) and Office 365 (O365)

Microsoft 365 brings together the best of Office 365, Windows 10 Enterprise, and Enterprise Mobility + Security. It empowers everyone in an organisation to be creative and collaborate in a secure environment and is becoming the enterprise productivity platform for organisations.

We will help devise the best approach to implement M365 or O365 in your organisation and work out how to maximise the value and benefits of this platform for you. We will devise and deliver strategies for organisations to migrate to Microsoft 365 services, covering Exchange, Skype for Business, SharePoint, Office, Windows 10, OneDrive, security, mobile device management (Intune/Endpoint Manager) and other collaboration services. Our strategy will consider clients' requirements and aspiration for collaborative working and analyse data storage needs.

2.2.5 Technology Roadmap

As part of the DDaT Strategy service, we can develop the Technology Roadmap for your organisation. We will establish the As-Is technology stack and, using the DDaT Strategy and stakeholder engagement, develop the To-Be technology stack. We will then develop the transition plan between the

two states, identifying interdependencies, risks, and critical points to develop the most effect approach to transform your organisation's technology stack.

2.2.6 “Critical Friend” Service

Working in collaboration with IT and business leaders in your organisation, we can review and develop an DDaT Strategy already developed (or being developed) in the organisation. We would assess the DDaT Strategy, corporate strategy, and principles with key contacts across the organisation. We would make recommendations on how to develop and improve the DDaT Strategy, bring market best practice insight and a separate, independent viewpoint to the DDaT Strategy.

We can make recommendations on the way to develop the DDaT Strategy further and progress its implementation into next steps. With mutual agreement, the service can either be an assessment service providing independent, unbiased assessment; or a service where we input into the creation and development of the DDaT Strategy, working in collaboration with key leads in the organisation.

2.2.7 Microsoft Catalyst

As a Microsoft Solutions Partner, we can provide you with accredited practitioners that will guide you through the Catalyst IDEA assessment process. We follow the four phases of the assessment understand your organisation, to articulate ambitions and outcomes, and to design solutions that support your strategic goals.

Our work will leave you with a clearly articulated vision and transformation roadmap that sets out costed projects that you can implement to realise your vision and objectives. Our approach will take your staff on this journey to ensure ownership and buy-in.

Stage	What we do	How we do it
INSPIRE	Understand you, your vision, root causes of frustration, ambitions, and outcomes sought	Problem Statements, User Journey Maps, DILLO, Rose Thorn Buds, Affinity Clustering, Fly on the Wall, Zoom Out workshop exercises. Storyboarding with your staff
DESIGN	Develop credible, validated value story that resonates at a senior level and stands financial scrutiny	Benefit Driven Proposal Business Value Assessment RoI, NPV, payback times, and IRR
EMPOWER	Develop an adaptable Value Proposition, linked to your strategy and primary motivations	Needs Capabilities Matrix Visual Assets Solution demonstrations and immersive experiences
ACHIEVE	Build a transformation Roadmap that will get you where you want to be	Personalised, customer experience.

Our approach combines external forces and potential scenarios with local ambitions and user needs. By doing so we provide a strategy fit for the future.

2.2.8 Data and AI/GenAI Strategy

As part of the overall strategic approach, we have an established GenAI /AI and data scientific function that is available in parallel with our DDaT Strategy service. Will be able to provide guidance and domain expertise in creating the right approach for your organisation that builds these in parallel or incorporates them into a single cohesive DDaT strategy.

2.2.9 Customer Experience Strategy

With a multitude of channels available and consequential complexity of engagement increasing, understanding the best approach for the costs is a challenge. Our expertise and knowledge gained from many years of experience and skills in new technologies will provide you with the best strategy for your organisation.

2.2.10 Back-Office Strategy

Agilisys is also able to offer a review of the back-office strategy. By understanding the business drivers and challenges facing the back-office function, we will collaborate with you to identify the business needs, create the vision, and identify key processes and functions. Generating the right vision and approach and then integrating this into the DDaT Strategy provides an efficient approach.

3 Inputs

3.1 Executive Support

These services require executive level input and governance to make decisions, set strategic direction and provide inputs like business objectives, budget constraints, delivery principles, priorities, and policy. Additionally, these services are most effective when technical leaders and experts are fully engaged.

You should consider whether third parties delivering services and leadership are relevant to the scope of the service review. This may require the buyer to facilitate non-disclosure or other commercial agreements for these parties to be engaged in an effective and collaborative way.

3.2 Scope of inputs

The extent of data that we require to deliver to the engagement does depend on the scope of services. Agilisys will collaborate with the client to agree the data requirements at the start of the engagement. We also

recognise that some of this data may not be known or may require significant effort to produce and we can support this data collation or agree the minimum level of data required to deliver the engagement.

Subject to the scope of the service, Agilisys will require the following inputs from the client:

- Business Vision
 - Business challenges and key drivers, Departmental Service Plans
- All strategies
 - Business, Existing DDaT Strategy and roadmaps, IT, Project Governance etc.
- Projects roadmap and funding
- Service Centre and Service Management overview.
- Application Management
 - List of applications and associated data
- End User Computing:
 - Numbers of users, device numbers, ages, and types etc
- Network and Telephony:
 - Number of sites, Type of network (MPLS, PTP etc.) etc
- Core Infrastructure
 - Server numbers, types, age Storage Volumes and associated information
- Contracts and licensing information

We recognise that some of this data may not be known or may require significant effort to identify so further resource or support may be required and can be provided.

4 Outputs and outcomes of the service

The outputs of the service will be a DDaT Strategy for your organisation. The strategy can be as detailed or high-level as you need, depending on your requirements, and we anticipate discussing and agreeing this with you at the start of any engagement. A high-level DDaT Strategy will typically consist of:

- Aims and Objectives, linking your organisation's business strategy and aspirations to the Technology Aims and Objectives and outlining how IT will enable and help deliver the business strategy.

- A Vision of IT, describing how IT will enable your organisation's services, business objectives and aspirations, which can be developed into a blueprint of IT operations and services and a technology roadmap as subsequent work.
- Expected outcomes from the DDaT Strategy and transformation.
- Themes and Principles of the DDaT Strategy and transformation

A more detailed DDaT Strategy would cover part or all the following, in addition to the outputs above:

- The Key Principles of IT Service delivery in your organisation, which inform how IT will be delivered across your organisation.
- A blueprint which describes how IT will be managed and delivered across your organisations. More specifically, a full strategy would cover:
 - IT Governance models
 - IT Management, covering ongoing performance management, strategic leadership, Financial Management, Risk Management
 - IT Service Management and Operating Model
 - Service Management and Operational Processes
 - Organisation structure and arrangements
 - Technology roadmap
 - Supplier and sourcing management and arrangements
 - Portfolio and Project Management approaches
- An analysis of current capability against the capability requirements of the future model
- A roadmap and action plan (which can be developed into a programme plan) for transition to the future state.

Additionally, as part of the DDaT Strategy formulation service, we can define further the following associated strategies as separate outputs to support the overall DDaT Strategy:

- Data / AI Strategy
- GenAI Strategy
- Cloud Strategy
- Workplace and Desktop Transformation
- Microsoft 365 Strategy
- Technology Roadmap

4.1 Outcomes

The Outcomes of this service will be:

- A clear direction for your organisation to move forward with their DDaT Strategy, showing how best to use emerging technologies to meet your organisational objectives and strategy.
- A strategy to maximise effective use of technology in your organisation as well as providing the capability to address increasingly challenging regulatory and compliance obligations.
- A tangible action-oriented roadmap for change that clearly shows what steps to take, why and when.
- How to provide more cost-effective services, through better use of licencing, utility cloud computing and efficient service models
- If required, we work with you to develop robust business cases that allow you to make informed investment decisions that align with your organisational strategy and goals.

5 Reporting

All the deliverables listed in this service definition will be project managed by an experienced member of our team, with regular reporting on progress towards deliverables and milestones delivered to key stakeholders within your organisation.

6 Why choose Agilisys?

Agilisys has been an established partner for both the public and private sector for over two decades. We have earned a strong reputation for high quality, solution focused innovation and hold deep domain expertise delivering change and service transformation, particularly within local and central government.

We support our customers through a network of offices and centres of excellence throughout the UK. We combine technology, tested methodologies and skills that unleash the power of cloud and minimise complexity, enabling our customers to focus on the outcomes that matter.

Like many of technology vendors, Agilisys provides professional services to assist customers discover about, migrate to, and optimise their applications and services for the cloud or find the right solution. So why would you choose Agilisys over a team from your preferred vendor or vendors?

6.1 Domain Expertise

Perhaps the most important answer is domain expertise. Whilst vendor consulting teams are experts on their own technology, they are rarely and never consistently expert in the line of business applications that drive public sector. Why would a technology supplier like Microsoft have expertise in social care, housing, revenue and benefits or education?

In migrating to the cloud or identifying the right technology, it is rarely the landing into a clean greenfield environment that is the challenge. The hardest part is always the unpicking of IT landscapes that have built up over years then rationalising, consolidating, and documenting before migrating. This is where our expertise in the business of delivering public sector technology comes in.

Agilisys has been doing this for years.


We have migrated many customers out of their legacy DCs into new environments including the cloud and found a variety of optimum solutions for the organisation.

6.2 You use more than just Microsoft technologies.

It is extremely rare for a Public Sector customer to run a single technology stack, i.e., a 100% Microsoft stack. Without the ability to migrate all your technologies to cloud services, you will not realise the full benefits and cash the expected cost savings of your cloud transformation strategy.

This is where Agilisys comes in. We are specialists in public sector technologies and have wide experience with different technology suppliers providing services to our clients. We understand best of breed technology and how to embed them to best effect in your organisation. We are best placed to enable you to consume the best solutions on the market. A single technology supplier can only recommend their own solutions, even if they are not ideal for your needs and could never recommend a better solution from another technology supplier. Agilisys, while expert in many technologies, is not bound to any one supplier and so can recommend the best solutions in the marketplace for your requirements.

As an agency working with multiple cloud services providers (Azure, AWS, Google Cloud, etc), Agilisys is ideally situated to keep abreast of best practice and latest trends in cloud services – knowing best of breed services and the services best aligned to your requirements. Our extensive experience with public sector organisations gives unique insight and knowledge of the demands and priorities, which we apply to provide leading guidance for your organisation.



Our migration and management teams have extensive experience, achieving highly successful outcomes for our public sector customers who enjoy the reassurance of partnering with an ISO27001:2013 accredited PSN Service Provider and a Microsoft Advanced Solution Partner and Cloud Solution Provider (CSP).

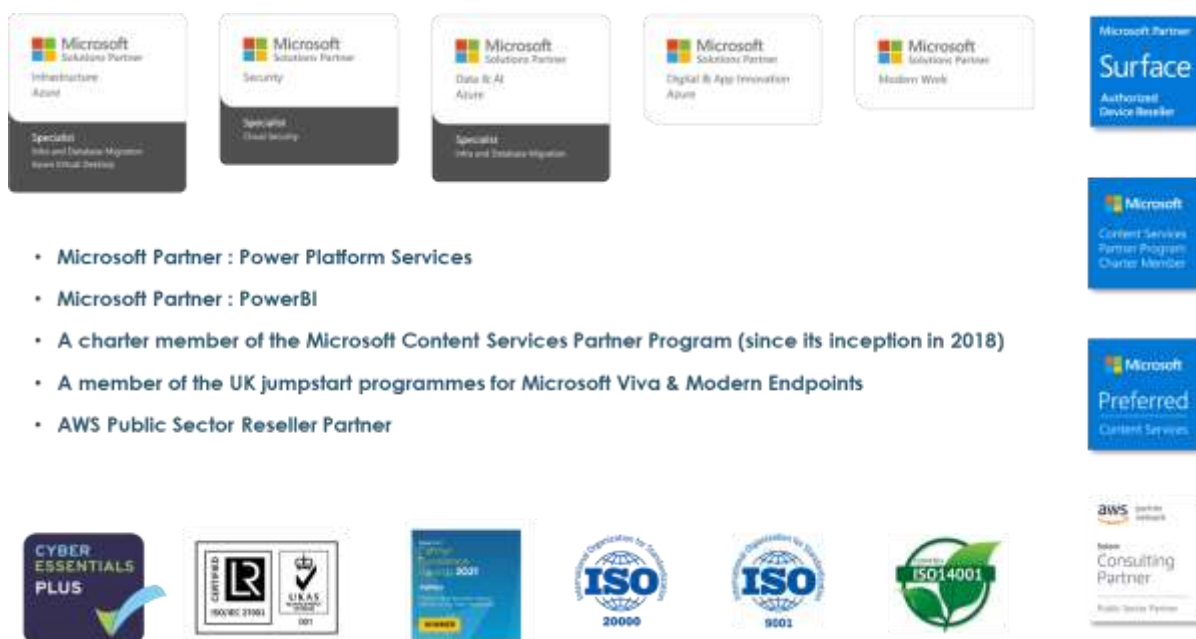


Figure 1 - Agilisys Certifications

7 Pricing

See attached pricing document.

8 Ordering and Invoicing

- Orders can be placed by contacting info@agilisys.co.uk
 - If there are any additional queries, please contact info@agilisys.co.uk indicating your area of interest and a member of the Agilisys team will contact you to discuss how we can meet your requirements.
- All services are invoiced monthly in arrears.
 - Payment terms are 30 days from invoice, invoices will be dated from the date the client started using the service.

9 Termination Costs and Terms

The minimum term for the service will be stated on the Order Form.

When the client requires the service to be ceased or cancelled, the client must contact info@agilisys.co.uk, providing at least 30 days' notice of termination to coincide no earlier than the end of the minimum term as stated on the Order Form.

Where no notice is provided, the contract will continue in accordance with the Order Form until 30 days after a notice of termination is received.

Third-party services are provided on a passthrough basis to clients.

Should the client wish to terminate any third-party services, the client will remain liable for payment of the charges in accordance with the passthrough terms and conditions.

Where termination is requested before the end of the minimum term, Agilisys will conduct an impact assessment and provide a quotation to cover Agilisys' reasonable costs due to the client's early termination of services which will be due immediately on termination of the contract.

10 Trial Options

A trial service is not available as part of this service.

Agilisys

Agilisys provides Generative AI solutions, Digital transformation services and IT Managed services to the UK public sector, focussing upon Local and Regional Government and Health. Agilisys is the leading Microsoft partner to Local Government in the UK, bringing significant domain, technical and delivery expertise, coupled with over 20 years' experience of working in strategic partnerships with Local Government

Through our extensive knowledge in decision intelligence, advanced analytics, automation, and Artificial Intelligence (AI) solutions, we enable our clients to empower citizens and enrich their lives.

As part of Blenheim Chalcot, a renowned digital venture builder, our ambition is to be the preferred digital transformation partner for the public sector by driving efficiency, cost savings, and improved services with innovation, passion, and integrity at the core of our operations.

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