

CIVICA



G-Cloud 14 Service Definition Document

Digital Services

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1. Cloud Digital Services

1.1 Introduction

This is the Service Definition Document for Civica UK Ltd (Civica) Cloud Digital Services under the G-Cloud Framework.

1.2 Overview of Services

Civica offers the following services to help Buyers to plan and implement their cloud-based strategy.

Service	Service Description
Strategic Service Design and Roadmap Service	Deploys our proven, structured, service design expertise to clearly define target audience, core functionalities, feasibility, and purpose of a new service. Creates a clear roadmap for bringing the service to life, ensures alignment with people's needs, technology enablers/constraints, business processes, strategic objectives. Sets the stage for successful design, implementation, delivery.
Rapid Prototyping	Our rapid prototyping service offers a swift solution for bringing initial ideas to life and visualising concepts and interactions effectively. Our UX designers collaborate closely with stakeholders to design a proof of concept, showcasing what your service could look like using wireframes or prototypes. Through this process, designers and developers gain a user-validated direction to work on, ensuring that the final product meets user expectations and is aligned with stakeholder objectives.
Discovery	Our GDS and CDDO aligned Discovery service is the first step in determining the purpose, scope, and viability of a digital service. It focusses on understanding user needs, motivations and goals and exploring potential technical solutions. Discovery outputs set the approach for subsequent Alpha and Beta implementation.
Cloud Alpha Beta Live Application Delivery Service	Aligned to GDS Service Manual our Alpha Beta Live Application Delivery Service is an agile, user centred approach to delivering modern, secure, scalable, cloud-first applications. Solving whole problems for users and underpinned by our Digital Services Acceleration Framework (DSF) we rapidly deliver services which delight users.
Cloud Managed Application Services	A highly experienced application managed service (AMS) for your existing cloud estate including applications, databases, and platforms, liberating internal resources, and delivering excellent business value. Our ITIL-aligned support covers open source and proprietary stacks (Java and .NET) and extend across IaaS, PaaS, and SaaS providing comprehensive managed services under tight SLAs.

1.3 Use of Subcontractors and Partners

The above services are delivered by Civica UK Ltd. Depending on the Buyer requirement, we may operate with other Civica group companies including Civica NI Limited. Civica NI Limited is registered in Northern Ireland at 10 Weavers Court, Belfast, BT12 5GH.

2. Detailed Descriptions

2.1 Strategic Service Design and Roadmap Service

Service Features and Benefits

Features	Benefits
- Proven service design framework, aligned to GDS, and UCD best-practice. - Multiskilled Service Design capability, NN/g, and BCS-certified practitioners - Multidisciplinary teams comprising User Research, Design, Business Analysis and Change - Mixed method user research and testing ensures in-depth user insights. - Holistic service/interaction/content design approach ensures usable and inclusive services. - BA tools enable comprehensive understanding of processes/policies, requirements, constraints, technology. - Change considered at every phase of transformation, enabling adoption. - Agile methodologies underpinning our approach, enabling responsiveness. - Collaborative, user-centred approach keeps users and stakeholders central to change/transformation. - Tangible, evidence-based artefacts: service blueprints, Service Roadmap, journeys, prototypes	- Plan services that deliver business outcomes by meeting user needs - Progress with robust understanding of existing challenges and potential opportunities - Define business benefits, understand how to measure, and realise them. - Prioritisation to understand impact of opportunities/identify where to focus first. - Achieve alignment across teams delivers the service with shared vision. - Empower/engage users/stakeholders by fostering shared understanding of service and roadmap. - Holistic user experience: create joined-up end-to-end experiences for users. - Multidisciplinary: make efficient and effective use of resources and technology - Achieve efficiency and consistency through reuse of insights, principles, frameworks. - Develop in-house capability through collaboration, skills, and knowledge sharing

Scope

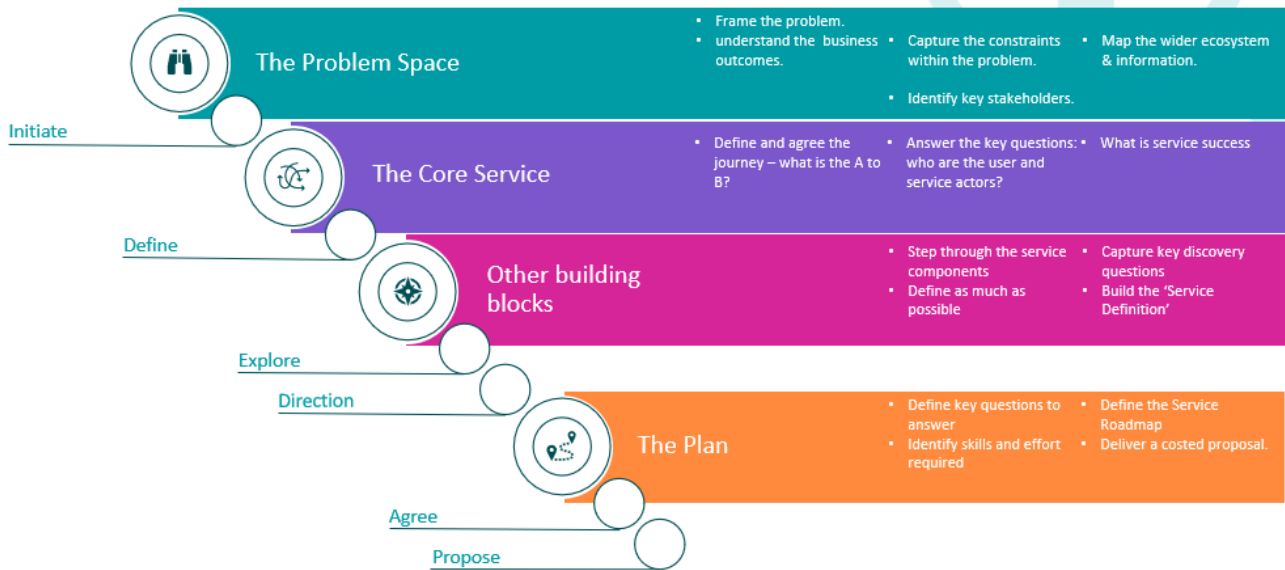


Service design is people-centred, collaborative, multi-disciplinary and aims to choreograph user interactions, processes, technology, and data within complex systems, to create value for businesses through effective user experiences. In many cases, these building blocks are understood in isolation, but not in an interconnected, end-to-end context.

The goal of our Strategic Service Design and Road Map Service is to create a holistic view of your service, including the customer journey, frontstage customer facing activities and backstage business processes and foster a shared understanding of how to realise your service (see diagram below).

Project Approach

Strategic Service design/Roadmapping



A typical Strategic Service Design and Roadmap engagement consists of a series of collaborative workshops focussed on tackling the following areas:

Phase	Description
The Problem Space	- Frame the problem. - Understand the business outcomes. - Capture the constraints within the problem. - Identify key stakeholders. - Map the wider ecosystem & information.
The Core Service	- Define and agree the journey – what is the A to B? - Answer the key questions: who are the user and service actors? - What is service success?
Other building blocks	- Step through the service components. - Define as much as possible. - Capture key discovery questions. - Build the 'Service Definition'.
The Plan	- Define key questions still to be answered and problems to be solved. - Identify skills and effort required to move forward. - Define the Service Roadmap. - Deliver a clear plan for the next step.

Expected Buyer Outcomes

- Concise and visually engaging service definition documentation.
- A transparent roadmap outlining the steps to bring the service to fruition.
- Mutual understanding of objectives and clear direction for subsequent actions.
- Delivery of tools and artifacts for effective communication, fostering buy-in, and driving momentum.
- Insight into key challenges and a strategic approach to address them.

2.2 Rapid Prototyping Service

Service Features and Benefits

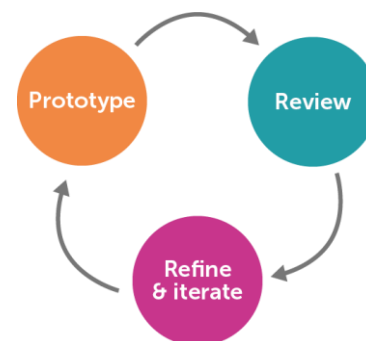
Features	Benefits
• Use existing data and service knowledge to identify target areas to prototype. • Establishing the key user journey to be prototyped with stakeholders. • UX Designers produce lo-fi to hi-fi prototypes, depending on need. • High-fidelity prototypes will include interactions where applicable. • UX Designers follow best industry practices when designing. • UX Designers follow best practice accessibility standards when designing. • Prototype provided to showcase 'look and feel' and gain buy-in.	• Focus brought to key areas to improve for maximum impact. • Quickly visualise what your new service/product could look like • Brings initial design ideas and digital products to life. • No need to spend time and money on development costs. • Cost-effective way to quickly test feasibility of designs with users. • Intuitive user interface • Demonstrate simple interactions. • Gain a new service/product perspective. • Increase buy-in from other stakeholders including sales and bids team. • Identify design or user journey issues at an early stage

Scope



The Rapid Prototyping Service is designed to quickly bring initial design ideas to life and to showcase what your service or product could look like, whether this is to share within your organisation or to be used for sales and bid teams to gain 'buy in'.

Note it's not intended to be used instead of the user-centred design service we offer separately.



Project Approach

Phase	Description
Initiate	- Gain an overview of the product or service, reviewing existing research and service information/analytics. - Confirm users of the service. - Confirm business and user objectives. - Confirm audience/situation the prototype is going to be used for. - Agree user journey to be prototyped and which screens (to ensure suggested screens are feasible within the time constraints).
Prototype	- UX Designers produce the prototype using industry best practise and with accessibility in mind. - Our team has experience in using Axure, UXPin, Figma and Adobe XD for wireframing. - Consideration of your existing brand guidelines. - Due to the quick turnaround of the prototype, the UX Designer will need regular access to key stakeholders should questions arise as they are creating it.
Collaborate and share	- Walkthrough and share the rapid prototype with stakeholders. - Suggest next steps in the user-centred design journey.



Added Value and Innovations

The UX Designer will be backed up by the wider CX team with over 30 User Experience experts and Business analysts as well as colleagues with technical expertise. This means that the UX Designer working on the rapid prototyping can bounce ideas off other colleagues and gain feedback from others in the team.

Expected Buyer Outcomes

- A rapid prototype showcasing the 'look and feel' of your product or service.
- Your initial design ideas brought to life.
- A better understanding across your team for the vision of the product or service.
- Increased buy-in.
- Next steps in your user-centred design journey.

2.3 Discovery Service

Service Features and Benefits

Features	Benefits
- User research-led Discovery with users and stakeholders - Expert-led research techniques including workshops, interviews, and observation.	- User centred: digital services focussed on what users need. - Inclusive: users, strategy, policy, dependencies and technical all considered

• Identification and definition of service vision, objectives and KPIs • Exploration of technical constraints, options, and opportunities • Analysis of existing landscape, artefacts, data, and materials • Low/high fidelity prototyping to support clarity and user understanding. • GDS compliant approach and outputs to inform Alpha phase. • Agile, iterative delivery approach to Discovery • Discovery outputs: user journeys, user stories, personas, empathy maps, wireframes/prototypes. • Agnostic cloud partners: Certifications with AWS, Azure	• Alpha ready: outputs prepared to support swift/effective transition into Alpha. • Reduce risk: determine need and viability early and efficiently. • Flexible: adjust research methods and priorities based on needs • Benefit focus: identify and measure important metrics for successful change. • Improved accuracy: informed estimates generated for Alpha. • Experience: 15+ years public sector service build experience • Secure: security cleared staff • Standards compliance: compliance with GDS, NCSC, ISO 27001/9001/14001
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Scope



Our Cloud Discovery Service helps Buyers to explore and define the need for cloud-based digital services prior to committing budget, time, and resource to Alpha and Beta implementation phases. To investigate a new digital service, the objective is to define what the need is and, if there is a need, what the anticipated scope, resources, approach, risks, and constraints are and how will success of the project be targeted and measured. It will consider use of cloud services to deliver a single

digital service or a more strategic cloud adoption delivering multiple services.

The Service aligns to Government Digital Service (GDS) and CDDO Discovery principles and includes:

- Establishing the vision and objectives for the service.
- Identification of the KPIs through which success and value will be measured and evaluated.
- Review of existing data, materials, and analysis as inputs to the discovery process.
- Use of user research techniques and methods to engage with users and stakeholders to comprehensively capture and understand their needs. These include workshops, interviews, surveys, ethnographic techniques, and heuristic methods.
- Exploring service technical constraints and the impact and opportunities of cloud platforms and services in addressing them.
- Identifying risks and issues with the project.
- Outlining roles, effort, and biggest challenges for the subsequent Alpha phase.
- Outputs may include, but are not limited to, a vision for the service, a backlog of user stories, personas, user journeys, wireframes, approach to accessibility, risk/dependency log, Alpha resource and approach plan, technical option/constraint overview.

Project Approach

A typical Cloud Discovery engagement consists of the following phases.

Phase	Description
Inception	- Confirm user and stakeholder availability, location, and engagement so that a practical user engagement plan can be agreed. - Agree with the Buyer the user engagement plan and methods depending on volume, availability, and nature of the users. - Prepare materials for user engagement and Discovery outputs, based on our user research templates successfully applied to previous Discoveries. - Inception is typically less than 1 week in duration.
Discovery Iterations	- Discovery iterations last between 4 and 8 weeks and focus on exploring the problem space by developing a view of the current landscape and the challenges ahead for any services and platforms. - Building on existing documentation/knowledge, we use qualitative, quantitative, and mixed method user research to capture user needs and frustrations across the service journey, as well as insights into business process and technology constraints and opportunities. - Lead collaborative research analysis sessions to yield insights that inform evidence-based decisions validating with users throughout to ensure we are solving the whole problem for the users. - Explore technical options and constraints we'll face when building and delivering the service through feasibility studies and rapid lo-fi solution design and testing. - Capture risks and dependencies to move forward aware of the key challenges to solve in Alpha. - Generate estimates and outline an approach for Alpha. - Collate an overview of the Discovery findings in a report/presentation.
Output Presentation and Transfer	- Share evidence-based recommendations that ensure the delivery successful outcomes appropriate to the business context and lifecycle phase of the project. - Detail the efficient and effective transition from Discovery to Alpha supported by discovery outputs and outcomes.

Added Value and Innovations

- Skilled, blended teams - our diverse and experienced team of certified practitioners are T-shaped across BA, UR, UX and beyond therefore can add value beyond their stated specialism.
- Experience across GDS lifecycle - we are experienced across the full lifecycle of GDS delivery and are equipped with comprehensive expertise and capability enabling us to deliver practical insight into Alpha and beyond to identify challenges and opportunities.
- Full-service supplier - we can contribute expertise beyond understanding users' needs. Through expertise in innovation, best practice delivery approaches, cloud and application architecture, automation, and managed service we can augment our Discovery service.
- Proven, GDS aligned method - our methodology is mature and GDS aligned, proven on over 40 Discovery and Alpha projects, including many recent successful projects with public sector organisations.

- Additionally, we have extensive experience in successful projects that must comply with UK Government protective marking, operating at, and above, Official-Sensitive levels of requirement and satisfying NCSC cloud security principles.

Expected Buyer Outcomes

Our Cloud Discovery service delivers:

- Early, informed insight to enable decisions on whether to proceed with investment in a digital service in the cloud.
- An approach that values and focusses on user needs.
- Comprehensive inclusion of all aspects of a potential service, from a single supplier with experience of full lifecycle delivery.
- Flexible Discovery scope and delivery to prioritise value within timeframes and budget.
- Informed plans, estimates and biggest challenges for subsequent Alpha phase.
- Compliance with GDS and Central Digital and Data Office (CDDO) Discovery principles.

2.4 Civica Cloud Alpha Beta Live Application Delivery Service

Service Features and Benefits

Features	Benefits
• End to end service design solving whole problems for users. • User centred agile development aligned to GDS Alpha Beta Live • Accelerated delivery using Digital Services Acceleration Framework (DSF) • Leverage and reuse existing services and platforms. • Incremental delivery approach delivering early and frequent value minimises risk. • Optimal implementation/integration of Infrastructure-as-a-Service (IaaS), Platform-as-a-Service (PaaS), Software-as-a-Service (SaaS) • Open standards for APIs, data, and software • Modern, efficient Continuous Integration pipelines and test automation • Repeatable, consistent, scalable deployment using DevOps principles. • Cloud services: containers, Serverless, AI, Machine Learning, IoT, databases	• Scalable: repeatable, configurable environments, services provisioned on demand • Cost savings: cloud IaaS and PaaS services sized efficiently. • Time to value: rapid initiation and early usable outcomes • Reduced risk: early delivery of working software • Quality assurance: test automation enhances service quality and consistency. • Secure: security cleared staff, PASF/List-X certified physical offices • Standards compliance: compliance with GDS, NCSC, ISO 27001/9001/14001 • Solutions: portals, web apps, digital services, legacy integration, application modernisation • Products: content management systems (CMS), enterprise content management (ECM)

Scope



The Civica Alpha Beta Live Application Delivery Service helps Buyers implement user centred digital services in line with GDS Service Standards and take advantage of cloud platforms and services to deliver excellent digital services and experiences.

With many cloud services available as components that are configured and built, rather than developed, Civica combines IaaS, PaaS, and SaaS elements to rapidly deliver minimum viable products (MVPs), prototypes and proofs-of-concept, as part of Alpha and to expedite delivery of value as part of Beta phases. Where necessary, our experienced cloud development capabilities support software driven configuration, integration and extension of the cloud services and ensure optimal fit to user needs and full recognition of cloud benefits. The service follows Government Digital Service Standards and NCSC security principles, including solutions requiring secure connectivity to the PSN.

Cloud solutions built and configured through this service may use a combination of cloud services including, but not limited to:

- Software configuration of IaaS and cloud services using Cloud Formation, Azure Resource Manager (ARM) templates, Terraform, Ansible, Chef and Puppet.
- Database services including relational and NoSQL services including managed cloud services for SQL Server, MySQL, MariaDB, PostgreSQL, MongoDB.
- In memory, key-value stores including Redis and Memcached.
- User directory services including Azure Active Directory.
- Application platform services including AWS ElasticBeanstalk, Azure Web Apps.
- Container and orchestration services including AWS ECS, AWS EKS, Azure Container Service, Azure AKS, Azure Service Fabric.
- Applications including PowerApps and LogicApps.
- Continuous Build and Integration Pipelines based on popular Git, Jenkins, and Azure DevOps components.
- IoT services including data ingestion, shadow devices and analytics.
- Artificial Intelligence and Machine Learning including Azure Cognitive Services, ML services including AWS SageMaker and frameworks including TensorFlow.
- Analytics and Insight services including PowerBI and Elastic Stack.

Project Approach

Phase	Description
Alpha	• A short inception stage to clarify dependencies, roles, working practices and dependencies with the Buyer prior to ramping up. • Confirm scope, business goals, user needs, risks and objectives generated by preceding Discovery phase outputs. • Deliver Alpha via incremental sprints of 1- or 2-week duration, focussing on designing and building prototyped elements of the service and removing uncertainty. • Users are closely engaged throughout the sprints, reviewing progress, and validating understanding, and helping to ensure the Alpha validates understanding of needs and refines the design and solution thinking accordingly.
Beta	• Through a series of agile sprints, an MVP is built and tested incrementally while maintaining continuous engagement and visibility with users and stakeholders.

	• Cloud environments and services are provisioned via tools and templates to ensure repeatability and consistency and take advantage of cloud abilities to scale rapidly. • Releases are produced early in the delivery lifecycle, often as a private Beta to a subset of early adopter users, and KPIs monitored to support optimal configuration and deployment of the services to deliver required value.
Live	• After completion of Beta, we can continue to work with you to proactively maintain a roadmap for the service that reflects the latest opportunities, risks, and needs. • Civica also offer a managed service to maintain, support and manage the live service components.

Added Value and Innovations



As a full-service supplier, we provide comprehensive expertise and capability to work with a broad range of Cloud services and maximise effectiveness of their implementation. Our capabilities include a range of products that can enhance cloud-based solutions including case management, automation and learning products.

Additionally, our professional services cover digital transformation consultancy, data strategy, analytics and insights, Microsoft 365, Dynamics 365, and user experience capabilities that may form part of cloud-based services.

We have extensive experience in projects that must comply with UK Government protective marking, operating at, and above, Official-Sensitive levels and satisfying NCSC cloud security principles.

Expected Buyer Outcomes

Our Alpha Beta Live Application Delivery service delivers:

- Rapid and efficient delivery of MVP, pilots, and full-service implementation.
- Good practice implementation and exploitation of strategic investment to maximise the value available from the cloud.
- Highly scalable and flexible cloud applications, supporting efficient future growth and change via APIs.
- Digital services compliant with GDS Alpha and Beta service assessments.
- Compliance with NCSC cloud security principles.

2.5 Cloud Managed Application Support Service

Service Features and Benefits

Features	Benefits
- Underpinned by tailored and guaranteed Service Level Agreements (SLAs) - ITIL aligned services to meet NCSC cyber security standards. - Security assured ISO27001 certification, DV, SC and BPSS vetted staff - Cloud partners and certifications with AWS, Azure, and private/community cloud - Tools: Jenkins, Git, Selenium, Maven, Ansible, Azure DevOps - Manage key cloud services including IaaS, PaaS, and SaaS - Technology agnostic: C#, .Net, Java, PHP, DevOps, databases, and encryption - Managed service including Service Desk, regular reporting, and service reviews. - Service includes Incident, Problem, Change Management and Request Fulfilment - Major and minor enhancements/developments to your applications and cloud environments	- Fast and efficient resolution of your IT problems - Delivers process and performance improvement generating optimisation, savings, and efficiencies. - Qualified staff with experience of Home Office, Police, Defence, security - Security patching resulting in the best available protections. - Maximise performance and availability of your critical IT systems. - Respond to business change e.g. scalability, new services. - Maintain information security (Official, SECRET), IL1 to IL4 - Standards compliance with GDPR, GDS, NCSC, ISO 27001/9001/14001 - Expertise: Microsoft Gold, AWS Partner, Agile, ITIL - Delivers an independent, technology focused perspective and continuous improvement methodology

Scope

The managed application support service offers ITIL-aligned support service and processes for applications with agreed SLAs comprising:

- Four levels of service: Core, Enhanced, Bespoke and 24*7.
- 1st to 3rd line support.
- Incident & Problem Management through to resolution.
- Operational management & maintenance, including security patching.
- Application, platform and system evolutionary development and enhancements.
- Change support and release management.
- Applications (e.g. legacy, modern, portals), platforms (e.g. on-premises, Azure, AWS, Claritas, Windows, Linux, UNIX) across multiple technology stacks (e.g. MS, .Net, Java, PHP, databases (e.g. SQL, MySQL, Postgress), integration, platforms (Azure, AWS and Civica), continuous integration, DevOps pipelines, containerisation.

Service Approach

Our approach to each of the components of the service is as follows:

- Service Design - this sets the framework for the experience the end users receive on a day-to-day basis, and ultimately their perception of the application solution. We adopt a toolbox approach to service design. The activity is interactive and engaging, which results in a package that brings together best value components from our service catalogue, together with any Buyer-specific options that may be needed.
- Service Transition - our tried and tested approach to service transition is based on our Service Transition Framework. This is aligned with ITIL® and is backed by our ISO 9001 certificated Quality Management System. The transition plan covers key activities and critical paths, identification, and mitigation of risks through to a governance process that ensures all parties agree the service is “ready for live service” at the end of the transition phase.
- Service Operation - our second- and third-line service desk is staffed by experienced engineers who work on resolving incidents and problems. This means we never have ownership issues or suffer delays resulting from knowledge transfer gaps or communication problems. We use a Service Management tool or Azure DevOps to support our delivery of day-to-day activities relating to incident, event, and problem management.
- Service Improvement - we maintain accreditation to ISO9001, which ensures a continuous improvement process is in place. These improvements apply not only to our own processes, but to all systems and services we support.

Service Desk



The Service Desk operates as the central point of contact between users and the service team on a day-to-day basis for reporting incidents and as an interface for other service management activities such as problem, change and release management. The Service Hours relative to your service are dependent on the Service Level you select, which are detailed below.

Levels	Service Desk Availability
Core	9am to 5pm Mon to Fri excluding English public holidays. Typical systems utilising this are systems supporting business processes which only take place during normal office hours (e.g. reporting systems).
Enhanced	8am to 6:00pm Mon to Fri, excluding public holidays. This extended-hours model is targeted at Buyers requiring cover for a flexible working day, systems supporting business processes which only take place during normal office hours.
Bespoke	A customised set of service hours that meets unique business requirements
24*7	Full 24*7*365 support service suitable for public facing business critical applications, e.g. payment solutions, security systems or systems providing 24*7 functionality to the business or public.

Civica offers a full range of support services from 1st line support through to specialist fault finding and fixing, plus application enhancements. The table below sets out the available services.

Support Level	Description
First Line	The direct interface between the system users and the service team, which will be able to resolve simple queries, incidents, and service requests. It will pass information and details for incidents requiring second- and third-line interventions to the appropriate service team.

Second Line	This will enable an escalation for incidents that cannot be resolved by the first line support team. Second line support's main tasks include: further investigation to determine incident resolution and/or workaround; updates to other non-code related updates, such as configuration files, system parameters; providing feedback of information to first line to enable greater first line call resolution; the functional escalation of incidents to third line support team.
Third Line	This will be responsible for the resolution of incidents and problems that cannot be resolved by second line support. This is usually a fundamental problem with one or more parts of the system e.g. software, hardware, data, or network infrastructure. It involves fixing bugs, automation, and scripting of recurrent incident resolutions, fixing data-related incidents, and implementing enhancements to the application or associated infrastructure.



A team of experienced and knowledgeable Service Engineers will be available to support the application and ensure service resilience and continuity. The Business-as-Usual Service will be delivered from our offices and use our standard ITIL®-aligned processes, will provide the following:

- Incident Management - we will manage, investigate, and resolve all incidents arising from the system.
- Problem Management - we will manage and resolve software bugs found in the system.
- Change Management - we will manage any agreed system changes and integrate our processes with any Buyer-specific processes e.g. a Change Advisory Board.
- Service Validation and Test - we will undertake validation and test activities to ensure that required changes are appropriately tested prior to being deployed to the live environment.
- Release and Deployment Management - we will manage and deploy releases that are required to deliver one or more changes including fixes related to problems in the system.
- Service Level Management - we will assign a Service Delivery Manager (SDM) who will undertake Service Level Management. This will include our standard monthly Service Report covering Incident & Request trends, Problem Management, Enhancement planning, risks, and recommendations to improve the service as appropriate. Our SDM will participate in quarterly Service Reviews with appropriate members of the Buyer's team.

Incident Service Levels

This is the most critical area of service design as it contractually defines the end user service in terms of incident response and resolution. Our response time offerings are based on the priority assigned to an incident that we agree at the point the incident is raised as follows:

Priority	Description
Priority Level 1 - Critical	The reported problem causes a halt to the Buyer's core business processes and no work-around is available.
Priority Level 2 - Major	The reported problem causes degradation of the Buyer's core business processes and no reasonable work-around exists.
Priority Level 3 - Intermediate	The reported problem impacts the Buyer's operational environment. It does not affect core business processes. A work-around is available
Priority Level 4 - Minor	A non-critical problem is causing some disruption with little or no impact on the Buyer's operation.

For the Core and Enhanced services, our incident handling times against the above priorities are shown below and are measured within the agreed service hours.

Priority		Priority 1 - Critical	Priority 2 - Major	Priority 3 - Intermediate	Priority 4 - Minor
Core	Initial Response	1 hour	2 hours	2 hours	2 hours
	Updates every	2 hours	1 day	2 days	5 days
	Target Resolution	1 day	2 days	8 days	20 days
Enhanced	Initial Response	15 min	30 min	1 hour	1 hour
	Updates every	1 hour	2 hours	1 day	2 days
	Target Resolution	4 hours	8 hours	4 days	10 days

Problems can be raised when the cause of an incident cannot be immediately established and rectified, for example, an incident is raised and resolved via a work around, but the underlying cause or problem requires a software update. Problems are also raised by our support team as part of proactive analysis of the solution behaviour. Priorities are assigned to problems from the above table, considering the impact of the problem and the availability of suitable workarounds.

Discovery Process

We operate a planning and on-boarding process involving this discovery process:



- Reviewing existing documentation, which is the speediest and most cost-effective manner for us to understand the scope and scale of your existing solution.
- Gap analysis of what your current document set provides and the information we require to support your system.
- Understanding what the system does from a business perspective, so we can understand its nature and how business critical it is, which will help determine the level of support you require.
- Establishing the key architectural components, their purpose and state, so that we can plan the knowledge transfer requirements to understand thoroughly and on-board.
- Establishing what your security needs are so that we can include any special considerations required outside of the standard offering. For example, two-factor authentication.
- Establishing what administrative and system procedures are in place to ensure we plan for and follow them as part of the service.
- Review a code sample to establish code quality and gain and understanding of the size and complexity of the system. This will help define the resources required to support the system.

We anticipate that the process of transferring knowledge from the incumbent supplier may take a number of weeks and this view will be refined following Discovery. During the on-boarding process, we will undertake agreed corrections to deficiencies in the documentation, identified in the gap analysis performed as part of discovery. On-boarding will also require at least one resource to thoroughly familiarise themselves with the application. This resource will in turn on-board additional service engineers to provide redundancy of cover.

Discovery and on-boarding will include reviewing the existing configuration of the system and its supporting documentation. We will also work with appropriate Buyer resources to:

- Agree and setup the service to meet the Buyer's needs and follow agreed processes.
- Establish remote access across the internet to the platforms/systems.
- Arrange the setup of appropriate login credentials.

- Agreed points of contact.
- Address any service-specific licenses to be provided by the Buyer.
- Confirm that there are no restrictions on connecting our equipment across VPN to the Buyer's systems.

Expected Buyer Outcomes

Feature	Description
Surety & flexibility of support delivery	We have been delivering support and maintenance services for over 20+ years, across a wide portfolio of applications. We have well established processes that are aligned with ITIL® and backed by our ISO 9001 Quality Management System. Our experience includes mission and business critical systems, secure solutions (ISO27001) and complex application environments. We have the flexibility to respond to peaks in demand of our Buyers, by supplying additional engineers from our 65-strong team. We currently provide support for over 100 systems across a range of over 40 different Buyers.
Acceptable risk	Civica's Service team will use our tried-and-tested Knowledge Management approach to ensure that system knowledge is not at risk from an individual leaving and that the System can continue to be supported during periods where an individual is unavailable (e.g. through holiday or other type of leave).
Proven transition methods	A significant number of the systems that we support were not developed by us. We have a proven on-boarding process that enables us to take on these systems, keep them operating and improve them over time.
Technical expertise	Our service engineers are technical experts in their own right with many years of software solution delivery experience. In addition to our service engineers, we are able to call on the corporate knowledge base and engineering expertise of a further 200+ engineers, if required.
Enhancements	We have the capacity, expertise, and long-standing experience to deliver enhancements to the supported systems, whether following a roadmap or on an ad-hoc basis. We are able to flex the team size according to the enhancement pipeline by calling in engineers from the corporate Civica engineering pool.
Delivers major changes without compromising service	Most of the services that we support have ongoing streams of development. Where fast-paced, high-volume change is required, our services join forces with our delivery teams in order to ensure that we deliver the required changes without compromising your service.
Support of high-profile and business-critical systems	We have a 20+ year track record of successfully delivering managed services for high-profile and business-critical systems, which fall into these categories: • Critical Buyer service solutions like Food Standards Agency bespoke solutions. • Systems handling sensitive or secure data for Home Office and Police. • Systems supporting business operations such as a SharePoint based knowledge management system for Defra. • Business critical systems providing internal IT functions for a large engineering company. • Business critical solutions such as asset management and roadside sign management solutions for the Highways Agency.

3. About Civica

3.1. Overview

Civica, a global GovTech champion, makes software to help deliver critical services for citizens all around the world. Over 5,000 public bodies globally use our software to help provide critical services to over 100m citizens in the UK and internationally, covering central and local government, health & care, and education.

We help organisations to deliver essential everyday services to rapidly transform customer experience and improve operational efficiency. Offering a complete digital solution, from strategy consulting and solution design to software development and ongoing managed services, our in-depth business and technology know-how is founded on the creation of secure business-critical systems. A user-centred approach means we continuously focus with customer needs, putting insights, data, and strategic thinking in the driving seat.

3.2. Core Propositions

Civica's Central Government Division's core propositions are:



3.3. Civica Innovations

Civica identifies and develops technology innovations to complement its mission of transforming the way its Buyers work, enabling them to move to new and more flexible ways of working, e.g.:

- Machine-based identity verification to improve the user experience in public sector pension management.
- Using advanced technologies to address voting decline by improving citizen engagement.
- Our partnership with Belfast City Airport applied innovative image processing AI technology to optimise passenger flow and improve passenger experience and safety, earning a shortlisting in the 'Most Innovative Cloud Product or Service - Edge Computing' category at the Cloud Excellence Awards.
- Our NorthStar innovation lab has continued its key role as an innovation leader for public services through the acceleration and application of new ideas and technologies. Civica NorthStar* has helped promote and decode advanced technologies such as artificial intelligence, machine learning and augmented and virtual reality. Peer-group sessions with customers have similarly helped fuel the innovation focus, to mutual benefit.

3.4. Civica Awards

The Civica "Perspectives" series secured the award for 'Best Use of Content in a Campaign' at the 2023 Global Marketing Awards and won the award for 'Best Omni-Channel/Multi-Channel Campaign', which recognises the impact of an omni-channel approach linking multiple channels to drive awareness, connect customer experience and build loyalty.

3.5. Full List of G-Cloud Services

This is the full list of GCloud services provided by Civica's Central Government Business Unit:

- Managed Hosting Services for Azure, Amazon and Civica cloud platforms
- Cloud software including Chatbots and Mobile Framework
- Cloud professional services covering:
 - Application Transformation
 - Digital Services
 - Change Management
 - Data Management, Architecture, Analytics and Engineering
 - Microsoft (M365, Power Platform and D365)
 - Collision Reporting & Sharing System (CRaSH)

3.6. Other Framework Agreements

Civica's Central Government Business Unit operates through the following frameworks.

Framework	Notes
Big Data & Analytics (RM6195)	Lot 1: Design, Build & Run Services; Lot 2: Commercial Off-The-Shelf (COTS) Software
Digital Specialists & Programmes (RM6263)	Lot 1 - Capability-based or delivery of multiple projects covered under an overarching strategic service objectives using PPM frameworks.
Software Design & Implementation (RM6193)	Lot 1.
Digital Outcomes 6 (RM1043.8)	Lots 1 to 3.
GCloud 13 (RM1557.13)	Lots 1, 2, 3 and 4.
Technology Services 3 (RM6100)	Lot 1 Technology Strategy & Services Design, Lot 2 Transition & Transformation, Lot 3 Operational, Lot 4 Programmes & Large Projects.
Skills Development Scotland - Information Mngt Framework	Lot 1 - Quality Assurance of wider IMS delivery; Lot 2 - Supporting Delivery of IMS.
Scottish Government (Digital Technology & Cyber Services)	Lot 1 - Digital and technology projects; Lot 2 - Digital Technology Resources.

3.7. Social Value

Our CEO and Board of Directors set our corporate CSR policies and procedures, which are then governed by a set of compliance and improvement teams. These teams cover Civica's entire CSR agenda and cascade its operational policies and procedures into each Business unit, where a Managing Director oversees their use.

Civica operates a range of social value initiatives which are aligned to the Government's PPN 06/20 social value guidance model, a summary of which is listed below.

Theme	Evidence
Fighting climate change	As a company, we have made an ambitious commitment to achieve Net Zero Carbon emissions by 2040 (or sooner) by supporting our customers net zero ambitions, creating software with inbuilt sustainability and reducing our own impact. We are accredited to the ISO14001 Standard. Our Carbon Reduction Plan demonstrates our ambition to become industry leaders in reducing our environmental impact in support of the UK's Net Zero Target. Underlining this ambition, we are focusing not only on our direct emissions sources but also actively engaging with our wider supply chain to understand, measure and develop meaningful emissions reductions targets in line with our Net Zero Target.
Tackling economic inequality	We are committed to building an inclusive and diverse culture that tackles inequality in employment, skills and pay. We promote equal opportunity through all our activities and ensure rights for all employees are always protected. We are 'Gold' Investors in People company. We have increased our focus and commitment to ensure we proactively implement equal and non-discriminatory treatment to all our workers. We have implemented a Diversity & Inclusion Strategy and have a Diversity and Inclusion Lead to drive the implementation of this strategy. This aims to tackle inequality in recruitment practices, team development, skills and pay.
Equal opportunity	We are committed to providing equal opportunities and building an inclusive and diverse culture: • All vacancies are advertised on multiple Diversity & Inclusion platforms. • We run attraction campaigns targeting females and BAME applicants. We use a process of anonymised applications, competency-based questions and scoring to remove bias. • We advertise vacancies on https://disabilityjob.co.uk/ and share diversity statements on all job adverts. • We aim to ensure increased diversity of new starters in technology/sales/leadership roles by 10% per annum over the next 3 years. • We aim to ensure that at least 50% of shortlisted people are being considered from a diverse background for roles above £35k.
Wellbeing	We actively promote a mentally healthy workplace and workforce integrating mental health and general wellbeing in all that we do from recruitment, appraisals to strategic management. Through our Health and Wellbeing Policy and 40+ Mental Health Champion we encourage a flexible and realistic work/life balance. These provide a foundation to support both the mental and physical health of our staff via: • Employee Assistance Programme/online Wellbeing Hub, offering 24/7 access to websites, e-mail, phone, and face-to-face counselling on personal issues. • Aviva DigiCare+ Workplace App for external mental health consultancy. • Mental Health Champions who support staff wellbeing in the workplace. • RedArc Personal nurse service.

3.8. How to Obtain Further Information

For further information please see our website at www.civica.co.uk or contact us on 0333 321 4914.