

## MooD Total Knowledge Management

Lot 3 - Support

CACI

data + technology

CACI

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# 1. Description of Service

WHAT DO MEETINGS, PROJECTS, RISKS, AUDITS, STRATEGIES ALL HAVE IN COMMON? THEY ALL GENERATE ACTIONS, WHICH MUST BE MANAGED EFFICIENTLY FOR SUCCESSFUL OPERATIONS.

- CACI's Total Knowledge Management (TKM) tool brings all your organisation's actions together to promote timely and efficient management. Although mainly "off-the-box", it's highly configurable and customisable, allowing for tailoring to meet your organisation's specific requirements. Aligned to corporate policy or strategy TKM helps with strategic management of your key organisational objectives.
- Our TKM tool provides options for how to manage actions:
  - Action lists can be imported into the tool, then consolidated for analysis and presentation
  - Actions can be written directly into the tool
- Once consolidated, actions are displayed using a variety of user-selected filters such as :
  - By topic
  - By accountable person
  - By date generated
  - By due date
  - By search term
- The "My Actions" page displays every action assigned to the user, from whatever source, enabling effective prioritisation.

# 1. Description of Service (continued)

- Actions can be updated within the tool, re-assigned to others. If linked to a business' Active Directory, automated reminders can enable prompt timely completion with a "single sign-on" function.
- Optional bolt-on modules are:
  - Policy Manager/Strategy Manager: a simple interface allowing documentation and visualisation of your key organisational objectives and progress toward them
  - Risk Manager: a comprehensive tool that recognises the importance of action management in reducing or eliminating risk
  - Meetings manager: a simple tool for setting up meetings, recording notes and assigning/managing subsequent actions
  - Audit Manager: criteria for an audit can be pasted into a list, progress towards conformity can be analysed, and actions to prepare for upcoming audits can be assigned , whether these are ISO audits or any other type.

## 2. Features and Benefits

### Features include:

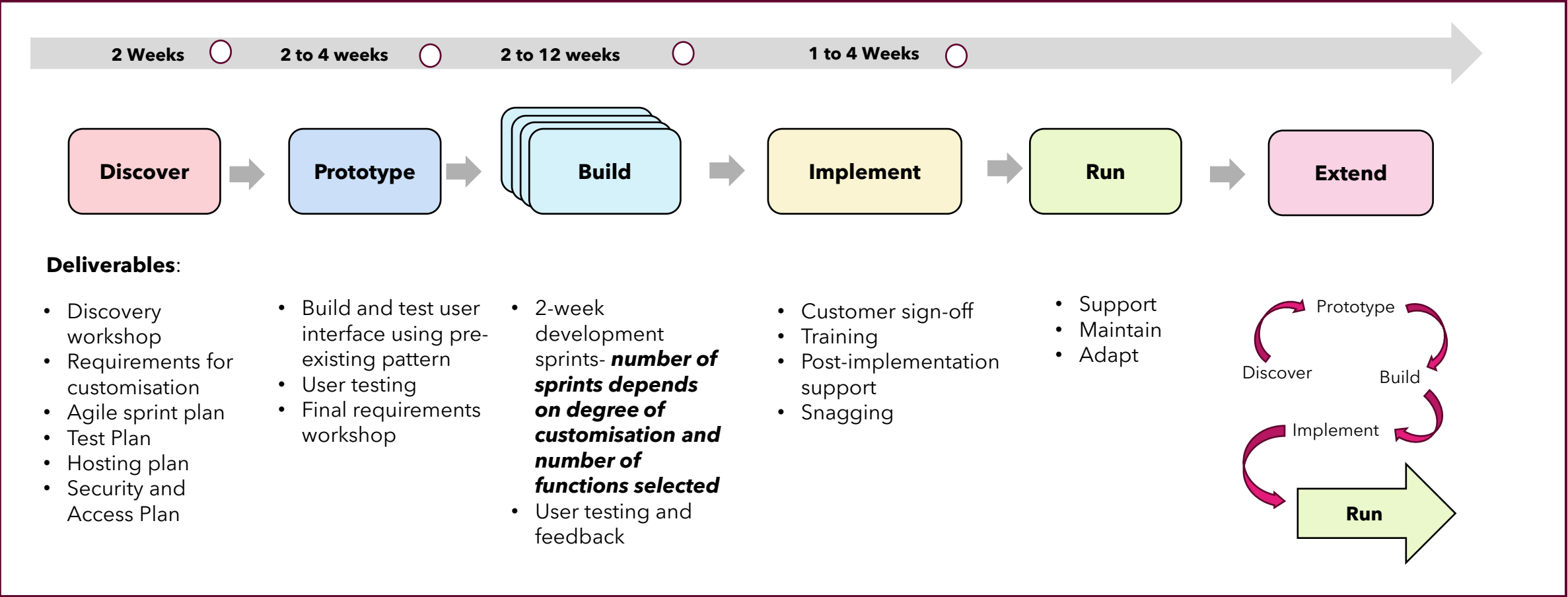
- Customisable look and feel to blend with other business applications if desired.
- User-selected filters, such as “overdue” or “search by key word”.
- Personalised home page to highlight priority actions.
- Custom Board level view can be tailored to give instant perspective of the health of key areas of interest.
- Optional access control functionality to lock down certain areas, or action types.
- Extendible functionality - start with a single tool, e.g. simply “Actions”, and add other functions, e.g. Risk or Audit, later.
- Off-the-shelf, though capable of having new, bespoke, functionality added at any time due to the rapid delivery nature of CACI Mood’s low-code platform.
- Post-implementation support package available with 24/7 helpdesk
- Cloud hosted. If required
- Price includes days for minor customisation, e.g. colour scheme, department titles, key strategies.
- Additional days for minor changes can be purchased at the outset and used at any time in the year.

### Benefits include:

- Managing all actions in one place, from whatever source they are generated, is more efficient than maintaining multiple action logs in a variety of locations, and different formats.
- Focus on individuals’ accountabilities via “My Actions” means priorities are clearer.
- Linking actions to strategies or initiatives allows for a filtered view that provides a perspective of the health of that strategy or initiative.
- Top of the office perspective, filtered for exceptions, provides an overall health-check
- Word-search filter supports an instant, targeted review of whatever has priority in that moment.
- Can be an overlay on top of existing tools, or a new one-stop-shop for multiple functions.
- Adding the Risk function gives greater depth to risk management through the additional focus on completing actions.
- Adding the Audit function similarly drives audit actions along and allows for an overview of progress towards compliance.

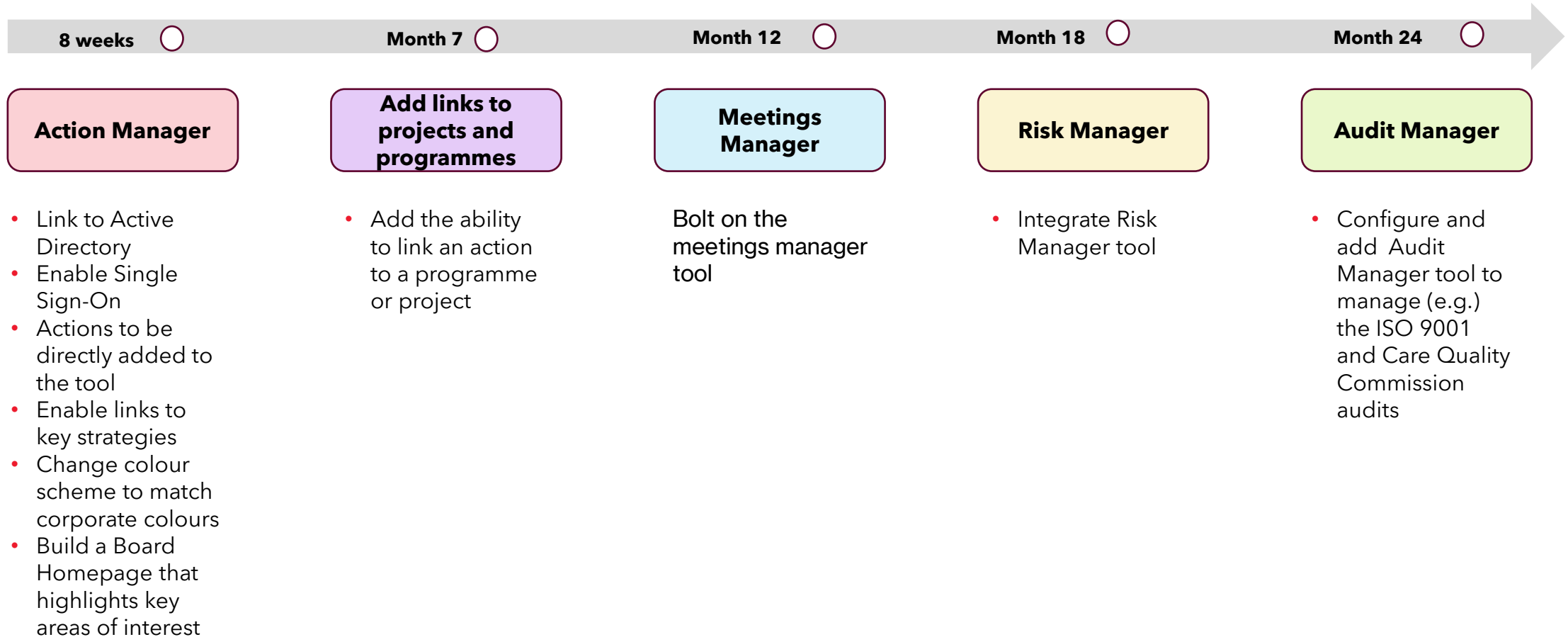
# 3. Deployment Example:

AGILE DELIVERY APPROACH: SPEEDY BECAUSE STANDARD COMPONENTS ARE AVAILABLE, READY TO CUSTOMISE



# 3. Deployment Example:

START WITH A SINGLE COMPONENT IF WISHED, ADDING ON OTHERS AS REQUIRED



# 4. Information Assurance and Security

## CACI IS ISO27001, ISO9001 & CYBER ESSENTIALS+ ACCREDITED

- CACI is committed to ensuring its people, processes, information and technologies are secured in line with an industry best practice standard for security whilst adhering to our legal, regulatory and contractual obligations. CACI maintain an Information Security Policy and associated corporate policies to ensure its staff, processes, information and technologies manage the risk from threats.
- The Information Security Policy is certified to ISO/IEC 27001 best practice standard for information security. These policies are reviewed regularly by the CACI Information Security group and tested by both internal and external audits. The Business Continuity and Disaster Recovery Plan(s) are also integral to our ISO27001 accreditation. All changes in risk or interested parties' requirements are reflected in procedures across the business alongside a commitment to continual improvement and industry best practice.
- Information Intelligence Group (IIG) have secure facilities and have additional governmental controls on top of the standard CACI Security Policy.
- In addition, CACI have attained Cyber Essentials+ and ISO9001 accreditation. CACI has a very strict approach to data breaches. We are unambiguously committed to complying with GDPR with full sponsorship at Board Level.
- Staff are cleared up to Developed Vetting (DV).



# 5. Ordering and Invoicing process

## CACI PRIDES ITSELF IN BEING EASY TO DO BUSINESS WITH

- Following initial contact by a customer, we will engage with them to discuss their needs and fully understand their requirements. We will then produce a proposal which contains a Services Supply Agreement, detailing the scope of work and the associated price.
- To order services, customers are simply required to return the signed Services Supply Agreement, along with a purchase order.
- For details about our standard invoicing process, please refer to the Terms and Conditions document.

# 6. Business Continuity and Disaster Recovery Plan

## OUR BUSINESS CRITICAL INFORMATION AND SYSTEMS ARE BACKED UP DAILY

- Our Business Continuity Plan is a living and continuously updated solution which exceeds the requirements of ISO27001 accreditation. It is reviewed formally on an annual basis by external auditors as part of our ISO27001 audit and is accessible to all staff. It covers the response of the business in the case of a major incident or emergency and was successfully exercised recently in light of the global COVID-19 crisis where full distributed working was set up, maintaining customer delivery commitments throughout.
- Our regular checks ensure we update our Business Continuity Plan to keep in line with emerging risks. As such it has evolved over time as we have grown as a business and taken on a broader variety of work with a range of customer requirements. The Business Continuity Plan reflects the nature of the work we do and how we would be able continue delivering the work promised to our customers in the event of an emergency or major incident.
- The Business Continuity Plan also considers the ever-changing threats and current political climate to ensure that our response is up to date with the threats and pressures we maybe under as a business working in the Defence and Intelligence Industries.
- The Senior Leadership Team regularly review the plan to ensure that we are aware of any changing business factors for this to remain a compliant and realistic document.
- CACI's secure connections and encrypted back-up devices are checked monthly as part of our IT Security and Encryption Procedure. In addition, the encrypted back-ups are tested and sent off site at the end of each working day to a specialist storage contractor. CACI's office in Bristol requires several systems to be operational in order to deliver the services it provide to its customers; these are tested daily by a member of the CACI Bristol Technical Team and more rigorously tested monthly by the CACI IT team as part of their Security Incident Policy and Response Procedure. The Business Continuity Plan requires these systems to be operational and effective for staff to work remotely in case of an emergency or major incident. Agreements are also in place with partner organisation, so that staff working on secure projects have back-up locations to work from.
- CACI Information Intelligence Group have over 13 years of experience of providing mission-critical solutions and systems into HMG organisations.

# 7. Pricing Overview

PRICING IS MADE UP OF THREE ELEMENTS AND ENSURES YOU CAN TAILOR THE PRODUCT TO MEET YOUR OPERATION'S SPECIFIC NEEDS

Pricing Element	Detail	Pricing
Purchase of 1 or more capabilities	Initial cost for each core module	£5000 one-off cost per module. Discounts available for multiple module purchases
Professional Services*	Days to be purchased for configuration, from minor changes up to significant tailoring to meet your operation's needs.	Usually based on: SFIA 2- £800 per day for the Build team SFIA 4 - £965, for business analysis and project leadership
Licencing and support	A monthly charge, based on a small, medium and large model, covering support and, if required, hosting.	See next slide.

\* A pre-contract discovery workshop is necessary to understand the full scope of your requirements and plan the configuration work, prior to agreeing a price for the package

## 8. Licensing Detail

### ANNUAL LICENCING COSTS:

Licencing: un-hosted	Small	Medium	Large
Number of user licences (up to)	20	50	100
Cost Per User Per Month	£15	£14	£13
Total Cost Per Month	£300	£700	£1,300
Total Cost Per Year	£3,600	£8,400	£15,600

Licencing: Hosted	Small	Medium	Large
Number of user licences (up to)	20	50	100
Cost Per User Per Month	£19	£18	£16
Total Cost Per Month	£375	£875	£1,625
Total Cost Per Year	£4,500	£10,500	£19,500

*Pricing for >100 users is available upon request.*

# Thank you

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