

Service Definition

Enterprise Architecture

FUJITSU



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Enterprise Architecture Overview

As organisations grow, different business areas tend to focus on their area more than the whole which leads to duplication of effort and misalignment, often without realising. Gaps start to emerge with inefficient handoffs between departments impacting an organisations output.

Fujitsu’s Enterprise Architecture service is a pragmatic way to realign capabilities, services, and data to increase speed in decision making and reduce wasted resources. Through workshops and discovery, Fujitsu create visualisations for an organisation to connect strategy to daily work value. Organisations receive a repeatable method to view and monitor end-to-end ability to deliver a positive organisation outcome, and an end-to-end view of services, capabilities, information and systems that support the organisation’s direction of travel.

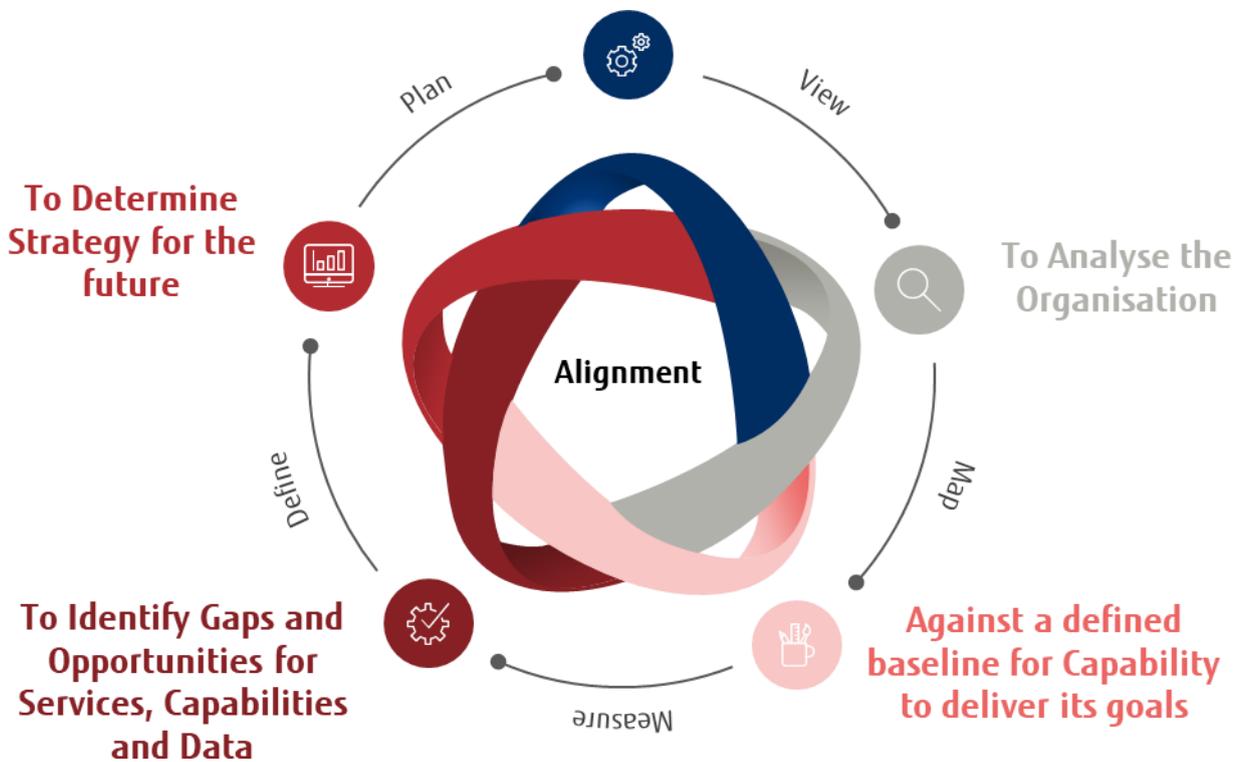


Figure 1: An actionable plan, a repeatable method

Fujitsu have broad experience of aligning business operation to value. Industry consultants provide sector specific insight and Fujitsu have extensive large scale implementation knowledge. Fujitsu are also a Platinum member of the Open Group for the formation of Enterprise Architecture tools and frameworks.

Benefits from the Enterprise Architecture service include:

- **Decreasing Complexity:** Complex systems that are difficult to manage can cause many errors as well as reduce efficiency. As mentioned before, EA emerged as a solution to the complexity of systems in organizations. Hence, decreasing the complexity of systems is one of the biggest expectations of an organization from EA. It simplifies the management of systems with the right tools. EA reduces systems complexity by detecting and stopping processes that do not contribute to targets.
- **Standardisation:** Enterprise Architecture helps standardize processes and applications, resulting in more stability. Standard processes will increase efficiency while reducing the risks that may be encountered. EA can also standardize IT processes and IT infrastructure successfully. A better IT infrastructure will yield more successful results.
- **Reducing Wasted Time:** Enterprise Architecture saves time for IT staff as it will enable the optimization of IT tools and processes. It prevents bigger problems by enabling the causes of problems to be detected faster.

This reduces the loss of time and workforce caused by disruptions.

- **Cost Saving:** Enterprise Architecture eliminates processes that do not benefit. This also includes unnecessarily repetitive processes. This results in significant resource and cost savings. In addition, EA saves IT budget by optimizing IT infrastructure.
- **Change Analysis:** Enterprise Architecture provides organizations with higher agility. This means being able to analyze and respond to changes in the industry faster. Strategies and IT processes can be adapted to new models or renewed according to changes.
- **Strong Security:** EA describes the systematized structure of the measures taken against today's cyber security breaches. It becomes one of the most important tools in your arsenal and makes a difference in protecting data by strengthening your cyber security. Because with the expansion of the online world, cyber security vulnerabilities are also increasing. It is necessary to be alert to prevent threats that may enter the system from a weak point at any time. Possible data breaches and thefts are actually just the tip of the iceberg.

It is clear that threats will come from outside. But the repeated purchase of the same software and the IT department is unaware of it will further increase cybersecurity vulnerabilities. With EA, you can have a higher level of protection by adding value to the cybersecurity field.

Service Delivery Approach

The Enterprise Architecture service consists of 5 stages and a Kick-Off meeting to understand the organisations direction and future desires, analyse its existing ability, and build a future view and incremental plan to get there.

Engagement Kick-Off

Project Initiation and establishment of work plan where the joint project teams will come together to review the scope, timelines, and dependencies to ensure the project commences in a controlled way

Stage 1 – Understanding the Enterprise

Fujitsu Consultants will conduct a series of workshops, interviews and information gathering exercises to establish key value streams in the organisation, and agree the rules and guidelines for the exercise.

Stage 2 – Imagine Tomorrow

Fujitsu Consultants will conduct workshops, interviews and analysis with key stakeholders to create an agreed proposal for the future, backed by reasoning and our understanding of industry, organisations and strategic delivery.

Stage 3 – Analyse Today

Fujitsu Consultants will conduct a series of further workshops, interviews and information gathering exercises to understand how the organisations services, capabilities and information support its key value streams.

Stage 4 – Reflect and Plan

Fujitsu Consultants will produce analysis based upon the information gathered and define a series of stages that the organisation can work through, producing both incremental and breakthrough improvements on their way to the target.

Stage 5 – Enable for Future

Fujitsu will facilitate a joint review of the tools and process to enable the organisation to re-run the process to ensure future direction remains aligned.

Each stage will commence with an initial meeting between the Fujitsu and Client project teams to look at the proposed work and identify key participants and activities. The Fujitsu project team will provide feedback sessions focusing on reviewing each stage and progress.

Engagement Planning

Fujitsu have a range of services which can be used for further discovery, analysis and planning on specific topics highlighted from the work; However, the work is such that other options will be available to the client should they wish to use alternative suppliers.

Fujitsu shall provide the following resources to complete the work

- **Engagement Manager** – Working closely with the Client Project Manager to manage the overall project
- **Industry Consultant** – Enterprise Architect leading the engagement and responsible for delivery of the outcome
- **Senior Consultant** – Facilitating workshops and helping analyse and prepare outputs

The Enterprise Architecture service is a Twelve (12) week engagement and the average price for customers is approx. £120,000. This will be confirmed during discussions prior to the assessment taking place.

Service Deliverables

The following will be delivered as part of the engagement:

- Value Chain
- Value Streams
- Future State definition of Services, Capabilities, and Information
- Current State view of Services, Capabilities, and Information
- Implementation and Transition plan with mini-business cases for incremental and breakthrough improvements

Commercial

Ordering and invoicing Process

- We will commence delivery of the Service on receipt of a purchase order
- Fujitsu shall invoice for the Service plus any applicable taxes after delivery of all our products defined in the agreed Terms of reference. Any additional expenses shall be invoiced in the month after they have been incurred
- The customer will pay the invoiced amount in full within thirty (30) days of the date of each invoice (the “Due Date”)
- If the customer has not paid Fujitsu an invoice by its Due Date, Fujitsu may charge interest on a day-to-day basis from the due date at the rate of 4% per annum over the Barclays Bank Base Rate until the payment is made in full
- The customer shall not be entitled to offset any sums owed by Fujitsu under any contract or dispute between the customer and Fujitsu against any sums that the customer owes to Fujitsu
- When remitting payment, the customer will include the applicable Fujitsu invoice that the payment applies to

Customer Termination

The Customer may terminate this Agreement (or any part thereof), at any time, for convenience by giving not less than thirty (30) days written notice to Fujitsu.

Supplier Termination

Fujitsu may terminate this Agreement (or any part thereof), at any time, for convenience by giving not less than thirty (30) days written notice to the Customer.

Consumer Responsibilities

Successful delivery of the Service is subject to the following dependencies upon the Customer:

- Appropriate communications and engagement within the Customer organisation
- Appointment of a single point of contact for the Service
- Any information available and required for the Service will be shared with Fujitsu during (or within 5 working days after) the Alignment Meeting.
- Timely provision of ongoing data as requested by Fujitsu
- Timely access to appropriate/suitable resources
- Co-ordination and timely scheduling (and facilities) for workshops (and meetings), ensuring appropriate attendance and active participation

The Customer acknowledges that the timely and adequate compliance with the obligations above is essential to the performance of the Fujitsu Managed Innovation Service. Fujitsu will not be liable for any delay or deficiency in providing the Service if such delay or deficiency results from the Customer’s failure to fulfil these dependencies. Should a delay to the Service result from the Customer’s failure in relation to the above dependencies, for example, if there is no full attendance at the scheduled workshops, Fujitsu shall be entitled to amend the Service, Schedule, and/or Charges with no liability and shall be entitled to charge Customer for any cost incurred as a result.

Should the Customer request (and Fujitsu agree) that Fujitsu consultants undertake any of the obligations described above Fujitsu reserve the right to amend the Charges.

Service Constraints

N/A.

Service Exclusions

N/A.

About Fujitsu

As one of the world's leading IT companies, Fujitsu is at the forefront of pioneering technology in the UK since we made our initial investment over 40 years ago. As a key strategic partner we deliver essential services, from our secure hybrid IT which underpins critical national infrastructure to our investment in emerging technologies to boost national capability. Drawing on our Japanese technology expertise we provide bespoke digital transformation solutions. This unrivalled expertise has allowed us to specialise in emerging focus areas; Hybrid IT, AI & RPA, Data analytics, Agile application development/transformation and Security. Together, we offer a full package of solutions to support the UK as a long-term industry supplier.

We believe in realising the significant alignment between the UK and Japan in emerging technologies and in creating a UK-Japan 'Innovation Bridge' to support the UK's science and technology superpower objectives. We are committed to investment in UK skills and research and development, driving customer outcomes and promoting social value. We employ 124,000 people around the globe, including around 8,000 people across the UK, promoting diversity and inclusion as a DWP Disability Confident Leader. We are recognised as a Times Top 50 employer for Women since 2017, a Stonewall Top 100 Employer for 2023 and were awarded an EcoVadis Silver Rating, the world's largest provider for sustainability ratings.

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