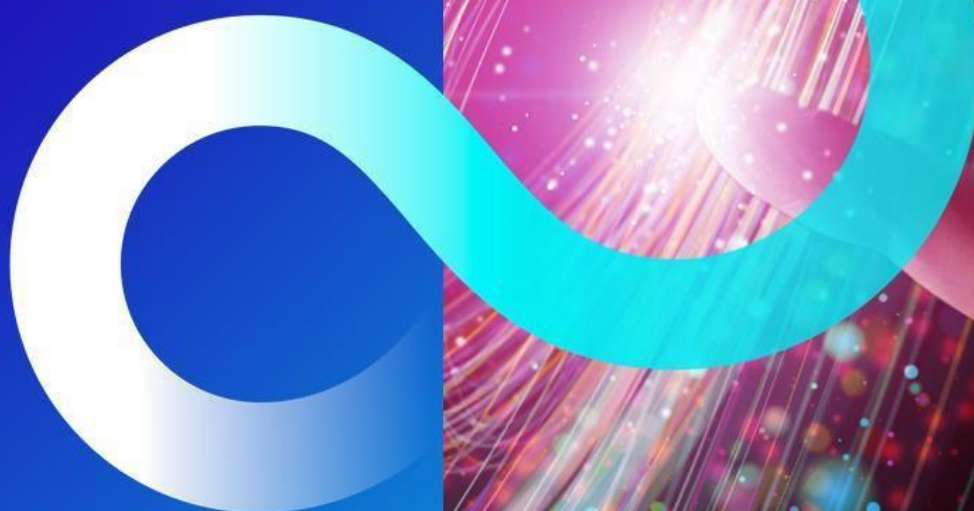


Service Definition

Microsoft Application Development and Support Services

FUJITSU



G-Cloud

Contents

Microsoft Application Development and Support Services Overview..... 3

 The Challenge3

 Microsoft Application Development and Support Services.....3

 What We Offer3

 Features.....6

 Benefits.....6

Service Delivery Approach 8

 The Approach8

 Service Deliverables9

Microsoft Application Development and Support Services Overview

The Challenge

In a competitive business environment, business applications are needed that support you in achieving your goals. But often, these don't directly address your specific and unique requirements. This is where we can help.

Microsoft Application Development and Support Services

Our years of experience as a Microsoft specialised Partner, developing solutions across different areas including application development, data, and cloud services, makes Fujitsu ideally suited to help your organisation realise the benefits of a bespoke Application and Data Solution Development service.

Fujitsu offer a consultancy-led approach to bespoke application and data solution development across the bespoke software development service for the Microsoft Azure and associated data services and applications stack. We design and modernize application and data solutions that integrate seamlessly with your existing infrastructure. From enhancing SharePoint capabilities to developing enterprise-scale data platforms with advanced analytical features, we deliver high-value outcomes

The offering extends to the Azure Analytical Services, such as Microsoft Fabric, Power BI, Databricks, and Microsoft Purview to deliver scalable, governed, and insight-ready data services, supporting your application and data transformation journeys.

Fujitsu takes a multi-faceted approach to design end-to-end Development and adopts a 'Fusion Team' delivery approach to ensure project success, underpinned by effective communication, transparency, and working together to achieve business outcomes. This approach is a flexible, agile, multi-disciplinary, multi-skilled, integrated team comprising resources from Fujitsu and third parties/suppliers working together across organisational and political boundaries. We are singularly focused on achieving business outcomes and realising value.

This Fusion Team approach is supported by key enabling technologies and processes, which engender a sense of one-team and togetherness.

We utilise industry-leading toolsets (e.g., Azure DevOps, MS Teams, and MS Whiteboard) for collaboration, end-to-end delivery, and application lifecycle management. By centring on a common toolset, ways of working and standardised approaches - leading to a 'single source of truth' - can be established.

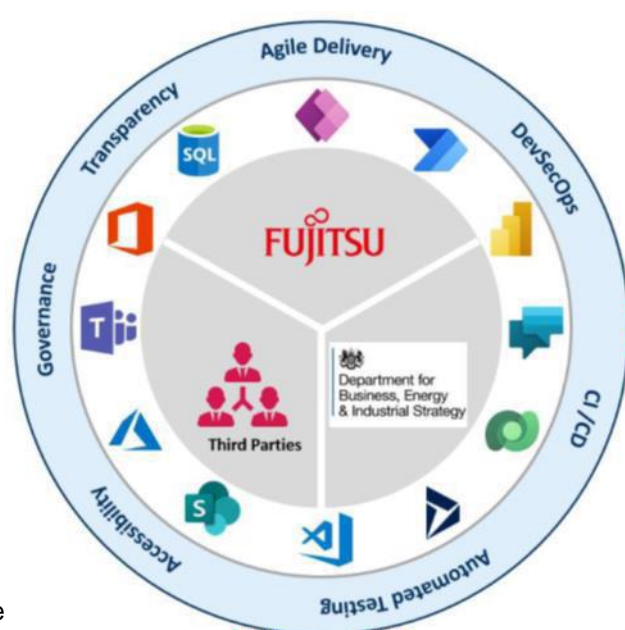
Fujitsu advocates the adoption of an Agile delivery methodology to deliver services. In the adoption of this methodology, all Fusion Team members attend and actively participate. Every team member is encouraged to participate, voice their opinions, and constructively challenge solution approaches to find better outcomes.

What We Offer

Fujitsu will design, build, and deploy a solution that meets your requirements and connect to your systems in a consistent and open standards-based manner.

We will work in tandem with you and your stakeholders using a business outcome-led approach to ensure everyone is engaged, that key benefits are identified and captured, input is provided to your business case, and that there is a technical and solution roadmap defined.

We will build a complete understanding of your requirements and the systems that are required to



communicate with each other, their timeliness expectations, and criticality. Importantly, we place these within the context of your wider business model to understand the value that they deliver.

User-Centric Design

Our team (User Researchers, Service Designers, etc.) establishes a deep understanding of the user needs and champion these, providing research evidence and data. They employ a range of engagement approaches e.g., conducting sessions face-to-face, over the phone, remotely and ethnographically and help produce user requirements, overlaid with persona and user journey map creation. Our skilled resources engage with a wide range of users with varying backgrounds, and they speak plain language to ensure all user needs are understood and captured, that participant response bias is minimised and that an awareness of accessibility and assisted digital (AD) requirements are developed to ensure users succeed the first time.

Iterative prototyping and refinement

Our team:

- Creates dynamic prototypes and is experienced in using a variety of methods of prototyping (using tools such as the GDS prototyping Heroku toolkit, Figma, Axure etc.).
- Creates quality designs to meet user needs and business requirements in line with GOV.UK patterns, components, and standards.
- Ensure that a simple, seamless, and intuitive user experience is developed to maximise engagement, reduce operational costs and inefficiencies, and support all eligible users to use the service.
- Abstract and minimise content ensuring that users are presented with functionality relevant to their persona.
- Follow user-centred design and research processes, based on an understanding of user personas, behaviours, and scenarios, on an ongoing basis to gain a greater understanding of user needs including assisted digital support.
- Design and develop our applications using a 'Progressive Enhancement' strategy. We can support users with low internet bandwidth or older technology, by employing development techniques that promote the core content and functionality of the application.

This iterative approach introduces a strong and effective design-test-adjust validation loop and offers regular and early feedback to ensure that users are brought on board, kept on board and the systems delivered catered to the needs of a diversely skilled user base.

Training and Evangelism

We work closely with end-users, and design and deliver training and support both online and offline to assist them to overcome any challenges they may face.

Examples of training and support include:

- Creation of detailed, step-by-step user guides/documents.
- Creation of 'bite-sized' videos, with accessible captions and transcripts, to allow users to follow along and undertake the completion of processes.
- Assisting with solution evangelism and adoption hesitancy.
- Outlining the benefits of the system, addressing any concerns (e.g., data, e-safety), and speaking to users in a non-technical manner.
- Undertaking floor walking, helping train solution champions, and offering enablement and encouragement.

Measure and Monitor

Fujitsu monitor and measure the effectiveness of the approach and adopt a continuous improvement process, supported by user research, to ensure the success of a programme delivery.

Our user researchers use the Digital Inclusion Scale to help identify the skills, concerns, and competencies of end-users and can offer enhanced support to address this.

We iteratively develop and test our solutions to simplify the service and remove barriers.

We measure solution adoption using available technologies (e.g., Azure Application Insights). For solutions with low digital take-up, we seek to understand the reason for this and work with users to provide support to encourage increased user adoption.

Security

Security is embedded into the mindset of all Fujitsu employees. We ensure that a healthy security culture is prevalent and that a holistic approach to delivering secure services is adopted – looking across people, organisation, processes, and technology.

We adopt the 'Make things secure' standard as set out in the Technology Code of Practice. In practice, we adopt this by ensuring that security is at the heart of the services we deliver. This includes

- Ensuring each User Story acceptance criteria considers or contains key non-functional requirements (NFR) such as security
- As part of our Agile delivery approach, we integrate security considerations and approaches as early as possible into the development phases – adopting a DevSecOps approach.
- Creating a Security Management Plan for each account. This plan, created by one of our Security experts in consultation with you, will outline the measures and checks and balances we will employ in ensuring that our services are delivered in line with your organisational needs and are aligned with ISO27001 and Cyber Essentials Plus.
- Least-privilege by default – we design for least-privilege, meaning that only those who should have access can get access.
- Submitting ourselves to independent review. At Fujitsu, we are happy for our work and our services to be independently assessed by third parties.

Technology

We adopt and utilise industry-recognised best practice approaches. Examples include:

- Implementing Azure Bastion for connecting to Azure VMs rather than making RDP connections publicly accessible.
- Adopting Azure Active Directory security groups (with standardised and clear naming conventions) to enable/restrict access to functionality and data.
- Using Azure App Registration and Service Principals, rather than using Service Accounts.
- Implementing Azure AD API Management, with Azure AD Security Policies and IP Whitelisting to secure API endpoints.
- Adopting GOV.UK pre-tested, open-source components in favour of building new services.
- Implementation of data encryption, and ensuring data is encrypted at rest, in addition to in transit.
- Utilise Azure Security Centre to help secure and manage fast-changing workloads.
- Use Azure Key Vault for securely storing and accessing secrets such as API Keys, Passwords and Certificates.
- Configure Azure Active Directory Multi-Factor Authentication and Conditional Access features to tightly control access.

Testing

We take a holistic and coordinated method to assuring and testing the quality of solutions we develop.

We adopt a 'Test Early, Test Often and Test Continuously' approach. Within this approach our Automation Test Engineers

- Recognise that a one-size-fits-all approach to testing will not fit your needs – we will utilise tooling and approaches specific to the technologies and business outcomes required for successful delivery.
- Ensure that testing covers both functional and non-functional elements.
- Use, when appropriate, our well-established test processes to cover all test levels (including accessibility, performance, and compatibility), in accordance with ISO/IEC 29119 (Software

Testing

- Include test strategy, test management, test preparation, test execution, issue management, reporting and incorporating 'lessons learned' feedback into the application lifecycle.
- Include testing as an integral part of the end-to-end application development process, embracing key approaches such as Test-Driven-Development (TDD) and Behaviour-Driven-Development (BDD) development where relevant.
- Emphasise CI/CD techniques through automation and Azure DevOps. Where possible, the automated pipelines are also responsible for verifying that the supporting infrastructure (any VM required, any supporting databases, or web services) is correctly configured before deploying the system into one of the user-accessible environments or before running a suite of automated tests. The general driver behind all our automated pipelines is to achieve single-click releases/deployments, transferring the effort of performing a deployment to the DevOps engineer that implements the pipeline rather than the user performing the actual deployment.

For many of our clients, we have utilised Azure DevOps, Selenium, SpecFlow and C# to help assure the quality of solutions creating a comprehensive suite of tests using these technologies providing coverage for both the UI front-end and the database back-end to ensure maximum coverage.

- Conduct tests against a range of device drivers (e.g., Windows, iOS, Android) and browsers (e.g., Edge, Chrome, etc.) to ensure cross-device and cross-browser compatibility of the application.
- Create a suite of regression tests with Azure DevOps, following the development and rigorous execution and refinement of tests.
- Build and refined the tests iteratively through Agile sprints.
- Integrate the tests into the Azure DevOps Build and Release YAML pipelines, supporting the CI/CD process.

Tests are executed nightly through the Build pipeline – which enables a clear and early feedback loop to the developers and the test engineers. As a result, issues are proactively identified – and these are then formally captured as bugs within Azure DevOps and assigned to an appropriate resource to resolve. This leads to significant confidence in the build package.

Throughout the testing programme, we maintain an open and transparent approach, utilizing Azure DevOps for the management of the Test Suites, Test Plans and Execution results, and the Azure DevOps test cases will be shared with you.

Features

- Design, development, delivery and support of applications and components that address your specific and unique requirements.
- Seamless integration with Microsoft 365, Azure (incl. Azure Analytics Services), Power Platform and Dynamics 365
- Connect decoupled business applications together, both within and external to your organisation.
- Boost productivity by connecting applications together and automating repetitive processes.
- Expertise in leveraging Microsoft Fabric for unified data analytics, real-time insights, and scalable data processing
- Implementation of Microsoft Purview for robust data governance, lineage tracking, and compliance across hybrid environments
- Agile DevOps models with Continuous Delivery/Integration (CI/CD) delivery (GDS aligned)
- Management of business change to ensure a smooth delivery
- Flexible Delivery Options: resource augmentation, hybrid teams and full services
- Solutions that deliver interactive content, content roll-up, and Event Management.
- Integration with 3rd party RESTful services and APIs.
- Highly skilled team with over 20 years of experience.
- Microsoft Technology Stack specialists.
- Multi-disciplined, experienced, and trained experts with skills across ASP.NET Core MVC, JSON, HTML, CSS, C#, CAML, Entity Framework, and Azure API skills amongst others.

Benefits

Fujitsu G-Cloud Service - Microsoft Application Development and Support Services

- Access to a partner with Microsoft Partner Credentials:
 - Global System Integrator (GSI) Partner
 - Azure Expert Managed Service Provider
 - Microsoft Solutions Partner for Data & AI (Azure)
 - Microsoft Solutions Partner for Digital & App Innovation (Azure)
 - Microsoft Solutions Partner for Azure Infrastructure
 - Microsoft Solutions Partner for Security.
- Leader for Dynamics 365 and Power Platform - ISG 2022
- Microsoft Catalyst partner
- Delivers reliable, adaptable, resilient, cost-effective solutionsBuilt-in approach to skills and knowledge transfer to ensure long-term self-sufficiency as well as empowerment of data driven culture
- Unlock the power of data across the organization
- Flexible collaborative agile model including options for joint teams
- Responsive and Agile development approach delivered by multi-disciplined, experienced, and trained resources using repeatable IP developed through our extensive Systems Integration and Managed Service experience

Service Delivery Approach

The Approach

We have adopted a standardised approach for designing, implementing, transitioning, and supporting solutions. It combines our industry specific business knowledge with our technical expertise in Microsoft technologies.

User-centred design is a fundamental element of our delivery methodology enabling us to work closely with stakeholders. We use it to:

- Understanding requirements and conducting research to develop a deep knowledge of who the service users are and what they need
- deploy changes for feedback and ensure collaborative working focused on delivering the best results
- Developing a deep understanding of the project drivers, business KPIs
- Rapidly prototyping ideas and solutions at an early stage based on a full understanding of business objectives, end-user needs, user testing, and great user-experience
- Using analytics and tools to accurately measure project and solution KPIs

We support customers on their journey from Discovery through to Live running ensuring that key stakeholders are engaged, that key benefits are identified and captured in a benefits roadmap, input is provided to the customer's business case, and that there is a technical and solution roadmap defined.

Whilst experience tells us that most benefit will be realised through the adoption of an agile/iterative approach for the deployment of integration solutions, with requirements aligned to time-boxed iterations/sprints enabling the project team to focus on the high priority elements of the solution, our approach also supports Waterfall and hybrid methods. This flexibility allows the creation of effective processes and procedures as well as provides a way for us to meet our customer's needs and ensure the development of a stable and usable solution ready for deployment.

Discover: Research the needs of the users, explore measurements and technology & policy-related constraints.

- Project Planning
- Onsite meetings and workshops
- Business strategy and objectives
- Project & Technical scoping
- User requirements and persona development
- Benchmarking and KPI reporting
- Stakeholder engagement

Alpha - Prototype solutions:

- Business Analysis
- UX/UI design
- Interactive wireframe development
- Testing with small groups of users
- Stakeholder feedback
- Iterative agile process
- Alpha Assessment

Beta - Develop: Against the demands of a live environment, understand how to build at scale whilst meeting customer needs. This is the phase we release a version for formal testing.

- Project development
- Power Platform environment configuration
- Power Platform customisation

- WCAG accessibility compliance
- Quality assurance
- Security and compliance testing
- BETA assessments

Live: Development doesn't stop now the service is Live; iterative updates deliver continuous improvement.

- Operational managed service
- Continuous User Research
- React to changing user needs
- Iteratively improve the service
- Iterative development
- Continuous Integration
- Live service support

Service Deliverables

Each engagement will differ depending upon where the customer is on the journey and their specific requirements, however, some sample deliverables outlined below will provide a flavour of what may be delivered:

- A formal systematic approach to identifying, quantifying, and agreeing on the outcomes and benefits be delivered from the adoption of an Integration solution
- RoM costs for budgetary purposes
- A business case
- A benefits management plan
- An Adoption and Change Management Plan
- A technical and solution roadmap
- User research programme
- An “end to end” implementation service design
- Solution architecture
- Business process design
- Customer experience design - UX/UI designs
- High-Level Design (HLD)/Low-Level Design (LLD) Documents
- Requirements specification
- Full-stack development
- Build documentation
- Testing strategy and test plan
- Test execution
- Training
- Post go-live support

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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Fujitsu Confidential

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