ENTERPRISE ARCHITECTURE FUNCTION ESTABLISHMENT AND IMPROVEMENT

G-CLOUD 14
SERVICE DEFINITION DOCUMENT

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OUR SERVICE

Service Description

Exec Summary

Services designed to establish, improve, or expand an organisation's Enterprise Architecture function, incorporating a business outcome-driven approach, and digital and agile architecture. Our capability-based planning upholds alignment of IT strategy to business goals, creating a robust framework that guides your organisation through digital transformation, cloud migration and technology optimisation.
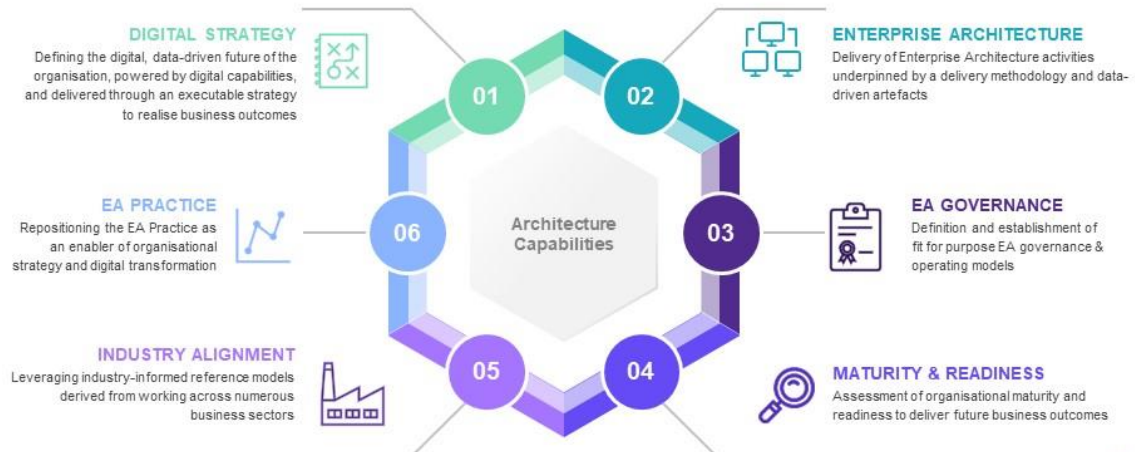
Overview

Our Enterprise Architecture (EA) Function Establishment and Improvement service is tailored to help organisations to sustainably establish, improve, or expand their Enterprise Architecture function, providing it with the right tools and expertise to embark on the journey to flourish from being useful, to helpful, to influential.

We endow your EA function with intelligence to generate compelling, data-driven, insightful architecture views, from application footprints, to capability development (covering data, technology, process and people), to drilling-architecture dashboards navigating across different architecture landscapes and levels, to user and/or customer journeys; attaining visibility, transparency, and accomplishing clear and effective communication to the business, senior leadership and stakeholders, demonstrating both a thorough addressing of their needs and concerns, and sound knowledge of the composition of your organisation's fabric; whilst keeping a direct line of sight between strategy, architecture and the different DDaT implementation programmes.

Our service can also assist your organisation on how to adopt, implement and establish EA governance, bringing confidence on architecture coherence and assurance.
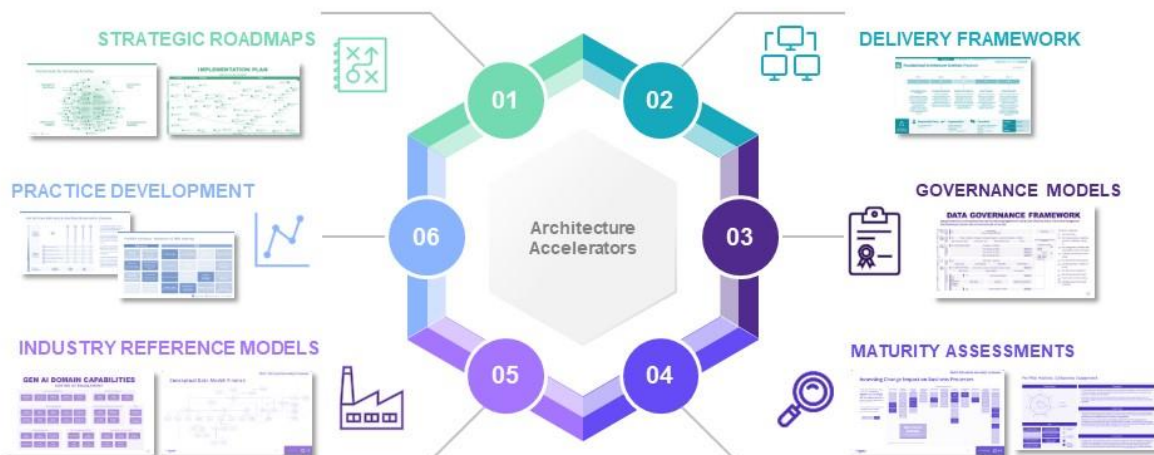
OUR CAPABILITIES

ENABLING ORGANISATIONS TO REALISE VALUE FROM THEIR ARCHITECTURE THROUGH EFFECTIVE EXECUTIVE ADVISORY, GOVERNANCE AND STRATEGIC PLANNING

DIGITAL STRATEGY
Defining the digital, data-driven future of the organisation, powered by digital capabilities, and delivered through an executable strategy to realise business outcomes

ENTERPRISE ARCHITECTURE
Delivery of Enterprise Architecture activities underpinned by a delivery methodology and data-driven artefacts

EA PRACTICE
Repositioning the EA Practice as an enabler of organisational strategy and digital transformation

EA GOVERNANCE
Definition and establishment of fit for purpose EA governance & operating models

INDUSTRY ALIGNMENT
Leveraging industry-informed reference models derived from working across numerous business sectors

MATURITY & READINESS
Assessment of organisational maturity and readiness to deliver future business outcomes

Architecture Capabilities

01 02 03 04 05 06

OUR ACCELERATORS

ESTABLISHED METHODOLOGIES, TOOLKITS AND FRAMEWORKS TO MATURE ORGANISATIONS AND ADDRESS THEIR DATA CHALLENGES

STRATEGIC ROADMAPS

DELIVERY FRAMEWORK

PRACTICE DEVELOPMENT

GOVERNANCE MODELS

INDUSTRY REFERENCE MODELS

MATURITY ASSESSMENTS

Architecture Accelerators

01 02 03 04 05 06

RECOGNISED AS ARCHITECTURE LEADERS

Gartner
Market Guide for Business-Outcome-Driven Enterprise Architecture Consulting

Recognised by Gartner in their Market Guide as a leader in business outcome driven EA consulting.

The only UK based architecture consultancy to achieve this

APPROVED ORGANISATION
BCS

Platinum Approved by BCS, the highest level of accreditation only held by a handful of organisations. Recognised for furthering the IT profession

THE Open GROUP

Key Contributor to the Open Group Architecture Framework and an active Gold Member

Led the development of the initial Business Capability Modelling concepts within TOGAF.

BUSINESS ARCHITECTURE GUILD

Member of the Business Architecture Guild, contributing to the discipline and maturity of Business Architecture and Enterprise Architecture.

DAMA International

Active Architecture contributor to DAMA, the Data Management Community.

Our focus is on improving Data Governance across Financial Services.

TEAM DEFENCE INFORMATION COMMENDED Excellence Awards 2019

The Awards recognise projects that demonstrate improvements, or potential improvements, in innovation and collaboration across defence. The commended project, titled 'Governing Master Data within Defence Logistics', marks the second time the strategy and architecture specialist has received an award at the Team Defence Information Excellence Awards.

GLUE REPLY - EXPERTISE

WE ARE A LEADING UK BASED ARCHITECTURE & DATA CONSULTANCY, ESTABLISHED TO HELP ORGANISATIONS REALISE THEIR BUSINESS OUTCOMES

Outcomes

Glue Reply's Architecture and Data teams are specialists who accelerate clients to create new digital capabilities, delivery business value and establish enterprise-wide digital and data enablement.

We help organisation's reposition the value delivered by effective Enterprise Architecture, focusing on outcome-based activities aligned to their strategic digital ambitions.

Expertise in Public Sector

Glue Reply have extensive experience providing architecture and data enablement across the Public Sector including Major Government Departments, Local Councils, and Public-private partnerships including:

Ministry of Defence | NHS Blood and Transplant | GREATER LONDON AUTHORITY | CORNWALL COUNCIL | GMCA GREATER MANCHESTER COMBINED AUTHORITY

Home Office | Medicines & Healthcare products Regulatory Agency | L&Q | east west RAIL | EDUCATION & TRAINING FOUNDATION

How we Differentiate

Pragmatic Execution: Focus on delivering pragmatic and implementable plans. Strategies & Operating Models are to be executed and realised through actionable steps that each deliver value. Fostering this execution culture is key.

Value Based Delivery: We believe it is important to deliver tangible change, we identify quick wins with no regrets that can start to move the dial and deliver impact as part of the data journey.

Breadth and Depth: Our consultants have the breadth and depth across the domain, ensuring we can face into unsolvable problems and translate these into business outcomes.

Agnostic: We operate agnostic of vendors, enabling us to define the right architecture and solution to meet the business needs and selection of the right tooling for the job.

Service Features and Benefits

FEATURES	BENEFITS
Implementation of suitable tailored EA frameworks We implement suitable tailored Enterprise Architecture (EA) frameworks such as TOGAF or Zachman, providing your organisation with a structured approach to manage your EA Repository and support a line of sight from strategy to implementation.	**Establishes a common language and approach for managing DDaT architecture** Our service establishes a common language and approach for managing DDaT architecture, facilitating collaboration and alignment across teams and departments.
Defines governance structures, processes, channels and tools Our service helps your organisation to devise and establish the structures, mechanisms and protocols that will assist in maintaining architectural coherence and enable architecture assurance.	**Improved collaboration across teams facilitating more effective decision-making** This will enact a complete knowledge of organisational structure that will set a confident direction, and facilitate informed and effective decision-making on selecting and prioritising DDaT initiatives.
Data-driven, holistic, compelling, insightful and drilling views Our service empowers your EA function with the intelligence to generate these as well as the relevant metrics to measure improvement and closeness in achieving desirable business outcomes. These invaluable insights will also support effective communication and informed decision-making to evolve your DDaT initiatives.	**Powerful and effective communication addressing business needs and stakeholders' concerns** Supported by invaluable insights that remove ambiguity and uphold a clear and complete knowledge of your organisational structure and fabric, on which firm leadership and a confident direction on how to evolve your DDaT initiatives can and will set.

FEATURES	BENEFITS
Assessment of existing EA services and capabilities using established models We can assess the maturity of your EA function, identifying strengths, weaknesses, and opportunities for improvement to enhance effectiveness whilst fostering sustainable growth.	**Helps prioritise investments in EA development** Our service focuses on sustainable growth of your EA function allowing it to embark on the maturity journey from being helpful, into becoming useful, and eventually influential; ensuring that your EA function evolves in line with best practices and regulatory requirements.
Identifies areas for improvement and/or restructure in existing EA services From adopting pragmatic methods to manage your EA function, to elevating the offered business value, to reaching and expanding to audiences that can enrich your EA delivery.	**Ensures continuous improvement following best practices** By providing visibility on what needs to be addressed and determining true best practices, establishing EA metrics to measure effectiveness and efficiency of EA services, and by prioritising EA efforts to focus on the on the right activities.
Aligns and redesigns EA services to the organisation needs By adopting a data-driven approach based on defining and monitoring EA metrics that measure the business value offered, the stakeholder satisfaction and the consumption levels of the EA services.	**Builds internal expertise in EA** At a sustainable pace that allows your EA function to build-on lucid, intelligible and compelling communication to key stakeholders on the composition and evolution of your organisation estate, whilst gaining agility to deliver the needed DDaT initiatives.

FEATURES	BENEFITS
Workshops, seminars, and coaching on EA principles, frameworks, and tools We conduct workshops, seminars, and coaching sessions on EA fundamentals and specialisations that empower your teams with the knowledge and skills needed to drive architecture excellence.	**Empowers EA teams to aptly manage and evolve architecture** Our service endows your EA teams with the expertise and knowledge needed to ensure that your architecture function elevates its business value and remains agile, adaptable, and responsive to changing business needs.
Guidance in selecting, implementing and using suitable EA tools Our service provides a comprehensive guidance covering aspects such as usability; support of frameworks and standards; ability to create/import/share models and artefacts; robust repository; tailored metamodel; administrative capabilities for control, security and collaboration; integration to a wider and automated EA ecosystem.	**Apt management of architectural assets through EA tools and automation** By adopting the right tools that enable the capture and analysis of information and context across different architecture landscapes and domains (Business, Application, Data and Technology) that effectively supports informed decision-making to evolve in line with strategy.
Establishes sound and adaptable EA governance Our flexible approach ensures that your EA function builds a consistent and coherent knowledge of the structure and composition of your organisation whilst striking a balance between control and innovation.	**Endows confidence in EA function and its complete organisation view** By sustainably growing your EA function, focusing on enriching your EA services and making them insightful to different stakeholders, growing from helpful to useful to influential.

FEATURES	BENEFITS
Digital Enablement and User-centric Service Transformation Our service provides your EA function with solid support to successfully unlock digital transformation, drive sustainable change, and deliver user-centric services, by enriching EA services, extending their reach to broader audiences, and underpinning the required flexibility to quickly adopt new technologies.	**EA function evolves in line with organisation needs and regulations** Our service ensures that your EA function builds and nurtures a clear line of sight with your organisation needs and regulations, whilst providing the flexibility and adaptability needed to respond to changing business and regulatory requirements.
Security, Business, Data, Information, Infrastructure, Application and Integration Reference Models We develop reference models that give you the needed traceability and line of sight between strategy and architecture, design and implementation; providing you with a comprehensive framework for managing your DDaT architecture effectively.	**Ensures sound systems and processes compliant with regulation** Our service equips your EA function with the visibility of dependencies between systems, process and projects; providing alignment between strategy and architecture, ensuring implementation is in line with objectives and regulation, whilst minimising risks.

Onboarding

At the outset of any engagement where we develop and deploy a service or capability, we prioritise a collaborative approach to ensure seamless integration and knowledge transfer, with the hope of establishing a solid foundation for ongoing partnership and success. Working closely with our clients we can craft a tailored onboarding plan that encompasses various approaches such as formal training, on-the-job training (OJT), computer-based training (CBT), or the identification and selection of client resources with the aptitude for continued operation.

Our commitment to facilitating a smooth transition extends to scenarios where we assume responsibility for the provision of any support, service, or capability from a client or previous contractor. In such cases, we work diligently to ensure that the transfer of knowledge and responsibilities is conducted efficiently and transparently. Additionally, should the situation necessitate, we are equipped to address Transfer of Undertakings (Protection of Employment) Regulations (TUPE) transfers, ensuring compliance and continuity for all parties involved.

Offboarding

In the event of project completion or the need for transition to another supplier, we prioritise a structured and orderly offboarding process to ensure a seamless exit and minimise disruptions. Our offboarding approach is characterised by careful planning, clear communication, and a focus on delivering value until the very end of our engagement.

A comprehensive assessment identifies any outstanding tasks, deliverables, or dependencies that need to be addressed prior to the transition. Through open dialogue and collaboration, we're able to develop a tailored offboarding plan that outlines the steps, timelines, and responsibilities involved in the transition process.

Our goal is to facilitate a seamless transition that preserves continuity, minimises risks, and enables our clients to seamlessly transition to their next phase of operations. By leveraging our expertise, resources, and commitment to excellence, we strive to leave a lasting positive impact on our clients' business outcomes, even as our engagement comes to a close.

Access to Data

Throughout the offboarding journey, we take proactive measures to facilitate ongoing access to client data. We provide comprehensive documentation outlining the location, format, and access procedures for client data, ensuring that relevant stakeholders have the necessary information to access and utilise the data effectively.

Throughout the offboarding period, our team remains available to provide ongoing support and assistance to client personnel, addressing any queries or concerns related to data access and ensuring a smooth transition of ownership and responsibility.

Security

Personnel Security

As a Specialist Cloud Service, the capability being offered is not limited to specific Impact levels (as it is not infrastructure, software or a platform) and can be used, subject to personal Security Clearance levels.

Reply consultants are mostly Security Cleared (SC), some have higher-level Developed Vetting (DV) clearances. We also have a pool of NPPV3 Consultants for Policing work. The majority of our work for both public and private sector clients is at IL2 but we work in the Official, Secret and Top-Secret domains.

Our hard and soft information security processes have been designed and approved by independent CESG CLAS accredited consultants.

Information Security

We are ISO27001, Cyber Essentials certified and our Quality Assurance processes are based upon and compliant with our ISO 9001 accreditation. Our Information Security processes are directly guided by our ISO27001 accreditation. We shall adhere to local information and other security policies and will apply local Security Operating Procedures (SOPs) as may exist. If such do not exist we shall apply our own SOPs.

Physical Security

The Main Reply Office (London, UK) is a Police Accredited Secure Facility (PASF) with access controls for each point of entry. All Laptops/Phones must be stored securely overnight. When working on a client-site our consultants adhere to client security policies.

Training & Knowledge Transfer

As part of the offboarding process and where such is required, we are keen to assist clients in developing their staff and supporting self-sufficiency, ensuring they are equipped with the skills and knowledge required to access, manage, and maintain systems put in place post-offboarding.

We are happy to discuss how best to assist in continuous professional development with a client. Our primary methods are through workshops, mentoring and guided on-the-job training, however we offer many flexible options – for example, we have the capability to develop and deploy "Apps" to support and deliver training options exploiting Portable User Devices such as tablets and smartphones. Through partners, we can also deliver more formal instructor led and computer-based training packages and Webinars.

Ordering and Invoicing Process

To begin the process, please contact glue.frameworks@reply.com with details of your organisation, role and high-level requirements.

Our Framework Manager will connect you to our experts and from here we will organise an introductory discussion to go into more detail and shape a proposed engagement that suits your needs.

We invoice for both fixed price and time and materials engagements one month in arrears. For fixed price engagements, this takes place upon completion of the deliverable(s), or in stages, if the size of the engagement is greater than £40,000 excluding VAT.

Payment terms are 30 days net of receipt of invoice.

Customer Responsibilities

1. Government Furnished Information (GFI)

The Consumer is responsible for the provision of such background information, including access to information systems, subject to Impact Level and personal security clearances that may be required to facilitate successful work package or project outcomes.

We include user requirements and system requirements in GFI. We can deploy various approaches to requirements elicitation and management from lower level MoSCoW method to use of more complex DooRs and MooD based requirements. We have developed and deployed our own simple requirements approach for small IT systems, CIDr (Critical, Important, Desirable requirements) which is configured to meet a client's needs including, justifications, benefits, dependencies, User Acceptance and Testing and any risks, issues and opportunities we identify at that stage.

2. Government Furnished Equipment (GFE)

We do not believe there is a requirement for any GFE, however, if such is determined as needed during any Work Package or project this shall be discussed and agreed with the Consumer.

3. Access

The consumer shall provide access passes for buildings as may be required for the duration of the project or work package, we shall provide evidence of security clearances as may be required by our consultants to support the work package or project. Access passes shall be handed back to appropriate security personnel on cessation of any work package or project.

4. Risks, Issues and Opportunities

We shall actively participate in the identification, analysis, management and mitigation of risks and issues and realisation benefits or opportunities and expect the same of the consumer. This may require us to be given access to relevant projects risks, issues and opportunities plans and tools for the work package or project.

5. Stakeholder Engagement

We are happy to and expect to assist in stakeholder engagement and expectation management at any and all levels and expect the consumer to have ensured that stakeholders are aware of our being engaged for any task. We are happy to draft and agree forms of words as introductions to stakeholders and use any approved message the consumer requires us to deliver or adhere to. We will utilise various approaches to Stakeholder Management including the facilitation, management and delivery of workshops which is a core skill. Stakeholder Management can be supported by a RACI (Responsible, Accountable, Consult, and Informed) Tool for more complex work packages, projects and programmes, which can be web enabled.

6. Place of Work

We will work from any stated client site or sites, including international sites, or from our Head Office at 38 Grosvenor Gardens, SW1W 0EB in Central London. We encourage Home Working where it is appropriate, the client agrees and the information we are using is unclassified. Work at a main client site is included in our quoted price. Work at other sites is normally covered by an agreed Travel and Subsistence T&S Limit of Liability (LoL). T&S rates are covered in the separate T&Cs Document.
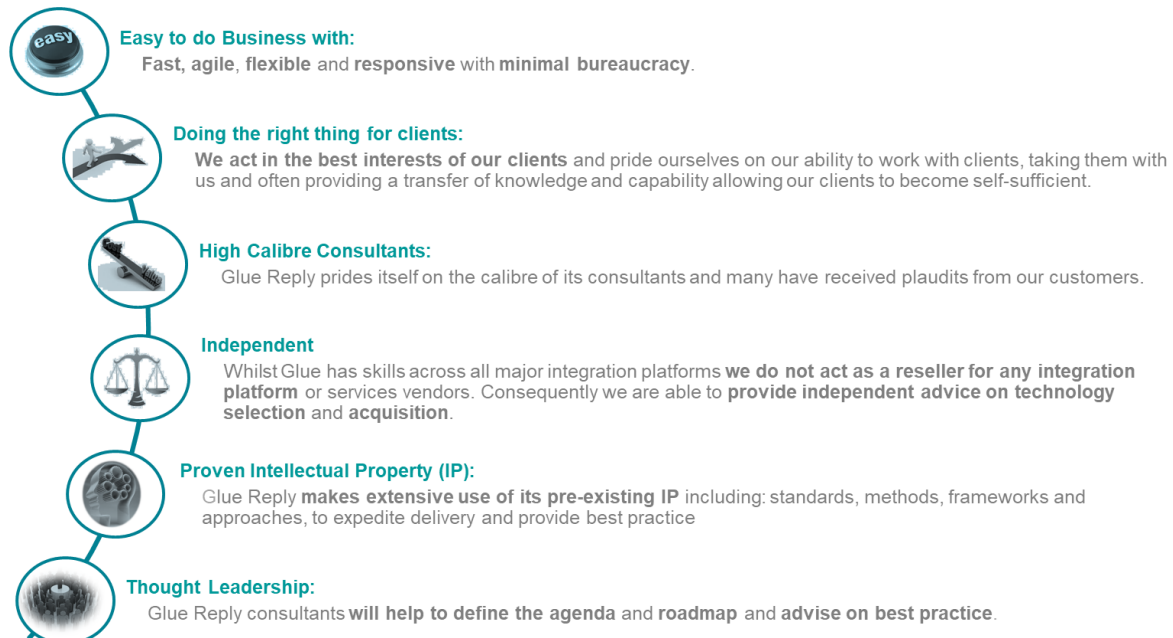
ABOUT REPLY

About Glue Reply

Glue Reply is a UK based outcome focused strategy & enterprise architecture specialist, trusted by public and private sector organisations alike to solve complex problems, focused exclusively on optimising IT/business alignment and minimising the cost of business and technology change. Our core proposition is to help organisations maximise the value from their change and technology investments by helping them define, design, implement and resource best practice. We help our clients succeed by turning strategy into tangible solutions and vision into practical outcomes.

Glue Reply as an SME type organisation, with the stable backing of the wider Reply group, offers the agile, collaborative behaviours, coupled with Government and technical insight (architecture, design, cloud services, IT investment) to act as IT Strategic Technology Partner providing professional services for a range of technologies. We follow a model of agile, collaborative delivery in which we focus on the value we can provide in delivering projects, expanding knowledge and driving innovation. We work with internal teams, multidisciplinary teams and other suppliers to achieve our common goals with a high level of quality throughout. We have over 20 years' experience of proactively collaborating and partnering with other delivery teams and cross-cutting functions across a wide portfolio in complex government programmes. Our approach, based on tailored agile methodologies, incorporates managing major changes and reacting to evolving changes. We strive to automate, simplify and improve across every programme we deliver.

Easy to do Business with:
Fast, agile, flexible and responsive with minimal bureaucracy.

Doing the right thing for clients:
We act in the best interests of our clients and pride ourselves on our ability to work with clients, taking them with us and often providing a transfer of knowledge and capability allowing our clients to become self-sufficient.

High Calibre Consultants:
Glue Reply prides itself on the calibre of its consultants and many have received plaudits from our customers.

Independent
Whilst Glue has skills across all major integration platforms we do not act as a reseller for any integration platform or services vendors. Consequently we are able to provide independent advice on technology selection and acquisition.

Proven Intellectual Property (IP):
Glue Reply makes extensive use of its pre-existing IP including: standards, methods, frameworks and approaches, to expedite delivery and provide best practice

Thought Leadership:
Glue Reply consultants will help to define the agenda and roadmap and advise on best practice.

About Reply

Reply is a company that specialises in Consulting, Systems Integration and Digital Services with a focus on the conception, design and implementation of solutions based on the new communication channels and digital media.

Reply partners with key industrial groups in defining and developing business models made possible by the new technological and communication paradigms such as Artificial Intelligence, Big Data, Cloud Computing, Digital Communication, the Internet of Things and Mobile and Social Networking. In so doing, it aims to optimise and integrate processes, applications and devices.

Reply's offer is aimed at fostering the success of its customers through the introduction of innovation along the whole economic digital chain. Given its knowledge of specific solutions and due to a consolidated experience, Reply addresses the main core issues of the various industrial sectors.

Through its network of specialist companies, Reply supports some of Europe's leading industrial groups in Telco & Media, Industry & Services, Banks & Insurance, and Public Administration to define and develop business models, suited to the new paradigms of Artificial Intelligence, Big Data, Cloud Computing, Digital Media and the Internet of Things.

We make innovation happen

We started with a small team and a purpose: to help the digital revolution happen. Today, we are a team of more than 14,600 people in 16 different countries but we still have the same DNA, made up of agile, vertical task forces and an inner passion for innovation.

We are a decentralized network of specialised companies

Among Replyers, you will find passionate geeks, visionary strategists, and creative minds, each with sharp skills in a specific business, who cooperate together and never stop learning from each other.

Make forward, act sustainably

We know a sustainable future is possible and technology can be a strong asset to reach it. As leaders in digital transformation, we push for change and operate in full accordance with the highest ethical standards and with respect for the rights of future generations.