TECHNICAL BUSINESS ANALYSIS FOR CLOUD SERVICES

G-CLOUD 14

SERVICE DEFINITION DOCUMENT

Author	Created	Version	Changes
PDD	05/02/2024	1.0	Created

Table of Contents

OUR SERVICE

Service Description

Our technical business analysts specialise in cloud-based solutions offering expertise in translating business needs into cloud-specific technical requirements identifying technical dependencies, risks and opportunities. They collaborate with development teams to design and implement cloud solutions, evaluate existing systems for cloud migration or enhancement opportunities, facilitate cloud integration efforts, and provide technical support throughout the deployment lifecycle. Their role ensures that cloud-based projects align with business objectives while leveraging the capabilities and advantages of cloud technologies.

Features

- Conducting GDS Compliant technical business analysis within digital service settings, utilising either agile or waterfall methodologies.
- Definition of business objectives, requirements, drivers, and vision
- Work closely with development teams to design and execute cloud-based solutions
- As-is analysis, gap analysis and planning for Cloud and Service migration
- Requirements documented using User Stories, functional requirements, non-functional requirements, customer journey maps, prototypes, UML diagrams or most relevant artefact and methodology
- Stakeholder analysis and management
- Digital Enablement and Service Transformation
- Cloud Assessments and integration planning and implementation
- Ensuring the alignment and commitment of the team, clients, and suppliers.
- Service and Tool Selection for Cloud PaaS/IPaaS/MIPaaS

Benefits

- Reduction in complexity, ICT and Cloud Service risk
- Improvement in IT reputation through increased business focus
- Service Rationalisation with productivity improvements
- To-be state defined with optimised processes
- Better defined, aligned and managed IT to business capabilities

- Effective decision making, increased engagement and excellent communication
- Agile, Scrum, Waterfall or customised methodology to support with requirements and development
- Understanding Enterprise/IT readiness for Cloud service use
- Ensure buy-in from the team, clients and suppliers
- Understand what Service delivery via Cloud means for an organisation

Onboarding

At Reply, we understand the importance of a smooth and seamless onboarding process to ensure our clients' needs are met from the very beginning. Here's how we onboard our clients into our services:

Initial Consultation:

We start by scheduling an initial consultation with the potential client to understand their specific needs, challenges, and objectives. This consultation allows us to gain valuable insights into their business and tailor our services to meet their requirements.

Discovery Phase:

Following the initial consultation, we conduct a thorough discovery phase where we delve deeper into the client's business processes, existing IT infrastructure, and future goals. This phase helps us identify areas of opportunity and determine the best approach to address their needs.

Proposal Presentation:

Once we have gathered all necessary information, we prepare a comprehensive proposal outlining the scope of work, deliverables, timeline, and pricing. During the proposal presentation, we walk the client through our proposed solution, addressing any questions or concerns they may have.

Onboarding Kick-off Meeting:

Upon acceptance of the proposal, we schedule an onboarding kick-off meeting to officially kickstart the project. During this meeting, we introduce key team members, discuss project goals and objectives, and establish clear communication channels and expectations.

Collaborative Planning:

We work closely with the client to develop a detailed project plan, outlining milestones, timelines, and responsibilities. This collaborative planning ensures that everyone is aligned and committed to the project's success from the outset.

Regular Updates and Communication:

Throughout the onboarding process, we provide regular updates and maintain open lines of communication with the client. This ensures transparency and allows us to address any issues or challenges proactively.

Training and Support:

As part of our onboarding process, we offer training and support to ensure that the client's team is fully equipped to leverage our services effectively. This may include training sessions on new tools or methodologies, as well as ongoing support to address any questions or concerns that may arise.

Continuous Improvement:

Finally, we believe in continuous improvement and feedback. We encourage open communication with our clients and regularly seek feedback to ensure we are meeting their needs and expectations. This allows us to adapt and refine our approach as needed to drive maximum value for our clients.

Offboarding

At Reply, we understand that offboarding is just as important as onboarding in ensuring a positive experience for our clients. Here's how we handle the offboarding process:

Exit Strategy Development:

Before the project begins, we collaborate with the client to develop an exit strategy. This strategy outlines the steps and procedures for transitioning out of our services, whether it's the completion of the project or the decision to transition to another supplier.

Transition Planning:

If the client decides to transition to another supplier, we work closely with them to develop a transition plan. This plan includes transferring knowledge, documentation, and any ongoing responsibilities to the new supplier to ensure a seamless transition.

Knowledge Transfer:

We facilitate knowledge transfer sessions to ensure that the client's team is fully equipped to take over any ongoing responsibilities. This may include training sessions, documentation reviews, and shadowing opportunities to ensure a smooth handover.

Final Review and Feedback:

Once the transition is complete, we conduct a final review with the client to ensure that all deliverables have been met and any outstanding issues have been resolved. We also seek feedback from the client to understand their overall satisfaction with our services and identify areas for improvement.

Closure and Documentation:

We ensure that all project documentation, including deliverables, reports, and communication records, are properly organised and handed over to the client. This ensures that the client has access to all necessary information even after our engagement has ended.

Maintaining Relationships:

Although our formal engagement may come to an end, we strive to maintain positive relationships with our clients beyond the offboarding process. We remain available to address any questions or concerns that may arise and welcome the opportunity to work together again in the future.

Access to Data

Ensuring access to client data upon exit is crucial to maintaining transparency, compliance, and continuity for our clients. Here's how we will handle access to client data:

Data Ownership Agreement:

Before the start of the project, we establish a clear data ownership agreement with the client. This agreement outlines who owns the data generated or collected during the project and defines the terms of access and use.

Data Management Protocols:

Throughout the project, we implement robust data management protocols to ensure the security, integrity, and confidentiality of client data. This includes encryption, access controls, and regular backups to prevent data loss or unauthorised access.

Data Handover Process:

Upon exit, we facilitate a structured data handover process to ensure that the client retains access to all relevant data. This may include transferring data files, databases, documentation, and any other relevant materials to the client's designated storage or systems.

Documentation and Metadata:

In addition to the data itself, we provide comprehensive documentation and metadata to accompany the data handover. This documentation includes descriptions of the data, its structure, and any relevant context or insights to facilitate its use by the client.

Access Permissions:

We ensure that access permissions to client data are appropriately managed during the offboarding process. This includes revoking access for team members who are no longer involved in the project and updating access controls to reflect the client's requirements.

Compliance with Regulations:

We adhere to all relevant regulations and industry standards governing data protection and privacy, such as GDPR. Our data handover process is designed to ensure compliance with these regulations and to protect the client's data rights.

Client Verification and Acceptance:

Before finalising the data handover, we verify with the client that they have received all necessary data and documentation and that they are satisfied with the completeness and accuracy of the handover.

Ongoing Support:

Even after the data handover is complete, we remain available to provide ongoing support and assistance to the client as needed. This includes addressing any questions or concerns related to the data handover and providing guidance on data management best practices.

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 (SyOPs) as may exist. If such do not exist we shall apply our own SyOPs.

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.
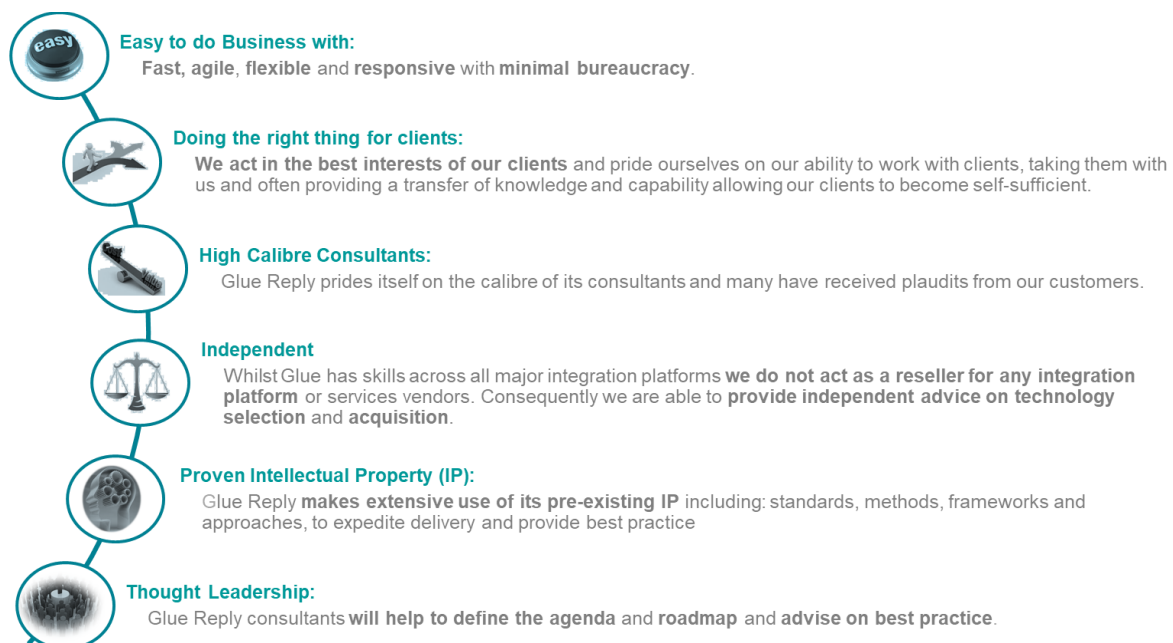
Customer Responsibilities

1. Single Point of Contact: We will require a single point of contact from the buyer to facilitate the kick-off of our services and coordinate internal resources alongside our teams.

2. Participation: We will require participation and attendance at meeting from relevant stakeholders as agreed with the buyer. For example, conducting user-research with end or prospective users of our solutions.

3. Meeting Deadlines: Where Reply request information or documentation with the customer, the buyer will provide, upon reasonable request, within reasonable timescales as to allow us to continue our service delivery unimpeded.

4. Governance: We form steering committees or governance boards where appropriate and require senior buyer stakeholders to attend to allow us to report on progress and facilitate decision-making.

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