DATA MATURITY ASSESSMENT

G-CLOUD 14
SERVICE DEFINITION DOCUMENT

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REPLY
GLUE

OUR SERVICE

Service Description

Exec Summary

Collaborative prioritisation, planning and delivery of your Data Maturity Assessments (DMA), aligned with Central Digital and Data Office requirements. Unlocks immediate insights to inform your data strategy. Proven track record in public and private sectors leveraging deep data capability knowledge to assess accurately and quickly with minimal disruption.

Overview

Understanding your organisation's level of data maturity is foundational to unlocking its full potential in today's data-driven landscape. At Glue Reply, drawing upon our extensive experience spanning both public and private sectors, we have experienced specialists providing comprehensive Data Maturity Assessments (DMA).

Most departments and larger organisations will have completed initial DMA for a selected area in 2023, as requested by CDDO. We can assist with initiating DMA, expanding the scope into new areas or comprehensively completing the DMA for the organisation. We can also assist with continual assessment.

We provide invaluable assistance throughout the entire process and work closely with you; from conducting assessments to reporting results and communicating findings. By closely examining the alignment of your data capabilities with your organisation's strategies, priorities, KPIs, and objectives, we can pinpoint appropriate target maturity levels and recommend priority initiatives to propel your data capabilities forward strategically.

We can also serve as a dynamic knowledge-sharing hub, fostering collaboration between government entities and the private sector to drive innovation and disseminate best practices. Leveraging frameworks honed through real-world industry use cases, we can expedite delivery while ensuring a nuanced understanding of your organisation's current data maturity. Importantly, our expertise in data regulations and the intricacies of the public sector landscape allows us to mitigate risks effectively, ensuring compliance and safeguarding sensitive data.

At their core, our Data Maturity Assessments are about providing actionable insights, fostering collaboration, and laying the groundwork for sustainable growth and innovation in the ever-evolving data landscape.

How can we help?

A roadmap aligned with business objectives: We can help clients refine priorities and establish a roadmap that aligns closely with their business objectives. By evaluating the current state of data maturity and understanding the strategic goals, Glue Reply ensures that the DMA process contributes directly to advancing the organisation's overall objectives.

Define scope, focus and resources: We can help define the scope, focus, and resource requirements for each priority area identified within the Data Maturity Assessment, ensuring that efforts are efficiently allocated and targeted toward areas where improvement will yield the most significant impact.

Assessment delivery: We provide comprehensive assistance throughout the entire DMA process, from conducting assessments to generating detailed reports and effectively communicating results. We ensure that the findings are presented clearly and comprehensively, empowering stakeholders to make informed decisions based on actionable insights derived from the assessment outcomes.

Robust evidence gathering: To assess an organisation's data maturity accurately, we gather evidence through a combination of interviews and review of pertinent information. A holistic approach, we ensure that all aspects of data management are evaluated, providing a robust foundation for informed decision-making and strategic planning.

Alignment with priorities, KPIs, and objectives: We evaluate the alignment of data maturity with the organisation's overarching strategies, priorities, key performance indicators (KPIs), and objectives. By ensuring coherence between data initiatives and broader organisational goals, Glue Reply facilitates the development of data-driven strategies that drive tangible business outcomes.

Appropriate target maturity levels and priority initiatives: Based on assessment outcomes, we can identify the most suitable target maturity levels for the organisation and recommend priority initiatives to bridge the gap between the current and desired

states. This strategic guidance enables organisations to focus their efforts on initiatives that will yield the most significant improvements in data maturity and operational effectiveness.

Sharing knowledge across government and private clients: Glue Reply fosters a culture of knowledge sharing by reflecting on DMA experiences and insights gained from engagements across various government and private sector clients. This collaborative approach ensures that best practices are shared, lessons learned are leveraged, and innovation is cultivated, benefiting both current and future clients.

DMA experience across public and private sector: As a trusted delivery partner with extensive experience in Data Maturity Assessment across both public and private sectors, we bring a wealth of expertise to every engagement. We have a proven track record which ensures that clients receive tailored solutions that are grounded in real-world experience and best practices, driving measurable results and organisational growth.

Why Glue Reply?

A clear prioritised roadmap: We strive to offer a clear, prioritised roadmap tailored to your organisation's specific needs and objectives. By thoroughly analysing your current data capabilities and identifying areas for improvement, we can help you outline a strategic plan that aligns with your organisational goals. A well-designed roadmap ensures that resources are allocated efficiently, focusing on the most critical areas for enhancing data maturity and driving tangible business outcomes.

Minimising the DMA workload on your staff: With Glue Reply's DMA service, you gain access to a team of experts who specialise in data maturity assessment and implementation. Our experienced professionals take on the heavy lifting, allowing your staff to focus on their core responsibilities. By leveraging our expertise, you can streamline the DMA process, saving time and resources while still achieving comprehensive insights and actionable recommendations.

Frameworks developed with real industry use cases: We accelerate the delivery of DMA results by leveraging frameworks with proven industry use cases. By drawing on best practices and lessons learned from diverse industries, we ensure that our

approach is both effective and tailored to your specific context, driving rapid progress towards enhanced data maturity.

A “line-by-line” understanding of maturity: We conduct a thorough assessment of your data infrastructure, processes, and governance mechanisms, identifying strengths, weaknesses, and areas for enhancement. This granular analysis enables us to provide targeted recommendations that address your organisation's unique challenges and opportunities, laying the foundation for improved data maturity.

Our expertise reduces risks: We have extensive expertise in data regulations and public sector requirements, reducing risks associated with non-compliance and data governance issues. By leveraging our deep understanding of compliance frameworks and industry best practices, clients can enhance data maturity with confidence and peace of mind.

Actionable insights to inform your data strategy: By translating complex data assessments into clear recommendations and priorities, we empower you to make informed choices that drive business value. Our insights can help you chart a course towards improved data maturity without getting bogged down.

Facilitating cross-government and industry collaboration: Glue Reply's DMA commonly facilitates cross-government and industry collaboration by fostering knowledge sharing and partnership opportunities. Through our collaborative approach, we bring together stakeholders from diverse sectors to exchange insights, best practices, and lessons learned. By leveraging collective expertise and resources, we can accelerate client progress towards common goals, such as enhancing data maturity, fostering innovation, and driving societal impact

Our overall approach, skills and experience with developing and executing data strategies are described below.

GLUE REPLY – WHAT WE ARE SEEING

ENTERPRISES ARE FINDING THAT BUSINESS USERS AND CLIENTS ARE BECOMING MORE DATA LITERATE BUT EXISTING DATA INFRASTRUCTURE AND WAYS OF WORKING CANNOT SERVICE THE NEEDS OF THE BUSINESS

Common challenges we have seen preventing organisations from gaining value from their data include:

Business Users are frustrated with the lack of high quality data to enable self-service	Business demand for data products is not being met leading to proliferation of tactical solutions	IT Led Data Solutions not enabling Business Value Streams	Time to deliver Data Projects is too long, too expensive and not sustainable	Data Strategies are monolithic and are not delivering incremental Business Value

This has left many organisations in a situation where:

DATA TEAMS STRETCHED TO CAPACITY

These challenges and a lack of a performant Modern Data Architecture means that Data Teams are stretched to capacity to just "keep the lights on" and create tactical ad-hoc solutions to meet pressing demand such as regulatory change leaving *now* capacity to make impactful strategic change.

COMPLEXITY & COSTS INCREASING

The firefighting approach to meet immediate demand and short-term priorities has led to legacy systems being in place long beyond their planned lifetimes and the increase of tactical & inefficient solutions have been embedded into the data landscape increasing complexity and cost.

GLUE REPLY – WHAT GOOD LOOKS LIKE

WE HAVE CONSOLIDATED OUR EXPERTISE AND MODERN DATA ARCHITECTURE THOUGHT-LEADERSHIP TO IDENTIFY WHAT GOOD LOOKS LIKE AND HOW IT CAN BE DELIVERED VIA AN ENTERPRISE DATA MARKETPLACE

A MODERN APPROACH TO LEVERAGING VALUE FROM DATA

TRUSTED	AGILE	SELF-SERVICE	CONSISTENT	INNOVATIVE	ECONOMICAL
Data Services and Products are available in the Marketplace expose curated, clean and governed data to data consumers	Domains are empowered and enabled to lead the design and delivery of Data Product via enterprise Centre of Excellences	Data is democratised via user-friendly tooling to access and "know" the data in the right context and use cases	Data Owners and stewards are given the tools to be able to actively own their data and monitor data quality and remediate issues	The availability of trusted datasets and systems provide the foundations to unlock advanced analytical use cases within the enterprise	Promotes re-use of trusted data services & products. And enables cost-effective delivery of data products preventing proliferation of data systems & silos

A DATA DRIVEN ORGANISATION

DATA MARKETPLACES – WHERE GOVERNED, HIGH QUALITY DATA IS MADE AVAILABLE TO DATA CONSUMERS TO DRIVE BUSINESS OUTCOMES

DELIVERING DATA TO THE BUSINESS

Glue Reply, have synthesised our expertise and best in current innovation in the data space and technology and produced a **Data Marketplace Framework**.

This approach enables organisations to move to a model where they can effectively use their Data when and where it's needed. Key to achieving this is actually democratizing access to data and removing silos across an organisation.

GLUE AFFINITY REPLY

Glue Affinity Reply is an outcome focused **Enterprise Architecture** & **Data Strategy** specialist, trusted by public and private sector organizations alike to solve complex problems. Glue Affinity Reply helps its clients succeed by turning strategy into tangible solutions and vision into practical outcomes. Glue Affinity Reply diagnoses the challenges and advise on the way to make real impact – enabling its clients to deliver.

Strategy & Architecture

Defining the future IT Strategy to deliver the capabilities required by the business and the architecture to underpin this.

Data Governance

Helping organisations unlock the value of strategic asset that is their data through defining a common data structure and aligning the overall architecture to the business needs.

Integration & Automation

Defining and delivering best in class solutions that meet the needs of the Enterprise. Enabling organisations to exploit effective technology and business integration.

Data Enablement

Enablement of Next Gen Data Platforms and the establishment of good data modelling and data quality practices to support effective business decision making and value realisation

Business Change

Enabling strategic business change, process optimisation and use centred design. Ensuring that people and process are at the heart of any technology change.

GLUE AFFINITY REPLY - DATA EXPERTISE

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

Data Outcomes

Glue Reply are a Data Enablement specialist who accelerate clients to realise new data capabilities, deliver business value and establish enterprise wide control

We help organisations unlock the value of the strategic asset that is their data through defining a common data structure and aligning the overall architecture to the business needs

Enablement of Next Gen Data Platforms and the establishment of good data modelling and data quality practices to support effective business decision making and value realisation

Data expertise in Public Sector

Glue Reply have extensive experience providing Data Governance, Architecture and Enablement advisory across the Public Sector including Major Government Departments, Local Councils and Public-private partnerships

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.

SAMPLE ACCREDITATIONS

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

Microsoft Solutions Partner

Microsoft Solutions Partner: Demonstrate technical capabilities, experience, and ability to deliver successful customer outcomes aligned to the Microsoft Cloud. Advanced Specializations: Validate deep technical expertise in specific technical scenarios aligned to the Microsoft Cloud.

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.

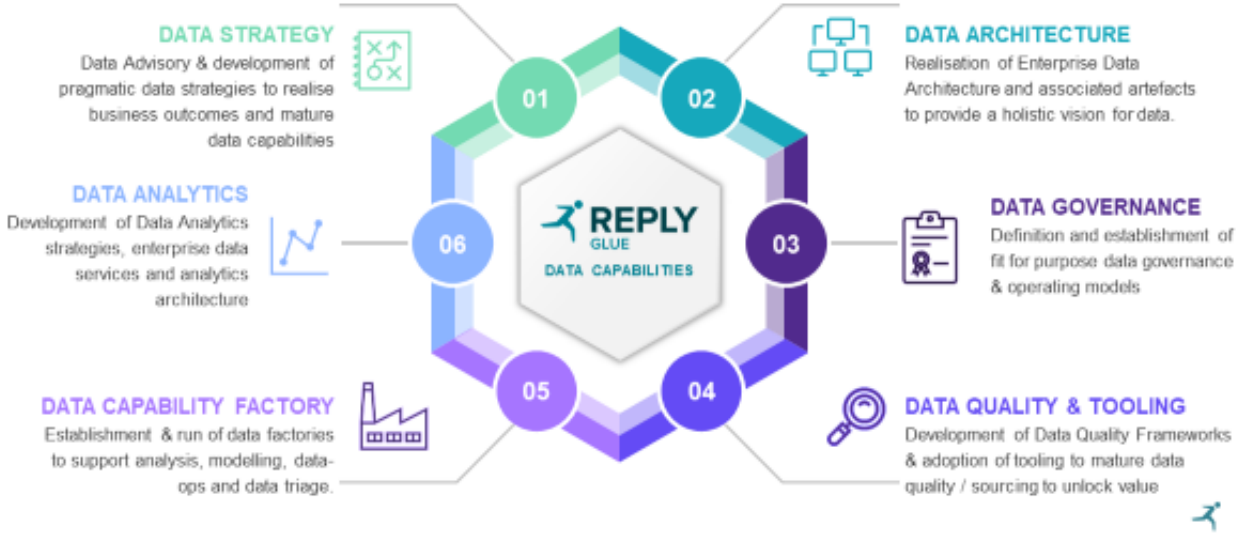
Our focus is on improving Data Governance across Financial Services.

BCS Approved Organisation

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

OUR DATA CAPABILITIES

ENABLING ORGANISATIONS TO REALISE VALUE FROM THEIR DATA THROUGH EFFECTIVE ARCHITECTURE, GOVERNANCE AND ENABLEMENT



OUR DATA ACCELERATORS

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

Service Features and Benefits Summary

FEATURES	BENEFITS
Refining priorities and roadmap for DMA aligned with business objectives	Clear prioritised roadmap for DMA across the organisation
Define scope, focus and resources required per priority area	Expertise to minimise the workload of DMA on your staff
Assistance with delivering the assessments, reporting and communicating results	Accelerated delivery through frameworks developed with real industry use cases
Gathering evidence through interviewing and review of information	Comprehensive line-by-line understanding of maturity of current data capabilities
Assessing alignment with the organisation's strategies, priorities, KPIs and objectives	Our expertise in data regulations and government standards reduces risks
Identifying appropriate target maturity levels and recommending priority initiatives	Actionable insights to inform your data strategy.
Reflecting and sharing knowledge across government and our private clients	Facilitating cross government and industry collaboration and knowledge transfer upskilling
Delivery partner with DMA experience across public and private sector	Leads to better data to improve decisions
Can help with benchmarking performance	Leads to improved public services
Can help with continual assessment	Leads to greater efficiency, security

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

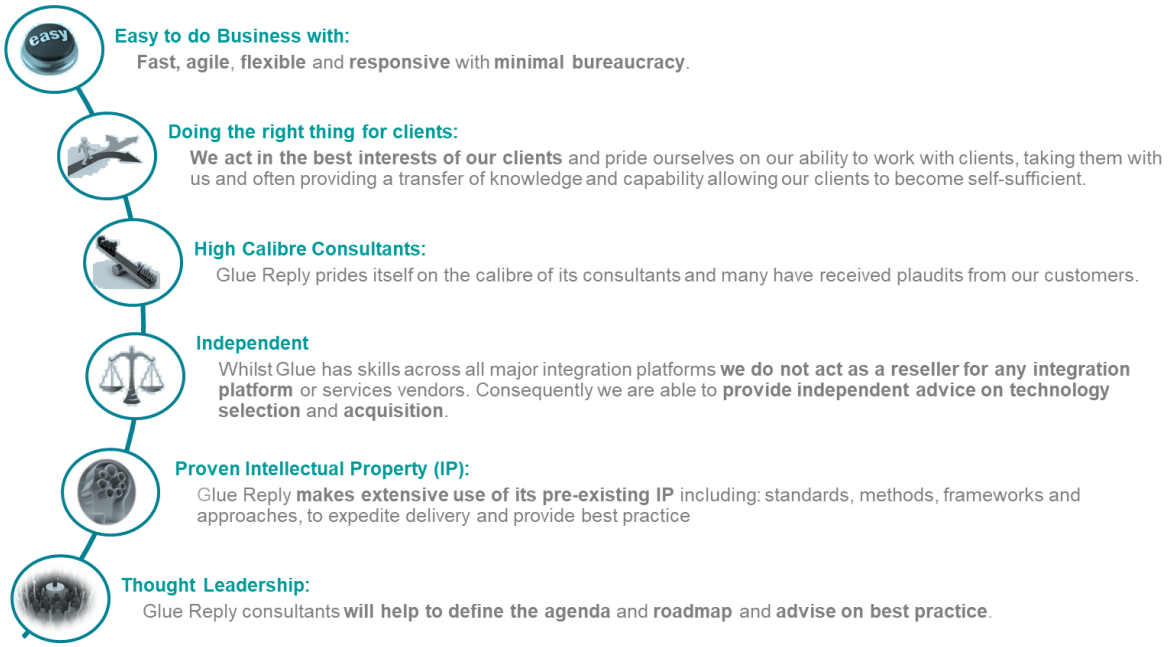
We will work from any stated client site or sites, including international sites, or from our Head Office at 38 Grosvenor Gardens, SW1W 0EB in Central London. We encourage Home Working where it is appropriate, the client agrees and the information we are using is unclassified. Work at a main client site 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.



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.