CLOUD STRATEGY, READINESS AND MIGRATION

G-CLOUD 14
SERVICE DEFINITION DOCUMENT

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REPLY
GLUE

OUR SERVICE

Service Description

Exec Summary

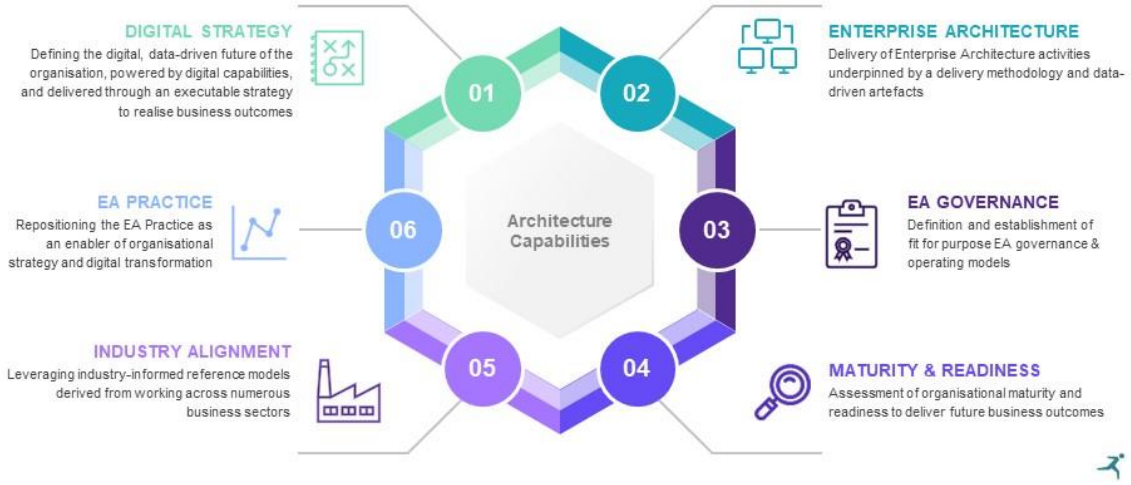
Development of a holistic cloud strategy including assessment, readiness, vision and roadmap, for a single application or larger portfolio, and covering people, process, technology and data, to migrate or complete full migration to the cloud. Our business outcome-driven approach ensures tangible value and realisation of business objectives.

Overview

Our Cloud Strategy, Readiness, and Migration service empowers your organisation to embark on a seamless journey to the cloud. We develop comprehensive cloud strategies tailored to your unique needs, covering all aspects of migration, including assessment, readiness, vision, and roadmap. By leveraging our business outcome-driven approach, we ensure delivery of tangible value and the realisation of your business objectives throughout the migration process.

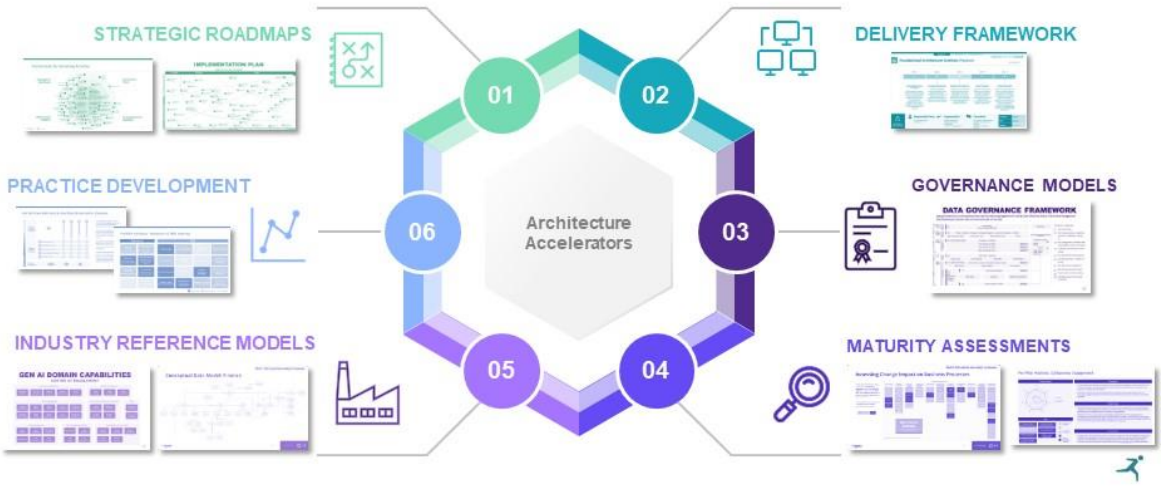
OUR CAPABILITIES

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



OUR ACCELERATORS

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



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

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
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
Assesses, plans, and develops your cloud migration strategy We conduct thorough assessments, strategic planning, and development of your cloud migration strategy, ensuring a successful transition. Our holistic approach also assists with the definition of your target operating model.	**Reduces complexity and mitigates risks in delivering cloud services** Our service reduces complexity and mitigates risks associated with cloud migration, ensuring a smooth and successful transition to the cloud whilst minimising disruption to your operations.
Supports Mission Four of the CDDO Digital Future roadmap By ensuring your cloud migration initiatives contribute to a modernisation and optimisation of your organisation estate delivering efficient, secure and sustainable technology.	**Facilitates infrastructure simplification and acceleration of cloud migration** By enabling your organisation to modernise the technology stack in line with your needs and objectives, and unlock new opportunities for innovation and efficiency sooner. **Delivers cost-effective, efficient, scalable, sustainable, secure and resilient technology** By modernising, securing and enhancing the sustainability of your technology stack. We enable a joined-up approach to buy and build new technology and faciliate adoption of new technologies such as Artificial Intelligence (AI).

FEATURES	BENEFITS
Can adhere to CDDO Cloud First Policy Our service can ensure prioritisation of public cloud and SaaS over PaaS and IaaS whenever feasible, and provide sound advice to select the most suitable cloud solutions that will empower cost-effective, efficient and user-centric public services.	**Uses higher-level Cloud services to quickly deliver business value** Leveraging higher-level cloud services, we rapidly deliver business value and tangible results, whilst enabling your organisation to be agile and responsive to evolving demands and opportunities in the digital landscape.
Ensures Cloud technology fit with government standards, policy and regulations We ensure the cloud technologies we recommend comply with government standards, policies, and regulations, ensuring regulatory compliance in your cloud initiatives.	**Fosters SaaS, and uses PaaS and IaaS when needed** Our service fosters the adoption of SaaS over PaaS and IaaS supporting adoption of cloud services that modernise your estate and simplify cloud hosting.
Supports Mission One of the CDDO Digital Future roadmap By ensuring your cloud migration initiatives contribute to a modernisation and optimisation of your organisation estate delivering efficient, secure and sustainable technology.	**Ensures cloud migration delivers great services and the right outcomes** By ensuring that cloud migration leverage the delivery of secure, efficient and user-centric services. We enable your organisation to enhance service delivery, improve user experience, and achieve the right outcomes.

FEATURES	BENEFITS
Supports Mission Six of the CDDO Digital Future roadmap By ensuring your cloud migration initiatives contribute to a modernisation and optimisation of your organisation estate delivering efficient, secure and sustainable technology.	**Service wrapper with product-centric and agile approach** Our service wrapper adopts a product-centric and agile approach, ensuring that your cloud migration initiatives are delivered with speed, flexibility, and adaptability to meet changing business requirements and regulations.
Cloud and Service Readiness and IoT Maturity Assessment Assessment of your workloads covering aspects such as infrastructure (including IoT), application portfolio, data, performance & scalability, security compliance and risk; as well as business impact and your organisation's culture and skills.	**Identifies Change Readiness, Risk and Complexity levels** Our thorough assessment helps you understand your readiness for cloud migration; the risks and challenges implicit in your DDaT initiatives. We also assist in identifying opportunities for simplification of your DDaT estate, assess the risks involved, and place recommendations for cloud strategy.
Cloud Workload assessment and Strategy Review Comprehensive coverage including: application architecture (monolith vs microservices); data architecture, volumes, sensitivity and compliance; vendor lock-in and technology stack compatibility; broad aspects of performance, scalability, security, costs, operations support, and alignment to business objectives.	**Addressing and Aligning Cloud Workloads to objectives** Our iterative approach ensures continuous improvement by continuously reassessing workloads, optimising resource allocation, and refining your cloud migration strategy to adapt to evolving requirements and business objectives, enabling continuous delivery of great digital services.

FEATURES	BENEFITS
Cloud migration roadmap for your organisation The roadmap outlines the plan, timeline, and key milestones for migrating your applications, data, and infrastructure to the cloud. It provides structure and support to guide your organisation through the journey of cloud adoption and migration.	**Alignment and Clear path to deliver digital transformation** A well-defined cloud migration roadmap serves as a strategic guide for embarking on their cloud journey, helping to navigate complexities, minimise risks, and deliver value early. It supports alignment between business objectives and DDaT services.

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

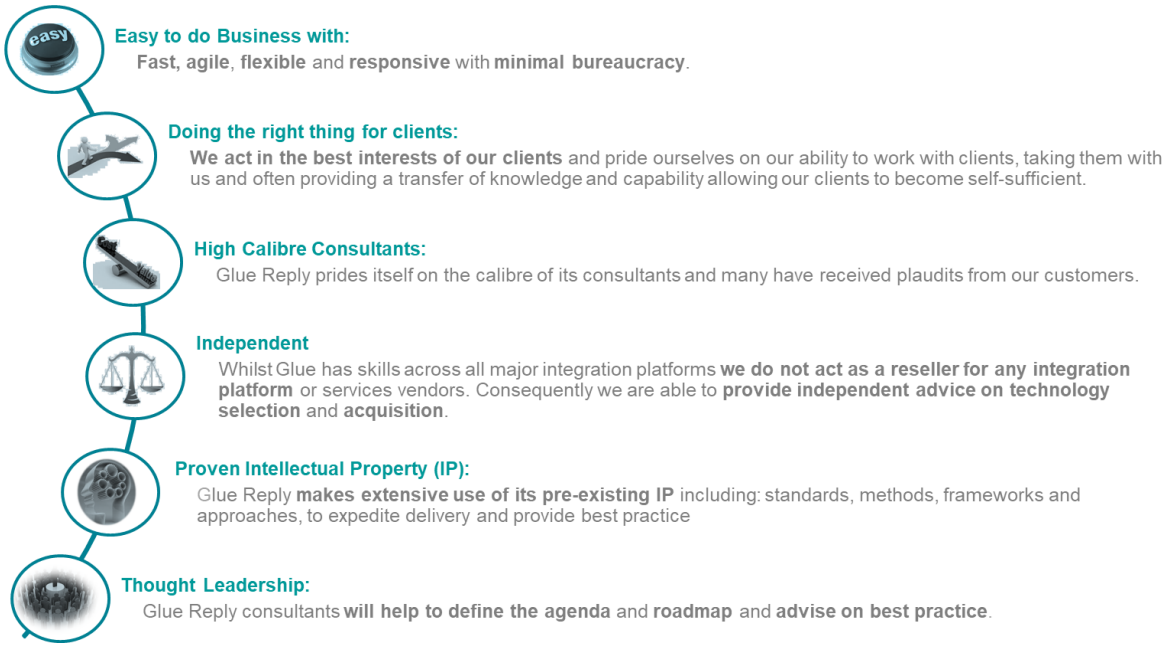
We will work from any stated client site or sites, including international sites, or from our Head Office at 38 Grosvenor Gardens, SW1W 0EB in Central London. We encourage Home Working where it is appropriate, the client agrees and the information we are using is unclassified. Work at a main client site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