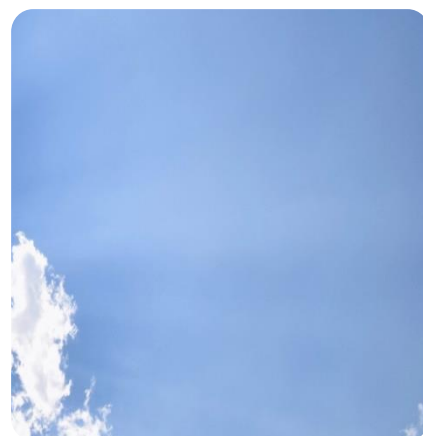
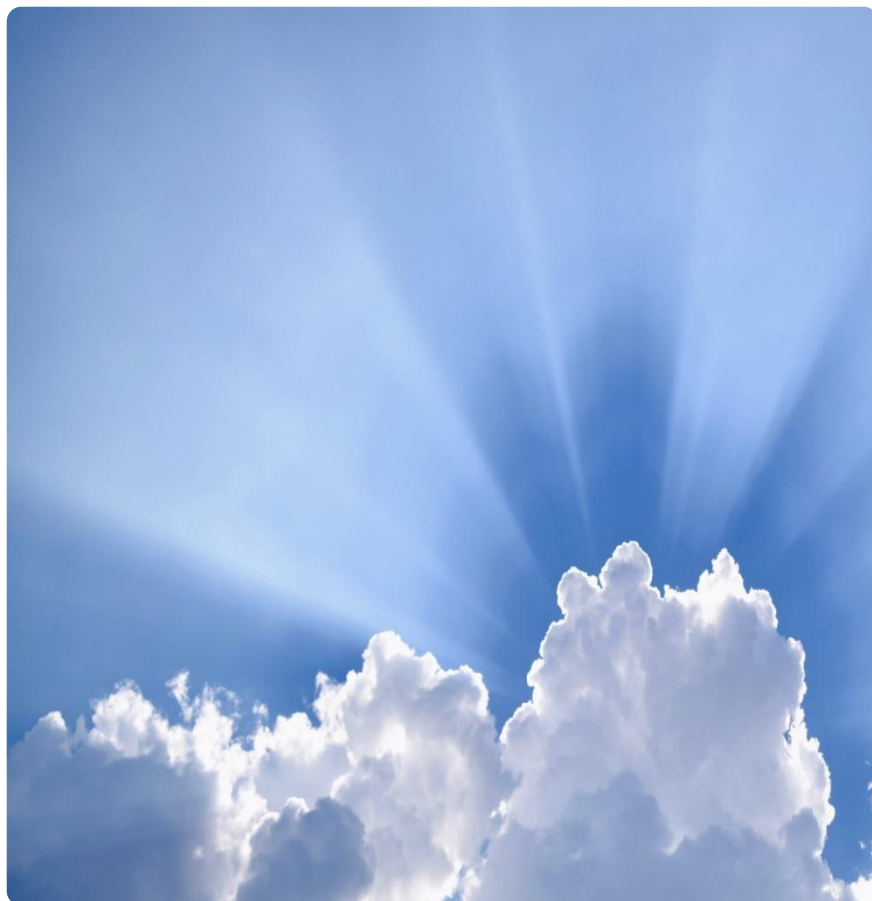




Crown
Commercial
Service



Service and Process Automation

GCloud Service Description

Bringing Ingenuity to Life.
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Contents

1	SERVICE AND PROCESS AUTOMATION	4
1.1	Short Service Description	4
1.2	Key Service Features	4
1.3	Key Service Benefits	4
1.4	Service Definition	4
1.5	Why PA?	5
1.5.1	Social Value	6
1.5.2	Security Clearance	8
1.5.3	Next Steps	8

1 SERVICE AND PROCESS AUTOMATION

1.1 Short Service Description

Many services are burdensome for end-users and staff that fulfil them, responsible use of AI and automation can improve user, staff and management experiences, and deliver better outcome for all. We leverage the power of the cloud, data enablement and better processes to deliver better outcomes for all.

1.2 Key Service Features

1. User centered design ensuring inclusive and effective service delivery
2. Focus on user experience and business outcomes before technology
3. End-to-end process simplification to lower burdens and exploit automation
4. Knowledge of how to leverage cloud (e.g. Co-pilot, PowerPlatform)
5. Ability to balance needs of users/citizens, staff and management
6. Ability to manage and align stakeholders on future states
7. Business change capability to support transition and adoption
8. Technical and data architecture skills for integration and development
9. Agile delivery approach using co-design and collaboration (MVP, Live)
10. A focus on outcomes and embedding measurement

1.3 Key Service Benefits

1. A focus on improved outcomes (e.g. experience, efficiency, satisfaction)
2. We will drive up service uptake and advocacy
3. Experts in delivering GOV.UK Service Standard compliant services
4. Insight and data driven ensuring evidence-based decision making
5. Working shoulder-to-shoulder with you and your teams
6. A 'critical friend' not afraid to call out issues
7. Tailoring our methods and experience to work for you
8. Able to work with/across multiple cloud and tech platforms
9. Comfortable in mixed teams of clients and other suppliers
10. Transferring skills and knowledge to you throughout our engagement

1.4 Service Definition

We focus on operational efficiency – driven through better experience and lower burdens for all

Our outcome focussed approach means we start with target outcomes and by looking at the key pain points, user burdens and inconsistencies in the current processes. Combining a User Centered approach with a focus on business outcome means you can take advantage of the benefits of better user experience and lower burdens for all in these projects. We can then see how we leverage process-automation and AI platforms to deliver those outcomes.

We look at processes and technology end-to-end to do this

A failure to understand and deliver the end-to-end is where many services fail, focussing too much on front-line support and not back-office support (or vici-versa) too often results in burdens being shifted from one community to the other, with both groups suffering as a result. A holistic end-to-end approach is critical to achieving benefits.

We integrate technologies and data to deliver the future state end-to-end service

We leverage and integrate different tools, and simply the data needs to deliver the future state service, this often draws on different technology skills and platforms to create the future service. For example we have developed a proof of concept (more detail below) which uses a LLM (Large Language Model) and Gen-AI chatbot as the primary user facing service, this passes the 'cases' into automated and business driven work-flows for operational management, and the operational data is leverage by a dynamic and interactive Business Intelligence dashboard for Management – yet all delivered as an integrated end-to-end service.

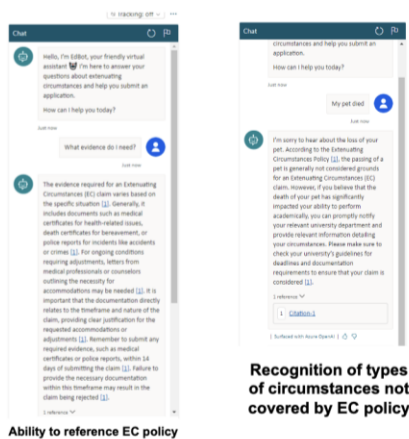
Clearly data enablement is key here and our data architects and engineers can work with you to understand the right data integration approach (e.g. interoperability platform, microservice, system to system APIs) for the service.

Example: Creating optimised end-to-end extenuating circumstances for universities using cloud

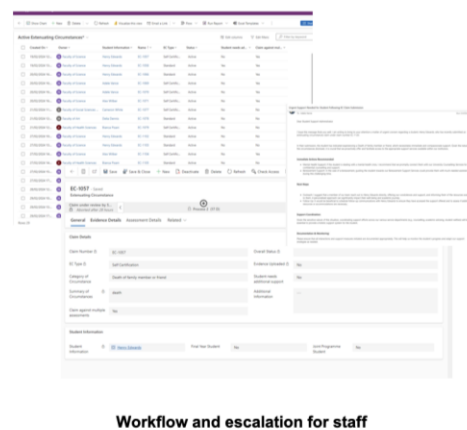
Extenuating circumstances, where students can ask for deadline extensions in response to adverse events, is a burdensome and manually intensive process, one in which students are often unclear on the process and progress, and where staff are burdened by a lack of integrated systems and data, and where workflow is often managed by email. In response we created a proof of concept using Azure and the Microsoft technologies to show how this could be delivered end-to-end using LLMs, GenAI, Automated Workflow and Business Intelligence.

Optimising Extenuating Circumstances using AI, automation and BI

The student's experience



The staff's experience



The management view



This simplified existing university processes, leveraged simulated data on policies, courses and course models to create a realistic end-to-end proof of concept for the power of cloud technology to support operational efficiency.

To speak to one of our experts please contact:

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- **Rob Mettler/** rob.mettler@paconsulting.com

1.5 Why PA?

PA Consulting Group (PA) is a leading IT consultancy and one of the largest advisors to the UK government. We work as a trusted partner to help the UK Government apply an assured cloud delivery approach when developing their most complex information systems and cloud solutions.

PA is well placed to work with clients to help assess readiness, design, build, deliver, and test, to take advantage of cloud solutions. We will bring:

- Leading experience in identifying the costs and complexity drivers for moving existing or new IT services to cloud environments.
- Experience and knowledge to challenge the client organisation to ensure the key stakeholders are aligned ahead of the move to a Cloud solution.
- Access to the latest cloud vendor migration developments, ensuring a best-in-class approach, based on our work with major clients in both the public and private sector in the UK and overseas.
- Experience supporting cloud, in-house and hybrid systems side-by-side

More specifically we will bring:

Ideation & Strategy:

- Cloud strategy and advisory services
- Assessment of cloud readiness
- Cost-benefit analysis and ROI modelling
- Security and compliance assessment

Design & Architecture:

- Custom cloud architecture design
- Integration with existing IT infrastructure
- Multi-cloud and hybrid cloud solutions
- Disaster recovery and business continuity planning
- Robust solution delivery meeting GDS best practice and ISO27001

Development & Deployment:

- Cloud-native application development
- Containerization and microservices & serverless architecture
- DevOps practices and CI/CD pipeline setup
- Automated testing and quality assurance

Implementation & Migration:

- Data migration to the cloud
- Legacy application modernization
- Cloud service provider selection and management
- Implementation of Infrastructure as Code (IaC)

Operations & Management:

- Continuous monitoring and incident management
- Performance optimization and cost management
- Backup and restore operations.
- User training and change management.

Innovation & Scaling:

- Scalable infrastructure to support growth.
- Implementation of AI and machine learning capabilities
- Internet of Things (IoT) integration
- Ongoing innovation workshops and R&D

1.5.1 Social Value

Building a positive human future is at the core of PA's organisational purpose and we live this value as a key advisor and partner to the UK public sector and by delivering tangible benefits to communities and society.

Fighting climate change

PA has implemented a fully documented environmental management system in compliance with ISO14001 to reduce our environmental impacts. We are Carbon Trust Standard (UK) accredited. PA is a signatory to the UN Global compact. We believe working towards net-zero brings social, economic and environment prosperity to our world, and would be delighted to share our net-zero action plan with you and others, for the benefit of us all. How we will continue our work towards net-zero during our partnership with you:

Covid-19 recovery

Following the return to the workplace after COVID-19, we continue to improve workplace conditions supporting COVID-19 recovery effort including supporting hybrid working, and sustainable travel solutions, we:

-Continue to maintain workplace policies, such as safe virtual spaces, cyber security, and remote working best practice, which facilitate workers to work more efficiently/productively in both a day to day and a COVID-safe environment if needed in the future.

-Remind workers of existing anonymous reporting channels which can be used to highlight health and safety breaches.

-Support hybrid working for employees who wish to work remotely for part of the week, as well as being set up for remote working should it be needed in the future, as per government guidance.

-Track effectiveness of workplace conditions and any changes on staff safety and mental health through an anonymous health check in, taken live during a regularly scheduled meeting.

To support the physical and mental health of people affected by COVID-19, including reducing the demand on health and care services, we will:

-Improve understanding and empathy across key stakeholders of the physical/mental health impacts of the pandemic, either direct or indirect.

Tackling economic inequality

At a high level, we tackle economic inequality by managing supply chain resilience and capacity in the following two ways depending on the nature of the specific work and client environment.

- Discrete work packages that the SME deliver the end-to-end scope. These are effectively managed at a work package level with regular reviews with the SME leadership team.
- Embedded with our people working as one team. These are effectively managed day to day as part of the delivery team with monthly reviews with the SME leadership team.

We will meet economic inequality social value objectives through the following.

- Demonstrate collaboration throughout the supply chain, and a fair and responsible approach to working with supply chain partners in delivery of the contract.
- Collaborate through regularly communicating expected future resource demand to suppliers enabling them to effectively plan and manage resource changes that can have material impacts to small businesses.
- Engage fairly by recognising the importance of cash flow to our SME partners and support them to maintain this through 30-day invoice payment.
- Contributions made by subcontractors will be recognised and attributed.

Create a diverse supply chain to deliver the contract including new businesses and entrepreneurs, start-ups, SMEs, VCSEs, and mutuals.

- On a work order basis, we'll assess the skills needed and actively look for opportunities to engage local businesses as part of the delivery team - we regularly do this on other large scale delivery contracts
- We'll work with you to define the key diversity objectives you want to see within the supply chain.

Equal opportunity

We deliberately attract and develop a diverse workforce as it benefits us collectively, providing greater creativity and innovation when solving problems and increasing team engagement and performance.

Inclusion and diversity is sponsored at the most senior level of the business by our PA Chair, CEO and CPO. We partner with globally recognised organisations (Stonewall, 30% Club, Generation Success) to learn how to best create an inclusive workforce and to hold ourselves accountable against similar corporations. We will encourage and support LGBTi+, BAME and people with protected characteristics into employment in the performance of this contract through: Inclusive recruitment, engaging and supporting protected characteristics within the client team, ensuring a proportionally reflective workforce and, measuring and monitoring.

To build strength through inclusion PA mitigate bias in assignment resourcing to enable a a more inclusive culture of access to opportunity, career progression and diversity in client delivery, all members of the assignment team have been trained on unconscious bias, and our people officer works with our resourcing managers to ensure bias does not feature in the candidates we propose for roles on this contract.

PA is an inclusive workforce and supports disabled people through our occupational health and safety, and mental health and wellbeing services. These services are available for implementing adjustments as advised by external medical professionals to support the employment of individuals with special needs, including on assignment.

Our tailored onboarding programs acclimate new employees with disabilities to the workplace culture and educate them on relevant policies and procedures but also include disability-specific information such as physical alterations, flexible hours, staff training and more ergonomic equipment and software.

Wellbeing

We enhance team wellbeing especially through periods of stress/hard deadlines via our mental health wellbeing (MHW) framework, adhering to Stevenson Farmer six core standards ensures;

1. We communicate and improve our mental health plan by communication from the top, and within the team, including a continuous feedback loop.

2. We develop mental health awareness through regular comms about a variety of wellbeing issues e.g. return to the office, balancing stress, and financial wellbeing.
 3. We have open conversations about MHW based on 'Well@HOMe' newsletter topics, and embedding these topics into team meetings, 1:1 catch-ups, helping us safeguard our direct and indirect teams' wellbeing.
 4. We provide employees with good working conditions to support wellbeing including: Covid-19 extended home working, providing flexibility to help staff balance work/home life in times of potential stress/hard delivery, workplace assessment ensuring the right ergonomic equipment is available at work/home and, promote effective people management through managers via: Ruby Golden, our full-time account wellbeing manager,
 5. Leaders promoting staff to take regular annual leave at account meetings and regular email communications, active resource management to prevent overstretching delivery teams, Use of conversation cards in team meetings and one-to-ones, developed to support team leads discuss MHW and refer individuals to EAP if required.
 6. Routinely monitoring employee MHW by undertaking: engagement surveys to analyse UK employee MHW issues and monitor progress, and, account "Pulse check" surveys to understand how people are feeling and whether immediate intervention is required.
- benefits. We can work with you to deliver measurable improvements across your key social value initiatives.

1.5.2 Security Clearance

PA are a government List X accredited company who have a dedicated Security Vetting team. This allows PA to achieve security vetting of its employees in a time effective manner ensuring the correct processes are always followed (In accordance with the Security Policy Framework). As a matter of standard process, PA puts all its eligible employees through the Baseline Personnel Security Standard (BPSS), set out by the Cabinet Office. Those employees working on, or planning to work on, government projects are automatically put forward for SC clearance which are processed via UK-SV (formally the Defence Business Services – National Security Vetting). PA also process DV vetting through the UK-SV and other agencies, these are generally client sponsored.

PA currently have a large pool of cleared individuals (80% of UK Staff). Should a resource be identified where clearance is needed, the PA Security Vetting team will then process the individual through the relevant clearance procedure. The team will also be able to validate all existing clearances held by PA employees when requested.

1.5.3 Next Steps

This service is intended to help customers develop and deliver successful outcomes regardless of the life cycle stage they are at. PA prides itself on working with clients and helping them to deliver outcomes whilst also providing them the ability to 'stand on their own' so that they can move their solutions forward without future involvement. Please contact us on GCloudFramework@paconsulting.com to discuss your needs further.



About PA.

We believe in the power of ingenuity to build a positive human future.

As strategies, technologies, and innovation collide, we create opportunity from complexity.

Our diverse teams of experts combine innovative thinking and breakthrough technologies to progress further, faster. Our clients adapt and transform, and together we achieve enduring results.

We are over 4,000 strategists, innovators, designers, consultants, digital experts, scientists, engineers, and technologists. And we have deep expertise in consumer and manufacturing, defence and security, energy and utilities, financial services, government and public services, health and life sciences, and transport.

Our teams operate globally from offices across the UK, Ireland, US, Nordics, and Netherlands.

PA. Bringing Ingenuity to Life.

Discover more at paconsulting.com and connect with PA on [LinkedIn](#) and [Twitter](#).

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