Deloitte.

Cloud Enabled Transformation in Policing

G-Cloud 14 Service Definition Document

May 2024

MAKING AN IMPACT THAT MATTERS
since 1845

# Contents

1   Deloitte Overview

As a leader in professional services, Deloitte LLP is committed to making an impact to our clients, our people and for society. We have over 25,000 staff based across the UK providing audit, risk advisory, tax, consulting, financial advisory and legal services to public and private clients across multiple industries. We work together to build trust, support inclusive growth, and build capability, enabled by our **breadth and depth of expertise across advisory, delivery, engineering and managed services.**

Our **public sector practice** serves Central Government, Government Agencies, Local & Regional Government, Defence, Security and Justice, Health and Social Care, Transport, Education and Housing. We also provide services to the Northern Ireland Office, Scottish Government, Welsh Government and Crown Dependencies.

Our Cloud Capability

At Deloitte, we help our clients **Imagine, Deliver** and **Run** the businesses of the future through the power of **Cloud**. We have deep Cloud architecture, engineering, operational, commercial, and business transformation expertise delivered by a team of more than 26,000 Cloud Practitioners globally. We have delivered over 2,000 cloud implementations over the past 5 years and have 60+ cloud centres of excellence supporting the delivery of cloud services to our clients.

In the UK, we have a growing team of OCI specialists, over 100 Cloud managed service specialists plus the following certifications across AWS, Microsoft Azure and Google Cloud:
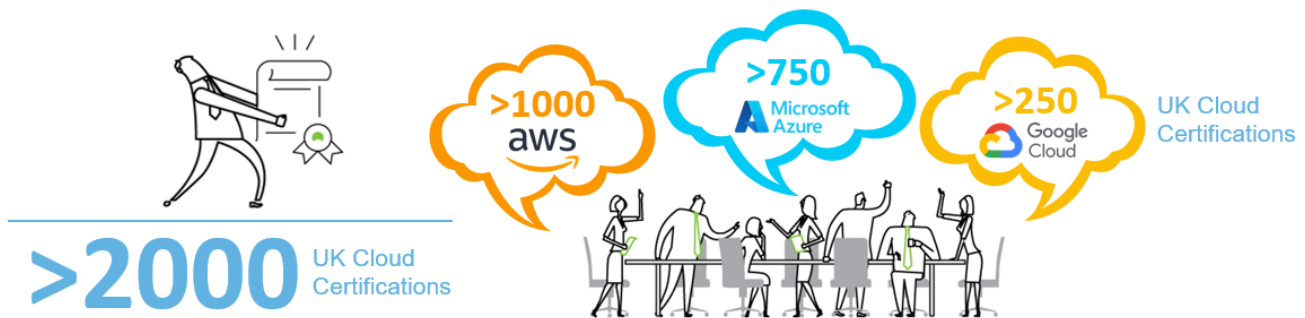
We help our clients with all aspects of their journey-to-cloud and optimisation of their cloud and cloud-services investments. Our Cloud practice can support you to optimise your client investments, and to navigate your organisations cloud journey, providing specialist cloud architecture, engineering, and operational skills at all stages, with a large proportion of our team holding the clearances required to meet your specific security requirements.

Our alliances & ecosystems

To bring full value to our clients, Deloitte is a premier consulting partner with all the leading hyper-scale cloud vendors in the market including AWS, Google, Microsoft[1], Google and SAP. A selection of our partners and alliances are presented below:

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[1] As Microsoft's Independent Auditor, Deloitte cannot have a direct or material indirect business relationship with Microsoft, such as having an alliance or being a registered partner. Nonetheless, Deloitte can provide Microsoft-related technology services and invests heavily across its global business building technical skills and capabilities to develop world-class consulting and solution delivery capabilities.

What the analysts say

Don't just take our word for it. Deloitte is recognised by the analyst community as being **leaders in cloud transformation services.** This reflects the wealth of experience we have in delivering cloud services across the public sector and wider private sector combined with our out-of-the-box templates, tools and assets.
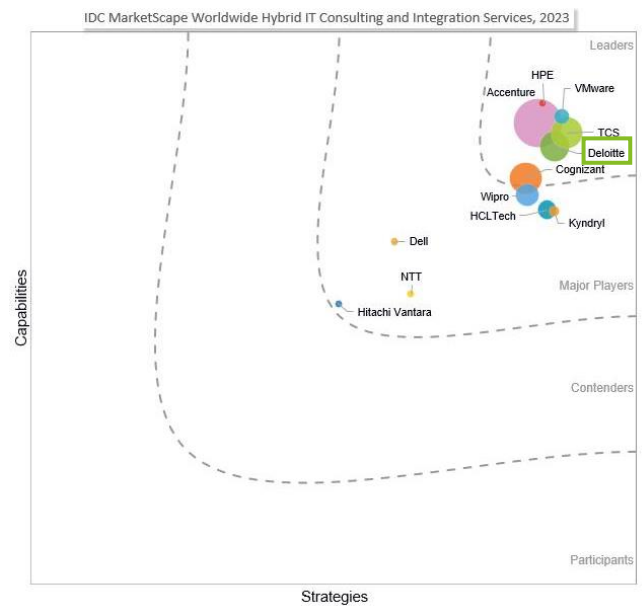
Gartner

Originating in 2021, Deloitte has been recognised as a Leader in this category for three years in a row. Deloitte was also positioned as a Leader in the **Gartner Magic Quadrant for Public Cloud Infrastructure Professional and Managed Services, Worldwide** in 2021, 2020 and 2019.

Gartner: Magic Quadrant for Public Cloud IT Transformation Services. **© Gartner inc. 2023**

IDC

Deloitte has been awarded Leader status in the **IDC MarketScape: Worldwide Hybrid IT Consulting and Integration Services 2023** Vendor Assessment. In 2023, we were also recognised as Leaders in **Hybrid IT Consulting & Integration Services** and **Software Engineering Services**.

IDC MarketScape: Worldwide Hybrid IT Consulting and Integration Services 2023 Vendor Assessment **© IDC inc. 2023**

Deloitte scored highest in 4 of 5 Use Cases in **Gartner® Critical Capabilities for Public Cloud IT Transformation Services 2023** report:

"Deloitte approaches all aspects of cloud adoption, including migration, with transformation as an objective."

Cloud Transformation

Transform Faster, Transform Smarter

Deloitte's Cloud Transformation can fast-forward your journey to the Cloud, unlocking innovation, efficiency, and growth.

Find out more here

2   Service Overview

Deloitte supports Policing and Justice organisations to execute the transition and development of services into or away from the Cloud, including transforming services through the deployment of Cloud-based technologies. This service is designed for organisations seeking to harness Cloud capabilities to deliver business improvements and innovation, including RPA, intelligent automation, artificial intelligence, analytics and rapid (or low code) solution development.

Our extensive work within the Policing and Justice sector has enabled us to develop a unique insight into the challenges and opportunities faced by those organisations. Particularly with regards to the impact of Cloud implementations and the additional requirements organisations need to consider.

These considerations include the additional security implications to keep data safe, the need to integrate with existing systems, many of which are legacy and the necessity to deliver better and more efficient technology solutions that support officers and staff to keep the public safe.

Features

- Understanding of policing and justice change portfolio (MoJ, Home Office)
- Proven programme/change management methodology and PRINCE2 and MSP certified professionals
- Customised IT transformation and migration programmes in the Cloud
- Technology adoption services to embed new ways of working
- Capability builds and knowledge transfer expertise to develop organisational knowledge
- Detailed transition design & delivery using DevOps best practices
- Culture and business change management
- Process, tools, organisation structure and operating model transition design
- Expertise of Cloud deployment in policing, including AI / automation
- Assets and tools to automate and inform an accelerated delivery

Benefits

- Execution of a structured, scoped, process driven transition programme
- Proven methodologies and tools to execute IT/Cloud transformations
- Expertise in Cloud technology transformation and adoption across policing
- Effective engagement with police stakeholders (NPCC, NPTC, PDS, Home Office)
- Experience in successful national and local IT/Cloud transformations
- Expertise to deliver value early and scale sustainably
- Expertise in design/execution of Cloud-based technology investment strategy
- Shape the culture and foster an enthusiastic, collaborative team
- Effective engagement with incoming and outgoing suppliers / vendors
- Effective knowledge transfer and capability development

3 Detailed Service Description

Our Approach

This service provides a proven method and approach for analysing, designing, planning, implementing and transitioning to Cloud-based services, including hosting and software. In undertaking end-to-end Cloud and IT transformations where we are supporting policing and justice organisations to redesign and re-configure their IT service delivery and supply chain models, we would typically consider the use of Cloud services (e.g. IaaS, PaaS, SaaS). The use of Cloud is now an integral part of IT infrastructure and application planning and delivery programmes, and we would help our policing clients consider questions such as:

1. What is the most appropriate Cloud strategy for their organisation?
2. How do we integrate new Cloud services into the future architecture of the IT organisation?
3. How do we plan and implement Cloud based services in line with regulatory and accreditation policies and guidelines?
4. How we do integrate Cloud services with the broader IT service delivery and supply chain model, to provide an end-to-end seamless service to our customers?

Deloitte's end-to-end Cloud approach consists of multiple phases from designing the Cloud strategy, through build. and implementation and on to service transition and management. A summary of our approach is shown below.
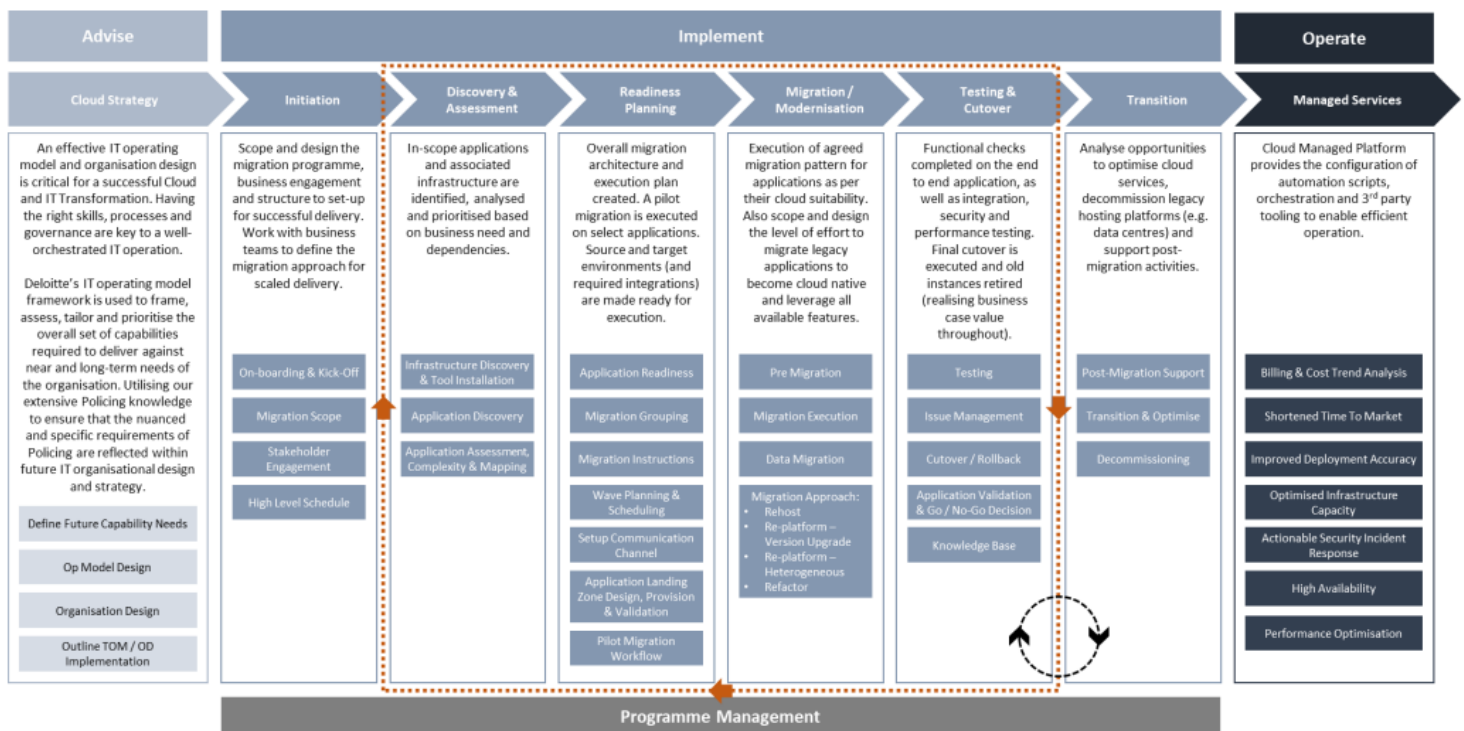
Inputs

Our services are designed to be delivered with you rather than to you. We have assumed that you will provide certain inputs to the service, which we have listed here. If you are not in a position to provide all of these inputs then we can discuss options, as it is likely we can reach agreement to tailor our approach to accommodate your specific situation.

- Information about the business need and the vision for change;

- Business requirements, prioritisation and contextual information.

- Making available the time of stakeholders and decision-makers to attend workshops and meetings for this project.

- Providing visible senior leadership to the project in order to drive its delivery in the business.

- Providing dedicated resource to the project in order that Deloitte and the customer can work collaboratively to achieve the results of the project.

- Contracting separately for the provision of software licences and hardware for the technology solution.

- Existing technical landscape; and

- Organisational information such as roles, responsibilities, skills / capabilities, and team structures.

Outputs

The deliverables of this service will depend upon the roles that are agreed for Deloitte's scope in the Service Order. They will be documented in the Service Order. Indicatively, the kind of deliverables that we may produce are:

- Operating model and capability documentation

- Business Case

- Benefits Identification

- IT design documentation such as specifications, user stories, functional and non-functional requirements

- End to end plan, encapsulating design, build, deployment and migration schedules

- Cloud Architectures and Design

- Change impact assessments

- Business readiness assessments

- Technical due diligence, reviews and recommendations

- Working code and/or configured products that have been developed as per the design

- Test approach

- Data and security governance frameworks

- Migration roadmap

Business Context

The service is designed for public bodies, specifically policing and justice organisations that have a defined business need for Common Technology Services and have or require a business case for change, which can only be delivered by an IT enabled project. It is designed to give public bodies specialist support with the professional activities related to IT design and delivery.

Service Constraints

To gain full value from this service the buyer will need executive level governance to make decisions, resolve issues, set strategic direction, and to provide inputs like: strategic objectives; committed delivery milestones; budget constraints; driving priorities and policy. Additionally, the service is most effective if linked with the buyer's internal technical capability and business expertise. The buyer should also consider any other third parties involved with legacy systems and/or new deliveries relevant to the engagement scope. This may require the buyer to facilitate non-disclosure or other commercial agreements for these parties to be engaged in an effective and collaborative way.

4   Contact Details

Please send your requirement to publicsectorbidteam@deloitte.co.uk. Alternatively, if you wish to discuss your requirements in more detail, please send us the following information and we will be happy to contact you:

- Your organisation name

- The name of this service

- Your name and contact details

- A brief description of your business situation

- Your preferred timescales for starting the work.

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