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HM Government | G-Cloud

Aphari Multi-Sourcing & Cloud Migration Support Services

Crown Commercial Service

**G-Cloud 14
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Cloud Support Services
May 2024**

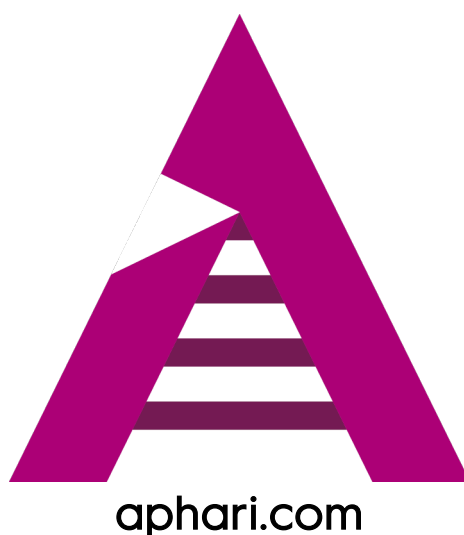# Document Control

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Contents

Table of Contents

Aphari

Service Definition

1 Introduction

This document describes the Aphari Multi-Sourcing & Cloud Migration Support Services and should be read in conjunction with the G-Cloud 14 documentation.

Aphari helps organisations transform their digital/technology operating model, adopt cloud services, establish system and service integration capabilities, and manage multi-supplier delivery.

1.1 Business need

Public sector bodies are increasingly following strategies of 'dis-aggregating' large ICT service contracts and moving to multi-sourced digital and technology delivery models – in which they combine traditional IT service provision with cloud-based services, increase the use of smaller suppliers and shorten contract lifecycles.

Moving from managing a few large contracts to a multi-sourced cloud model for digital and technology services entails many challenges, including:

* Replacement of monolithic, single supplier contracts
* Running multiple, parallel, procurements
* Transforming IT service and infrastructure provision
* Transitioning from old to new suppliers; exiting legacy contracts, without disrupting on-going business change initiatives.

Buying and integrating multiple services and ensuring all the pieces fit together is not a small undertaking. It is a major 'business of IT' transformation that impacts every aspect of digital and technology delivery to the business; all aspects of the in-house digital and technology organisation(s); and carries significant risks.

With a background in managing large, IT service contracts with single prime suppliers, public sector IT functions often face capability gaps when faced with the need to set out a pragmatic strategy, conduct more frequent procurement exercises, adopt cloud services, and manage projects and service delivery across multiple suppliers.

2 Scope of Services

2.1 Overview

Our range of Multi-Sourcing & Cloud Migration Support Services help organisations with specialist advice and guidance to enable them to implement, support and leverage cloud services and supports their multi-source operating model transformation.

Aphari's breadth of capability and 'real world' experience covers all aspects of major programmes from initial identification and design through procurement to delivery into live service. This enables us to provide advice and guidance based on 'known good' approaches and techniques; to highlight to clients the likely areas of risk to be mitigated; and to help clients plan ahead to ensure they have the capabilities in place to support each stage of the transformation.

Our approach is based on industry best practise guidance across all of our areas of expertise. We use a fusion of standards and frameworks, including MOP, COBIT, MSP, PRINCE2, TOGAF and

ITIL, to ensure we provide an integrated and holistic view across all elements of a programme's ecosystem. There is no lock-in to proprietary or 'branded' methodologies.

Our services are provided by multi-disciplinary teams with extensive supply-side multi-sourced delivery experience. They bring a wealth of experience in major programmes with them in the delivery of Aphari services and we aim to provide high quality, independent advice and guidance that will facilitate and enable the best possible outcomes for our clients. As such, we will integrate our previous experience into our services to ensure that our clients can get the benefit of our industry wide experiences and lessons learned.

3   Aphari Cloud Services Architecture Support

3.1   Overview

The Aphari Cloud Services Architecture Support service helps customers with general enterprise and solution architecture guidance to support their transformation/cloud service adoption and multi-source programmes, based on our best practice framework.

An Enterprise Architecture describes the blueprint of an organisational 'system' and the inter-relationships between business, application and technology domains. It provides a roadmap for aligning business strategy with IT, determining how an organisation can most effectively achieve its current and future objectives. For major transformation cloud adoption programmes, it defines the target solution as an 'integrated whole' and derives the system transition approach (roadmaps) required to achieve it.

3.2   Features

Our service can be used to offer advice and guidance on specific architecture opportunities, concerns or issues which typically occur transformation/cloud adoption initiatives. Service features include:

- Guidance on enterprise and solution architecture approach, processes and governance based upon our integrated framework and extensive experience.
- Assistance with architecture capability assessment and improvement planning to ensure that the capability is appropriate to the organisational needs.
- Assistance with definition of current/future capability, service and technology landscapes to support legacy discovery or target definition.
- Definition of architecture roadmaps to map transition to the target state.
- Architectural guidance on specific transformation/cloud and multi-sourcing challenges (e.g. supplier scope boundaries).
- Provision of subject matter expertise on specific technology domains or specialisms.
- Development of specific Enterprise Architecture deliverables, standards, guidelines etc.
- Assistance with development of specific Solution Architecture deliverables.
- Assistance with resolution or recovery of challenged solution delivery projects.
- Assistance with transition solutions for legacy systems and contract exit
- We offer deep expertise across all solution, technical, security, and service domains.

3.3   Benefits

The benefits of effective architecture can broadly be categorised as 'better, faster and cheaper'. Our architecture support service offers benefits including:

- Helps organisations transform their digital/technology operating model and supply chain.
- Supplements in-house architecture team with 'supply-side' experience to build capability.
- Helps develop roadmaps and strategy for transformation of IT provision.

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- Mitigates particular architecture and solution risks arising from cloud migration and multi-vendor models.
- Faster speed to value through re-usable services, standards and guidelines.
- Helps resolve specific architecture issues based on 'real world' experience.
- Helps remediating specific solution-related pain points or project delays.
- Our methods and techniques are proven in complex multi-supplier environments.
- No lock-in to proprietary or 'branded' methodologies.

3.4   Pricing Overview

Please consult the supporting 'Aphari – Pricing Document'.

4   Aphari Cloud Services Delivery Support

4.1   Overview

The Aphari Cloud Services Delivery Support service helps customers with guidance on programme and project delivery to support their transformation/cloud service adoption programmes, based on our best practice framework that builds upon established methodologies such MSP and PRINCE2.

Our consultants can either support client teams, ensuring that the best outcomes are achieved and validated, or alternatively assume control of discrete delivery activities in their entirety to deliver a defined set of outcomes for the client.

4.2   Features

Our service can be used to provide advice and guidance on specific delivery opportunities, concerns or issues which typically occur in cloud transformation initiatives. Service features include:

- Guidance on programme and project delivery approach, processes and governance.
- Assistance with project delivery capability assessment and improvement planning to ensure it is fit for purpose.
- Assistance with definition of project/programme delivery approach.
- Provides guidance on specific transformation/cloud migration and multi-sourcing challenges (e.g. delivering cross-supplier solutions) and the construction of controls to manage the risks.
- Provision of subject matter expertise on specific aspects of portfolio, programme and project management domains.
- Development of specific programme/project management deliverables, standards, guidelines etc.
- Assistance with resolution or recovery of challenged solution delivery projects.
- Assistance with transition planning for legacy systems and contract exit
- Our services are provided by a multi-disciplinary team with extensive supply-side and multi-source delivery experience.

4.3   Benefits

- Helps organisations transform their digital/technology operating model and supply chain through provision of knowledge, expertise and experience of multi-source delivery.
- Supplements in-house delivery team with 'supply-side' experience to build capability.
- Develops the delivery roadmaps required to realise the project outcomes.

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- Mitigates particular delivery risks arising from complex transformation, cloud service migration multi-vendor programmes.
- Helps resolve specific delivery issues based on 'real world' experience.
- Faster speed to value through re-usable services, standards and guidelines.
- Helps remediating specific delivery-related pain points or project delays.
- Our methods and techniques proven in complex multi-supplier environments.
- No lock-in to proprietary or 'branded' methodologies.

4.4   Pricing Overview

Please consult the supporting 'Aphari – Pricing Document'.

5   Additional Information

5.1   Technical Requirements
No specific technical requirements are necessary to support delivery of our Multi-Sourcing & Cloud Migration Support Services.

5.2   Information Assurance
All staff delivering Aphari's Cloud Support Services already hold security clearance for work done within and across other government departments. We have experience in architecting, designing, delivering and supporting cloud services that manage data at various Business Impact Levels.

5.3   Backup, Restoration and Disaster Recovery
Not applicable.

5.4   On-boarding and Off-boarding
On/off-boarding can be incorporated as part of the overall specification for the work.

5.5   Service Management
Our support and account management arrangements for all our services includes the following:
- Establishment of clear and agreed reporting lines;
- Pairing our engagement lead with the appropriate client stakeholder;
- Formal and regular reporting of our services provided.

All our services are subject to a standard set of internal and customer-facing quality checks. Our directors take an active role in assurance and delivery of our services which ensures that we understand how we are performing against your requirements; and provides an escalation route in case any issues are encountered with our service provision.

5.5.1   Service Constraints
Not applicable.

5.5.2   Service Levels
Services will be delivered in accordance with the levels agreed in the Call Off contract.

5.5.3   Financial Recompense
Not applicable.

5.6   Training
Aphari will provide skills transfer to client staff throughout consulting-based assignments. We also offer in-depth knowledge transfer services in specific areas via our Accelerator Services to support Cloud solution planning and implementation.

5.7   Ordering and Invoicing
Specific order requirements and delivery dates will be agreed and documented in the Call Off contract, supported with the submission of an accompanying Purchase Order. Invoicing will be
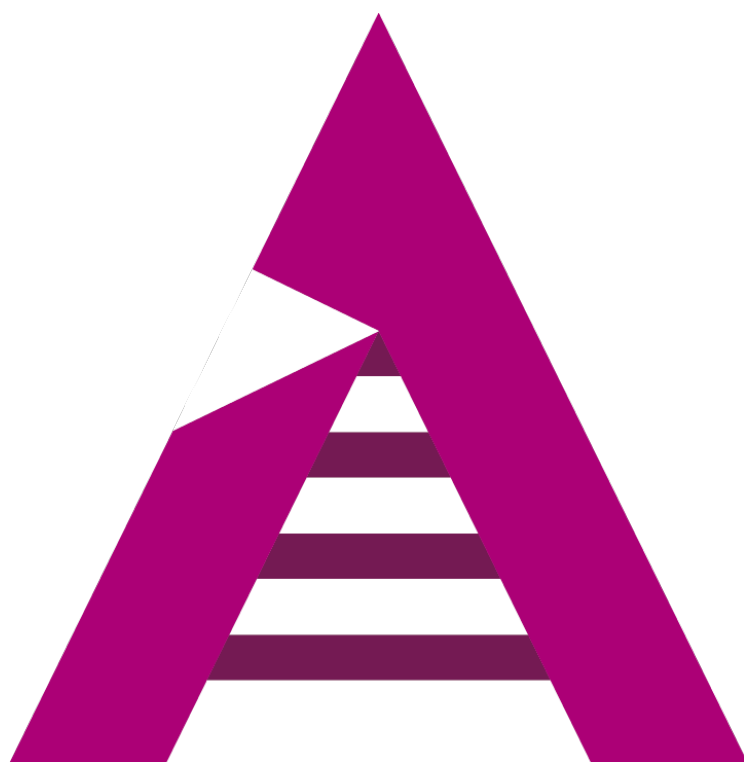
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based on the submission of monthly timesheets and any incurred expenses for the consultants providing the services, supported with the submission of our invoice. Payment terms are 30 days.

5.8   Termination Terms

Termination terms will be in accordance with the Framework Agreement and the Call Off contract.

5.9   Consumer responsibilities

Specific consumer responsibilities will be agreed before commencement, and form part of the Call Off contract.

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