

CIVICA



G-Cloud 14 Service Definition Document

Cloud Data Architecture Services

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1. Cloud Data Architecture Services

1.1. Introduction

This is the Service Definition Document for Civica UK Ltd (Civica) Cloud Data Architecture Services under the G-Cloud Framework.

1.2. Overview of Services

Civica offers the following services to help Buyers to plan and implement their cloud-based strategy.

Service	Service Description
Data Architecture and Modelling Service	Civica's proven framework includes rich set of reference models to accelerate production of data models (conceptual, logical, physical), relationship matrices, business glossaries plus data integration architectures for operational and analytical use cases. Civica Data Architects hold TOGAF and DAMA CDMP certifications and use Visio, ER-Studio, Sparx EA, ArchiMate modelling tools.
Enterprise Data Architecture Service	A framework covering strategy, roadmaps, patterns, and standards aligned to business data needs; a governance service to ensure project delivery is aligned to enterprise data principles and guardrails. Identifies Buyer's essential shared data assets, data maturity status. Improves data quality, business intelligence. Aligns technology investments with business goals.

1.3. Use of Subcontractors and Partners

The above services are delivered by Civica UK Ltd. Depending on the Buyer requirement, we may operate with other Civica group companies including Civica NI Limited. Civica NI Limited is registered in Northern Ireland at 10 Weavers Court, Belfast, BT12 5GH.

2. Detailed Descriptions

Civica offers the following services to help Buyers to plan and implement their cloud-based strategy.

2.1. Data Architecture and Modelling Service

Service Features and Benefits

Features	Benefits
- Enterprise Data Model defines data required to support the business - Define business rules to support development of data quality rules - Define data entities (Business Glossary) to support consistent business terminology - Identify personal data for GDPR and business-critical master data - Creation of consistent conceptual, logical, and physical data models - Visualise data flows between core systems to identify data lineage - Define Data Architecture Principles to support the governance of change - Integrate data architecture with business process and application architectures - Creation of canonical data models to support data integration - Develop a Target Data Architecture and Roadmap	- Common definitions ensure decisions are made on unambiguous data - Data is consistently sourced from the correct, authoritative systems - Understand data lineage and establish user data ownership - Trusted data foundation for Artificial Intelligence (AI), Machine Learning (ML) - Common data references enable consistent data quality measurement and tracking - Shared data taxonomy promoting understanding across all stakeholders - Support application rationalisation through identifying applications processing the same data - Consistent modelling standards and access to re-usable data architecture artefacts - Identify where improved data integration would bring benefits - Support and align to any existing Enterprise Architecture activity

Scope



Data Architecture & Modelling services delivered by Civica cover a wide scope and are focussed on the following scenarios:

- As part of an Enterprise Data Management Programme to define the data within scope, provide consistent definitions, expose business rules, and support identification of appropriate governance roles.
- To support a Transformation Programme that requires the development of a Target Data Architecture.
- As part of a Business Intelligence Programme to identify and define critical attributes and to support the design of data warehouses.
- To support an existing Enterprise Architecture function that is either weak on, or doesn't have, a Data Architecture capability.
- To support Architecture and Programme Governance - ensuring new systems are integrating with the correct master data sources and ensuring duplicate master data sources are not created.

- To support a Master Data Management initiative - identifying master data and systems that require integrating.
- To support Application Rationalisation - identifying systems mastering and processing the same data.

Project Approach



The approach taken to delivering this service will be dependent on the scope and objectives of the Data Architecture and Modelling engagement. The phases described below cover all possible activities, but the actual approach used will be tailored to the customer's objectives.

Phase	Description
Establish Buyer Goals/Objectives	Workshop to ensure goals and objectives are agreed so that Civica can prioritise our efforts on delivering to these goals and be able to demonstrate and communicate the benefits.
Agree Tools and Notation	Agree with the Buyer what software tool is used for data modelling. As the Buyer needs to maintain the models in the longer term, it's important our consultants use a tool the Buyer is comfortable with. We can also make recommendations on tools if requested.
Develop a Subject Area Model	The Subject Area Model groups similar types of data within the organisation. It also provides a useful reference point for the enterprise data modelling activity and provides a convenient way of managing and tracking progress of the work.
Develop Conceptual Data Models	Conceptual Data Models represent the things (business entities) that are important to the organisation. The business entities are independent of technology and implementation concerns. The business entities within a subject area will be derived through meetings and workshops with subject matter experts within the relevant business areas.
Develop Matrices	Matrices are developed to visualise the relationship between business entities and other architecture components such as systems, functions, and processes. The most common is the system/entity matrix which can be used to identify where data is mastered and used.
Develop Logical Data Models	Logical Data Models are constructed, identifying the critical attributes and keys, Data Quality workshops will typically uncover critical attributes used to define data rules and data quality measures. Similarly, Business Intelligence will identify critical attributes to support KPIs on reports and dashboards. Both these activities benefit from a consistent model and definition of the attributes concerned.
Develop and Maintain a Business Glossary	A Business Glossary is developed to provide a single definition for all business terms used across all subject areas. Where existing definitions/glossaries exist, these will be referenced and used. Appropriate data governance needs to be put in place where people take ownership for these definitions and agree any changes to them.
Publish/Share Data Architecture Artefacts	The Data Architecture artefacts (data models, matrices, and business glossary) are published so that they are widely available and communicated in a consistent way. Some more advanced modelling tools may have dedicated publishing portals that can be used.
Develop Target Architecture	The Target Data Architecture describes the ideal state that all initiatives and projects should move the organisation towards. Usually, several different

	future States are created (transition architectures), representing different time points. Civica will use its best-practice reference architecture models to identify the classes of data architecture components that you would expect to achieve specific business objectives.
Develop Target Architecture Roadmap	A Roadmap is developed that describes the projects and initiatives that are required to move the organisation from its current-state to its target-state architecture along with any transitions in between. Any internal or external dependencies and existing projects will also be identified.

Added Value and Innovations



Our extensive experience of using this framework within many companies (public and private) has enabled us to develop a rich set of reference models that can be used to accelerate our approach. Our consultants are experienced in the use of modelling tools ranging from Visio through to more sophisticated data modelling tools such as Idera ER/Studio, Sparx EA and ArchiMate.

Data Architecture and Modelling are core competencies of Civica's Consulting practice. Many of our consultants hold TOGAF 9 certification and/or CDMP (Certified Data Management Professional). Civica actively supports standards and excellence in Data Management with board level representation at the DAMA UK chapter.

Expected Buyer Outcomes

The delivery of this service can bring about significant business benefits. When implemented effectively the Buyer can expect the following outcomes:

- A consistent view and definition of data throughout the organisation.
- Improved project governance through challenging solution data architectures against data architecture principles and target architecture.
- Improved business intelligence through providing clearly defined data sources.
- Accelerated Project Discovery activity through the availability of current-state data architecture artefacts.
- Exposing and removing data siloes and in turn reducing maintenance costs.
- Improved data modelling standards and re-use resulting in more effective and better communicated data designs.
- Improved data quality through identifying and resolving data integration issues.

2.2. Enterprise Data Architecture Service

Service Features and Benefits

Features	Benefits
- Provides technical deep dives on data service solutions - Identifies essential shared data assets across the organisation - Produces patterns/standards and ensures compliance to these in delivery projects - Produces existing data landscape estate maps - Identifies data maturity status, data quality issues/recommendations for resolutions - Identifies solutions for data integration, business intelligence, data science/platforms - Identifies essential shared data assets across the organisation - DAMA, TOGAF, ArchiMate, UAF, NATO Architecture Framework, Zachman, ISO/IEC42010, SABSA - BPMN, UML, SysML, C4, Wardley Maps, ERD, Sparx EA, NAF - Architecture governance, assurance & design authority; transformation advisory & modernisation	- Sets strategic direction via Enterprise Data Architecture vision, values, roadmaps - Supports data maturity and data management operations - Provides access to market leading tools and technologies - Describes your data estate and opportunities for re-use - Standardised, interoperable data sets that support National Data Strategy - Improved data quality, decision-making and more reliable reporting - Ensures technology investments are aligned with business goals - Allows the Buyer's organisation to quickly respond to market demands - Integrates with enterprise, technical, solution, service and business architecture

Scope

The Enterprise Data Architecture service delivered by Civica covers a wide scope and are focussed on the following scenarios:

- Developing Enterprise Data Architecture vision, values, and roadmaps to set the strategic direction for the organisation.
- Producing patterns and standards and ensuring compliance to these in delivery projects.
- Supporting project delivery architects in strategic, reusable data services.
- Providing technical deep dives on data service solutions and evaluating these against business requirements.
- Producing existing data landscape estate maps to identify where services can be rationalised.
- Identifying data maturity status, data quality issues and producing recommendations for resolutions.
- Identifying optimum solutions for data integration, business intelligence, data science and data platforms.
- Identifying essential shared data assets across the organisation and enabling access and exploitation.

A typical enterprise data architecture project consists of five stages each with four activities.

Phase	Description
Assess	Provide pre-project consultancy and carry out an assessment on the business problems, input documents, constraints and resources required to deliver data architecture components.
Design	Produce artefacts showing existing and future state with detailed models and data flows, evaluate potential solutions for strategic fit against roadmap and standards.
Build	Support delivery or develop solution which can be mapped back to the design; ensure strategic compliance.
Rollout	Deliver sustainable solution and ensure that service users receive training; ensure whole life costs and maintenance are incorporated.
Operate	Run service, update central repository and/or library with artefacts and update roadmaps, patterns, and standards.

Added Value and Innovations

These include:

- Supports data maturity and data management operations.
- Supports other Architecture functions.
- Provides access to market leading tools and technologies.
- Civica also offer business intelligence and master data management solutions to complement these services.

Expected Buyer Outcomes

These include:

- Sustainable, consistent Data Architecture practice with easy identification of, and access to, essential shared data assets.
- Described data estate and opportunities for re-use.
- Standardised, interoperable data sets that support National Data Strategy aims and objectives.

3. About Civica

3.1. Overview

Civica, a global GovTech champion, makes software to help deliver critical services for citizens all around the world. Over 5,000 public bodies globally use our software to help provide critical services to over 100m citizens in the UK and internationally, covering central and local government, health & care, and education.

We help organisations to deliver essential everyday services to rapidly transform customer experience and improve operational efficiency. Offering a complete digital solution, from strategy consulting and solution design to software development and ongoing managed services, our in-depth business and technology know-how is founded on the creation of secure business-critical systems. A user-centred approach means we continuously focus with customer needs, putting insights, data, and strategic thinking in the driving seat.

3.2. Core Propositions

Civica's Central Government Division's core propositions are:



3.3. Civica Innovations

Civica identifies and develops technology innovations to complement its mission of transforming the way its Buyers work, enabling them to move to new and more flexible ways of working, e.g.:

- Machine-based identity verification to improve the user experience in public sector pension management.
- Using advanced technologies to address voting decline by improving citizen engagement.
- Our partnership with Belfast City Airport applied innovative image processing AI technology to optimise passenger flow and improve passenger experience and safety, earning a shortlisting in the 'Most Innovative Cloud Product or Service - Edge Computing' category at the Cloud Excellence Awards.
- Our NorthStar innovation lab has continued its key role as an innovation leader for public services through the acceleration and application of new ideas and technologies. Civica NorthStar* has helped promote and decode advanced technologies such as artificial intelligence, machine learning and augmented and virtual reality. Peer-group sessions with customers have similarly helped fuel the innovation focus, to mutual benefit.

3.4. Civica Awards

The Civica "Perspectives" series secured the award for 'Best Use of Content in a Campaign' at the 2023 Global Marketing Awards and won the award for 'Best Omni-Channel/Multi-Channel Campaign', which recognises the impact of an omni-channel approach linking multiple channels to drive awareness, connect customer experience and build loyalty.

3.5. Full List of G-Cloud Services

This is the full list of GCloud services provided by Civica's Central Government Business Unit:

- Managed Hosting Services for Azure, Amazon and Civica cloud platforms
- Cloud software including Chatbots and Mobile Framework
- Cloud professional services covering:
 - Application Transformation
 - Digital Services
 - Change Management
 - Data Management, Architecture, Analytics and Engineering
 - Microsoft (M365, Power Platform and D365)
 - Collision Reporting & Sharing System (CRaSH)

3.6. Other Framework Agreements

Civica's Central Government Business Unit operates through the following frameworks.

Framework	Notes
Big Data & Analytics (RM6195)	Lot 1: Design, Build & Run Services; Lot 2: Commercial Off-The-Shelf (COTS) Software
Digital Specialists & Programmes (RM6263)	Lot 1 - Capability-based or delivery of multiple projects covered under an overarching strategic service objectives using PPM frameworks.
Software Design & Implementation (RM6193)	Lot 1.
Digital Outcomes 6 (RM1043.8)	Lots 1 to 3
GCloud 13 (RM1557.13)	Lots 1, 2, 3 and 4
Technology Services 3 (RM6100)	Lot 1 Technology Strategy & Services Design, Lot 2 Transition & Transformation, Lot 3 Operational, Lot 4 Programmes & Large Projects.
Skills Development Scotland - Information Mngt Framework	Lot 1 - Quality Assurance of wider IMS delivery; Lot 2 - Supporting Delivery of IMS
Scottish Government (Digital Technology & Cyber Services)	Lot 1 - Digital and technology projects; Lot 2 - Digital Technology Resources.

3.7. Social Value

Our CEO and Board of Directors set our corporate CSR policies and procedures, which are then governed by a set of compliance and improvement teams. These teams cover Civica's entire CSR agenda and cascade its operational policies and procedures into each Business unit, where a Managing Director oversees their use.

Civica operates a range of social value initiatives which are aligned to the Government's PPN 06/20 social value guidance model, a summary of which is listed below.

Theme	Evidence
Fighting climate change	As a company, we have made an ambitious commitment to achieve Net Zero Carbon emissions by 2040 (or sooner) by supporting our customers net zero ambitions, creating software with inbuilt sustainability and reducing our own impact. We are accredited to the ISO14001 Standard. Our Carbon Reduction Plan demonstrates our ambition to become industry leaders in reducing our environmental impact in support of the UK's Net Zero Target. Underlining this ambition, we are focusing not only on our direct emissions sources but also actively engaging with our wider supply chain to understand, measure and develop meaningful emissions reductions targets in line with our Net Zero Target.
Tackling economic inequality	We are committed to building an inclusive and diverse culture that tackles inequality in employment, skills and pay. We promote equal opportunity through all our activities and ensure rights for all employees are always protected. We are 'Gold' Investors in People company. We have increased our focus and commitment to ensure we proactively implement equal and non-discriminatory treatment to all our workers. We have implemented a Diversity & Inclusion Strategy and have a Diversity and Inclusion Lead to drive the implementation of this strategy. This aims to tackle inequality in recruitment practices, team development, skills and pay.
Equal opportunity	We are committed to providing equal opportunities and building an inclusive and diverse culture: • All vacancies are advertised on multiple Diversity & Inclusion platforms. • We run attraction campaigns targeting females and BAME applicants. We use a process of anonymised applications, competency-based questions and scoring to remove bias. • We advertise vacancies on https://disabilityjob.co.uk/ and share diversity statements on all job adverts. • We aim to ensure increased diversity of new starters in technology/sales/leadership roles by 10% per annum over the next 3 years. • We aim to ensure that at least 50% of shortlisted people are being considered from a diverse background for roles above £35k.
Wellbeing	We actively promote a mentally healthy workplace and workforce integrating mental health and general wellbeing in all that we do from recruitment, appraisals to strategic management. Through our Health and Wellbeing Policy and 40+ Mental Health Champion we encourage a flexible and realistic work/life balance. These provide a foundation to support both the mental and physical health of our staff via: • Employee Assistance Programme/online Wellbeing Hub, offering 24/7 access to websites, e-mail, phone, and face-to-face counselling on personal issues. • Aviva DigiCare+ Workplace App for external mental health consultancy. • Mental Health Champions who support staff wellbeing in the workplace. • RedArc Personal nurse service.

3.8. How to Obtain Further Information

For further information please see our website at www.civica.co.uk or contact us on 0333 321 4914.