

BUSINESS ANALYSIS FOR CLOUD SERVICES

SERVICE DEFINITION

Landseer Partners Business Analysis Cloud Services fully supports an organisation's transition to Cloud Services.

An overview of the G-Cloud Service

Landseer Partners works closely with Public Sector clients to determine their strategic approach to their business. Our business analysis services are designed to support an organisation in strategic planning, organizational change and cloud solution/service optimisation. We believe that strategic business analysis is an essential component of every project or change initiative in order to ensure that the outcomes are aligned with the goals and objectives of the entire organisation and the business units within it.

Our Business Analysis for Cloud Services is based on our experience that, from the outset, it is essential that the senior management and the stakeholders agree the scale of ambition for the organisation. To achieve this, our service starts by establishing the strategic goals of the organisation and confirming that there is common understanding of any drivers or known constraints. We then work with the client to develop the analysis culminating in the drafting of outline business cases appropriate to the client.

Our cloud service for business analysis includes the following features and benefits;

Top Features:

- Mapping of enterprise architectures and corporate cultures.
- Undertaking a capability analysis.
- Identifying business opportunities and threats.
- Recognising organisational strengths and weaknesses.
- Analysing business problems and identifying opportunities from resolving the problems.
- Identifying potential solutions and ensure they are feasible.
- Comparing options to identify pros and cons, cost/benefits and risk profile.
- Scope change initiatives based on organisational parameters.
- Developing outline project/programme business case(s) for change at organisation, programme or project level.

Business Benefits:

- New business needs or requirements are identified early and recorded
- Prioritisation ensures focus on real business value
- More effective implementation of new solutions by the Authority/business
- Provides a framework for cloud adoption team(s)
- Discover more cost effective solutions by supplier
- Significant reduction in requirements churn
- Reduction in rework – “get it right first time approach”
- Focus on reducing costs
- Market positioning for future growth

Landseer Partners provides these cloud service features and benefits in a manner that is most appropriate to the support required by the customer. This support will range from focused workshops to off-site analysis, the provision of full time support for specific activities or on-going support during the Business Analysis Cloud phase.

Information assurance – Impact Level (IL) at which the G-Cloud Service is accredited to hold and process information

As Landseer Partners propose specialised support services to the G-Cloud Service, our services do not require Business Impact Level accreditation.

Details of the level of backup/restore and disaster recovery that will be provided

This is not applicable to our services.

On-boarding and Off-boarding processes/scope etc.

As a provider of Specialist Cloud Services this is not applicable to our response. We are however able to support clients in defining on-boarding and off-boarding requirements and process and to assist with the assurance of suppliers throughout

Pricing (including unit prices, volume discounts (if any), data extraction etc.)

Please see attached SFIA table.

Service management details

Where the engagement is of a sufficient scale, a dedicated project manager will be assigned who will be the client's primary point of contact during the engagement. The project manager will be responsible for assigning and allocating resource to ensure the engagement is delivered in line with the agreed service levels.

Service constraints (e.g. maintenance windows, level of customisation permitted, schedule for deprecation of functionality/features etc.)

As a provider of Specialist Cloud Services this is not applicable to our response.

Service Levels (e.g. performance, availability, support hours, severity definitions etc.)

Landseer Partners Specialist Cloud Services is flexible and hence service levels are bespoke to the needs of each client and engagement. We work with the Client to agree service levels, availability and outcomes at the initiation of an engagement.

Performance of our people is measured through a client feedback process. We encourage our clients to give us a formal review of our service, highlighting any strengths and weaknesses and areas for improvement so that we can continue to offer a high quality and competitive service.

Financial recompense model for not meeting service levels

As a provider of Specialist Cloud Services this is not applicable to our response.

Training

Landseer Partners consultants will work collaboratively with the Client to ensure effective knowledge sharing during the term of the contract.

Ordering and invoicing process

Ordering from clients is generally done via the presentation of a Purchase Order following confirmation of the purchase of a service.

Landseer Partners will invoice at the end of every calendar month, giving a precise breakdown of the services purchased, including VAT/other expenses. We are able to provide consolidated invoices if required. Invoices can be issued electronically or via post.

Termination terms

By consumers (i.e. consumption)

Our standard terms and conditions provide for 30 days' notice of termination. A copy of our standard terms and conditions is attached.

By the Supplier (removal of the G-Cloud Service)

30 days' notice would be provided in the event that Landseer Partners was to withdraw from providing G-Cloud Services. Any ongoing commitments would be supported and maintained through to completion

Data restoration / service migration

As a provider of Specialist Cloud Services this is not applicable to our response.

Consumer responsibilities

The Client is required to provide Landseer Partners with enough information to enable us to complete the Call off Contract and prepare a specification which clearly outlines the scope of work and the required outcomes. The Client is encouraged to meet with us weekly to review the progress of the work being undertaken. The Client should also inform Landseer Partners immediately should they have a concern about the work being undertaken so we can take remedial action.

The Client has responsibility for providing office accommodation and facilities (including software tools where these relate directly to the service being procured by the Client) without charge where work is required to be conducted at the Client's premises.

It is the Client's responsibility to provide Landseer Partners with such access, information and staff cooperation, including any third parties as Landseer Partners may reasonably require for the proper performance of any Services.

The Client shall advise a Landseer Partners consultant or subcontractor working at a client location the rules, procedures and information relating to matters such as health and safety and security that are relevant or necessary for working at that site.

Technical requirements (service dependencies and detailed technical interfaces, e.g. client side requirements, bandwidth/latency requirements etc.)

As a provider of Specialist Cloud Services this is not applicable to our response.

Details of any trial service available.

Where appropriate, we will discuss with potential clients their challenges or specific requirements and we can provide guidance on how a particular issue can be addressed or to better help the client understand the possible options.

In addition, for more complex client requirements, we are able to undertake a small scoping study to provide a baseline for any wider project or programme. This also enables us to demonstrate our expertise and ability to work effectively with the client. If we were to undertake a scoping study we would discount the cost of the study by 25% against our fee rates.