CLOUD
SUPPORT SERVICES

G CLOUD 14
SERVICE DEFINITION

CLOUD TECHNOLOGY SOLUTIONS

Government departments are transforming digital services, providing better user experience and creating a more efficient way to manage public services.

The most recent Government transformation strategy is well aligned to the use of cloud technologies. Shared services and platforms facilitate a seamless flow of information which in turn helps departments utilise data better, learn from experience, implement tools that increase efficiency for workers and most importantly provide services that better serve the public.

OUR SOLUTION

People Source have partnered with central Government, public sector bodies and NHS Trusts to help them build, deploy and manage highly effective cloud solutions.

Our methodology is agile and is designed to integrate seamlessly into your business either by augmenting your existing programme with a specialist service or by managing an entire cloud deployment.

You stay in control of your programme and technologies while we provide the professional expertise needed to successfully transition to the cloud.

Our specialist cloud consultants are forward thinking, astute, collaborative people who will help determine the best solution for your business and design a service that aligns your strategic goals with end-user needs.

They understand the successes and challenges of recently introduced digital solutions within central Government and public sector bodies and are committed to helping you save on cost while laying the foundation for long-term delivery of cloud services.

One of our fundamental values is collaboration, which translates into how our team work with Government bodies. They use the principles of shared services and open standards to empower your people and build sustainable, shareable solutions that last.

MAINTAIN CONTROL
We advocate a partnership where you stay in control of your programmes and we provide supporting expertise.

SAVE MONEY
Our team are dedicated to formulating the highest quality cost saving

EMPOWER YOUR TEAM
We collaborate with your teams, building sustainable, shareable solutions that last.

INTEGRATED SERVICE
Our consultants integrate seamlessly into your business minimising disruption to BAU operations.

CENTRAL POINT OF CONTACT
On-site Service Director will work with you to define and manage deliverables and outcomes.

INNOVATE
We will help you to introduce industry standards and the latest in technological advancements.
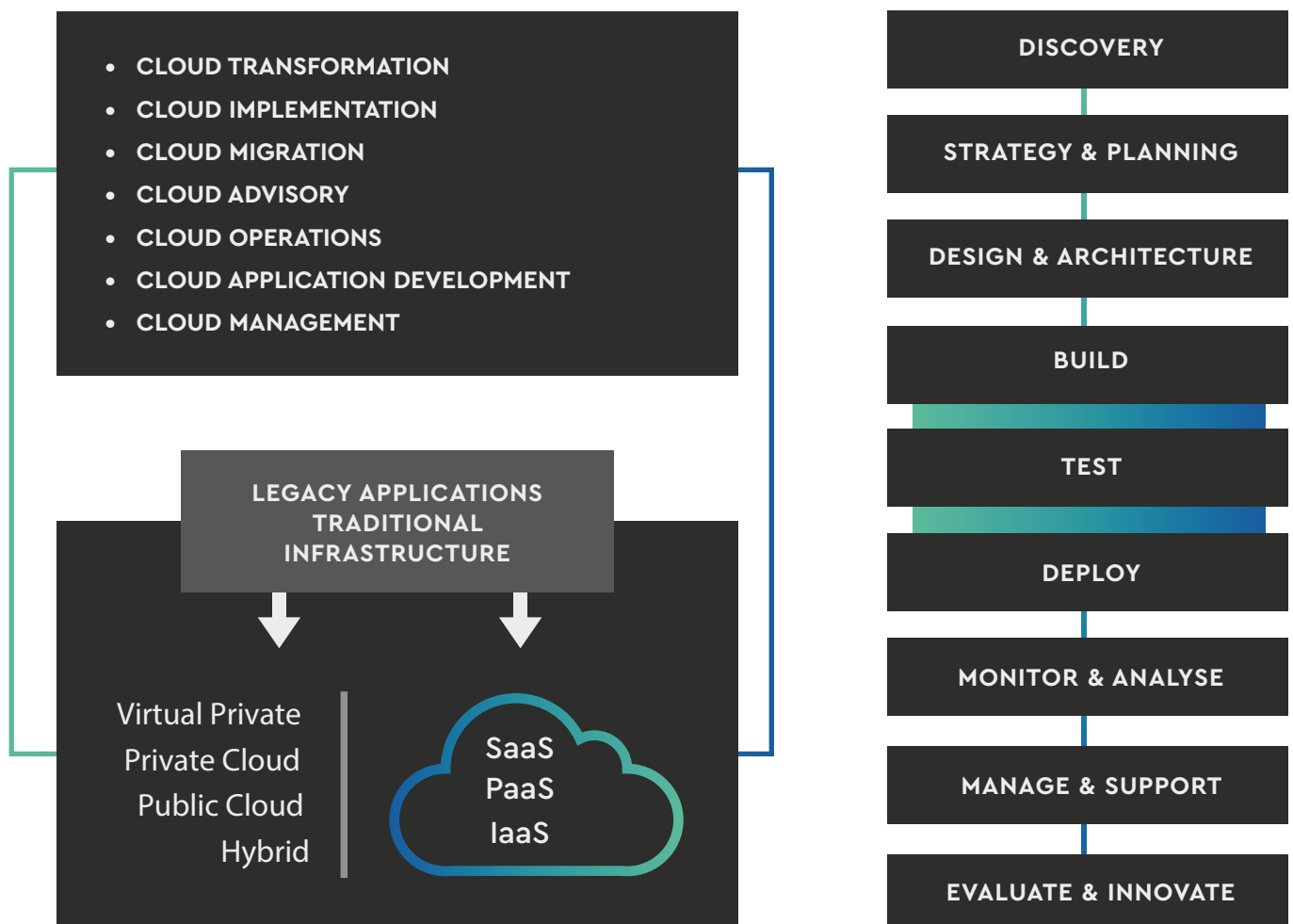
CLOUD IMPLEMENTATION MODEL

We will work closely with your key stakeholders and programme team to devise a bespoke solution that meets the demands of current business processes, strategic business objectives and end-user needs.

A dedicated Account Director will support you throughout the entire procurement process and an on-site Service Director will manage project delivery. They will collaborate with you and your teams to understand the requirements and define a set of deliverables to ensure our team meet your objectives on time and within budget.

FULL CLOUD PROGRAMME SOLUTIONS

Our flexible solution allows you to choose just what you need to make your cloud programme a success. Whether you are thinking about an entire transformation programme or you just need a team of specialists to integrate into an existing programme – we will build the solution you need.

Our services are defined in more detail throughout this definition document and via G-Cloud 12 on the Digital Marketplace.

- **CLOUD TRANSFORMATION**
- **CLOUD IMPLEMENTATION**
- **CLOUD MIGRATION**
- **CLOUD ADVISORY**
- **CLOUD OPERATIONS**
- **CLOUD APPLICATION DEVELOPMENT**
- **CLOUD MANAGEMENT**

LEGACY APPLICATIONS TRADITIONAL INFRASTRUCTURE

Virtual Private
Private Cloud
Public Cloud
Hybrid

SaaS
PaaS
IaaS

DISCOVERY

STRATEGY & PLANNING

DESIGN & ARCHITECTURE

BUILD

TEST

DEPLOY

MONITOR & ANALYSE

MANAGE & SUPPORT

EVALUATE & INNOVATE

ENGAGE

REQUIREMENTS ANALYSIS

An in-depth analysis of your requirements will be undertaken.

We will undertake a full audit to understand your end goal, why you want to achieve this, who benefits from the solution, what the current situation is, challenges faced, performance issues, what work is already underway, what your top priorities are and anything else that will help us truly define the right solution to meet your needs and budget.

PROGRAMME RESOURCES

At the core of every successful programme delivery is the people. That is why we pay great attention to employing the right experts for every piece of work we deliver.

We source the most qualified experts with the right skills for the role they will undertake in our service delivery.

A SEAMLESS INTEGRATION

We don't operate as a standalone service, rather a seamlessly integrated partner who lets you stay in control of your programme while we provide the fundamental expertise to drive it towards a successful deployment.

SOLUTION OPTIONS

Options will be presented by our Subject Matter Experts with guidance to help you understand the benefits and implications of each choice, supporting your decision on the best route to achieving your goal.

This will be based on findings from the requirements analysis phase and will take into account all aspects of your service, from the user needs right through to cost, long-term sustainability, business strategy, policy limitations and evolving technologies.

ADAPTABLE

We are approachable and adaptable to change. Projects evolve and technologies innovate frequently in a digital environment. We work in partnership with our clients, adapting to their digital journey with them.

If you need to elaborate on initial requirements, we will adopt those and work out how they can be achieved successfully.

By partnering with you, our solution can evolve with policy changes and technological innovation.

THE WAY WE ENGAGE WITH YOU TO UNDERSTAND AND MANAGE
YOUR NEEDS

OUR METHODOLOGY
THE GUIDING PRINCIPLES OF OUR SERVICE
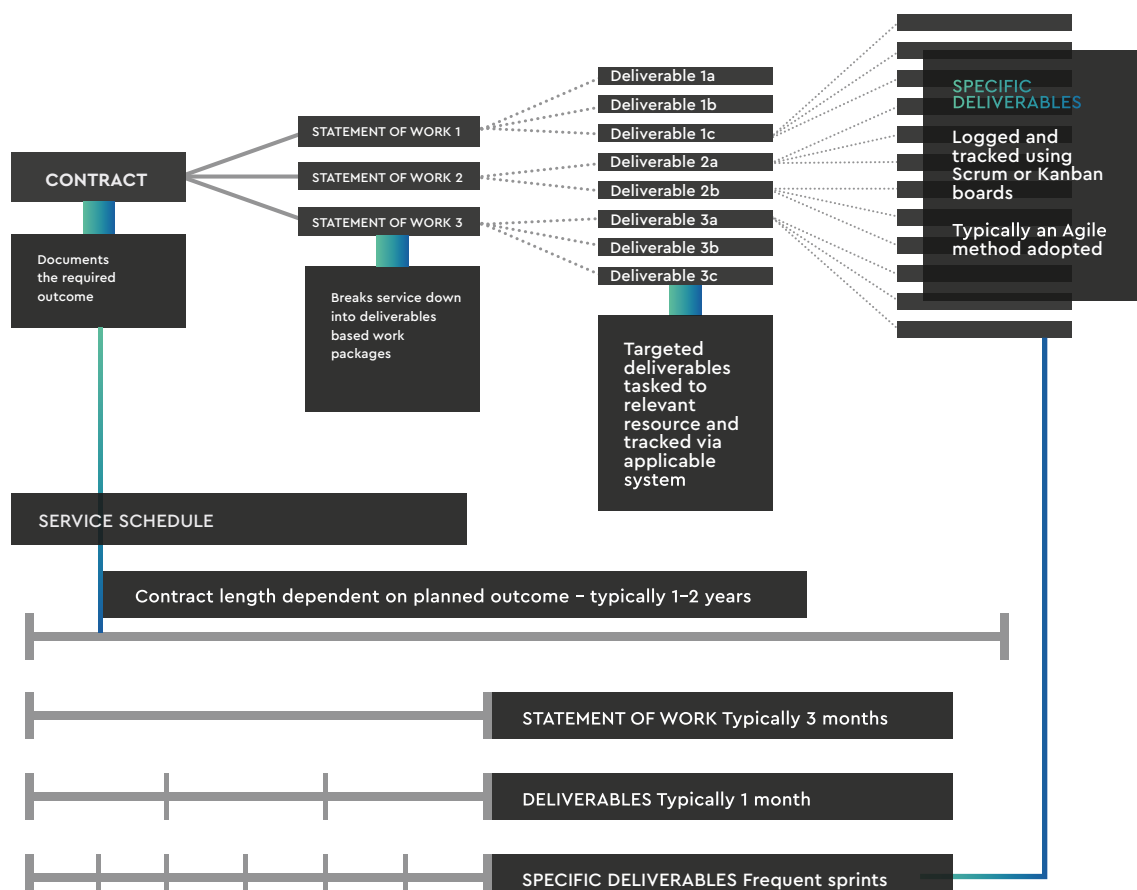
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DELIVER

USING THE BEST METHODS TO ACHIEVE A POSITIVE
OUTCOME

The ultimate aim is to improve public services with digital platforms that are efficient, future proof, secure, result in long term cost savings and facilitate better opportunities for collaboration internally.

Our Delivery Management System has been designed to take the pressure off your stakeholders, and is agile to ensure you are well informed of progress and able to make changes to delivery when needed through regular show & tell meets.

A dedicated Service Director will define, manage and track deliverables that are specifically designed to meet the required outcome in the most effective way. They will work in collaboration with your stakeholders to ensure deliverables are measurable, achievable and auditable.
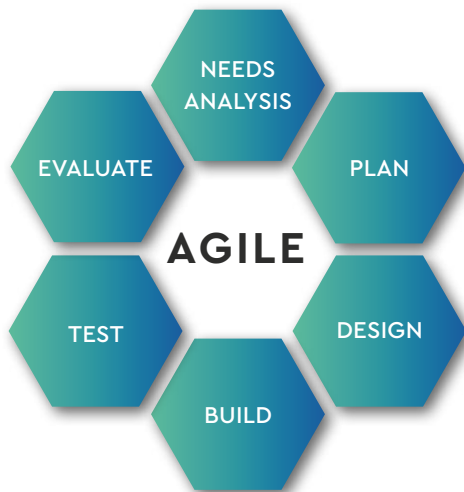
Our Service Director will lead delivery, managing on-site resource to ensure deliverables are being met to schedule and budget, auditing the quality of our teams work throughout the service.

CONTRACT

Documents the required outcome

STATEMENT OF WORK 1

STATEMENT OF WORK 2

STATEMENT OF WORK 3

Breaks service down into deliverables based work packages

Deliverable 1a
Deliverable 1b
Deliverable 1c
Deliverable 2a
Deliverable 2b
Deliverable 3a
Deliverable 3b
Deliverable 3c

Targeted deliverables tasked to relevant resource and tracked via applicable system

SPECIFIC DELIVERABLES

Logged and tracked using Scrum or Kanban boards

Typically an Agile method adopted

SERVICE SCHEDULE

Contract length dependent on planned outcome – typically 1–2 years

STATEMENT OF WORK Typically 3 months

DELIVERABLES Typically 1 month

SPECIFIC DELIVERABLES Frequent sprints

AGILE WAY OF WORKING

NEEDS ANALYSIS

EVALUATE

PLAN

AGILE

TEST

DESIGN

BUILD

Our consultants typically adopt an Agile/Scrum approach that is driven by GDS principles, facilitated by:

☁ Scheduled sprints

☁ Regular retrospectives

☁ Show & Tells/review of progress

☁ User Stories

☁ Backlogs

Where necessary we can help your teams transition from traditional methods to the Agile methods recommended by the GDS Service Manual.

USER FOCUSED

Our consultants are user needs focused, designing and building solutions that improve the service user experience whilst balancing with cost saving and long-term business strategy. Our Delivery Team will work in collaboration with User Research to understand who the end-users are, what the service will be used for, how it will be used, what common issues and challenges typically present themselves and what needs to be done to design the service that best fits all.

PROGRAMME GOVERNANCE

Our Service Director will implement and manage a tailored programme governance structure aligned with current policy, existing and future governance mechanisms.

They will:

☁ Define and implement best practice

☁ Develop programme management governance documentation

☁ Monitor and manage programme resource and external suppliers

☁ Review and manage platforms and environments

☁ Define and manage service and operational level agreements

☁ Produce training documentation

☁ Manage risks and issues

☁ Provide detailed progress reports

SHARING IDEAS & INNOVATING

The consultants we employ typically have a strong background in both public and private sectors. They will quickly adapt to your environment and bring with them a stack of ideas and specialist expertise to design innovative solutions that meet your specific needs, remaining consistent with other Government digital services and overcoming policy and cost constraints.

SHARED PLATFORMS

We will look at the best ways to establish open standards and build solutions that work as a flexible ecosystem, facilitating more joined-up services and shared data, which in turn will result in larger inter-department cost savings long-term.

SHARED SOLUTIONS ACROSS ORGANISATIONAL BOUNDARIES
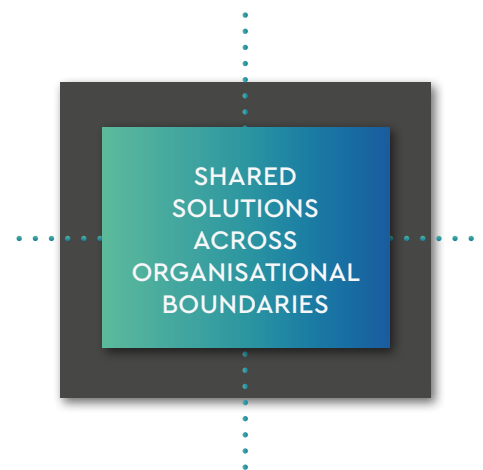
SECURE SERVICES

Our consultants will ensure your service meets required security standards, with robust risk management and contingency planning processes in place.

GDS SERVICE STANDARDS

We will work in collaboration with your key stakeholders and delivery teams to ensure services meet Digital Service Standards and are successfully assessed to gain spend approvals required throughout the lifecycle of your programmes.

SIMPLIFIED AND CONSISTENT DESIGN

Our aim is to design and implement solutions that are simple to understand, easy to iterate and adapt to policy changes and innovation in technology. Our people work on the GDS principle that digital services should be accessible to all and build consistently in line with GOV.UK design and style guides.

SUSTAIN

Our consultants are collaborative experts who will seamlessly integrate with your environment and working practices to design and build future proof solutions that are easily iterated, scalable and flexible to changing policy.

We believe in a blended delivery approach and will work in partnership with you to unlock current and future potential. Our consultants bring a wealth of expertise and training to empower your people, boosting career development and in turn augmenting your digital capability long-term.

A PARTNERSHIP APPROACH

BAU
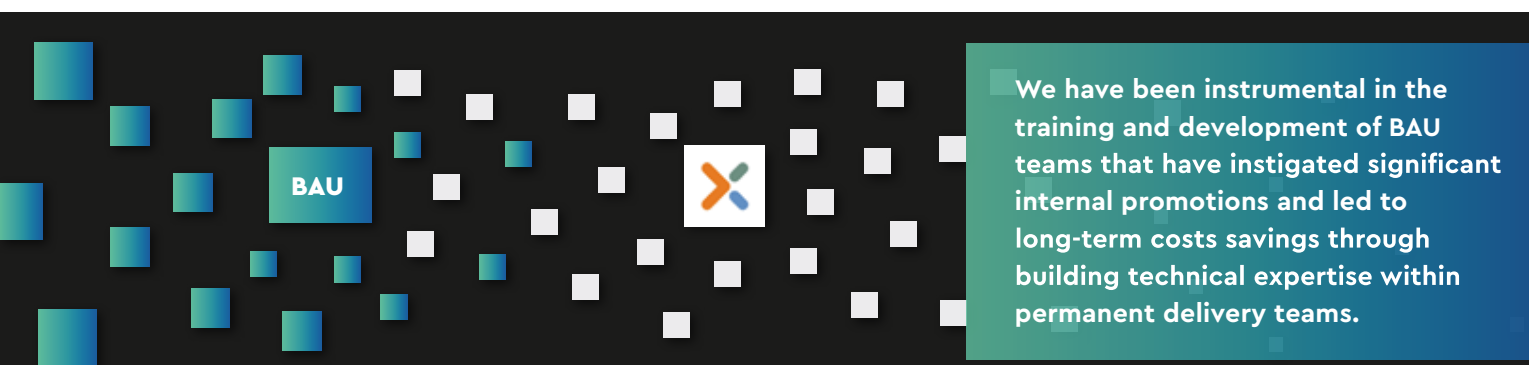
We have been instrumental in the training and development of BAU teams that have instigated significant internal promotions and led to long-term costs savings through building technical expertise within permanent delivery teams.

Our flexible service allows us to scale resource with programme demands. We don't give you want you want – we give you what you need. We don't operate a bench or hire trainees for our consultancy projects – we provide you with our most experienced consultants when you need them and only for as long as necessary.

They will use their expertise to provide an extendable, scaleable, configurable service that is more performant, easier to maintain and manage as a live service. This will result in long term support that ensures that you are confident in the management of your new digital service once it has been implemented.
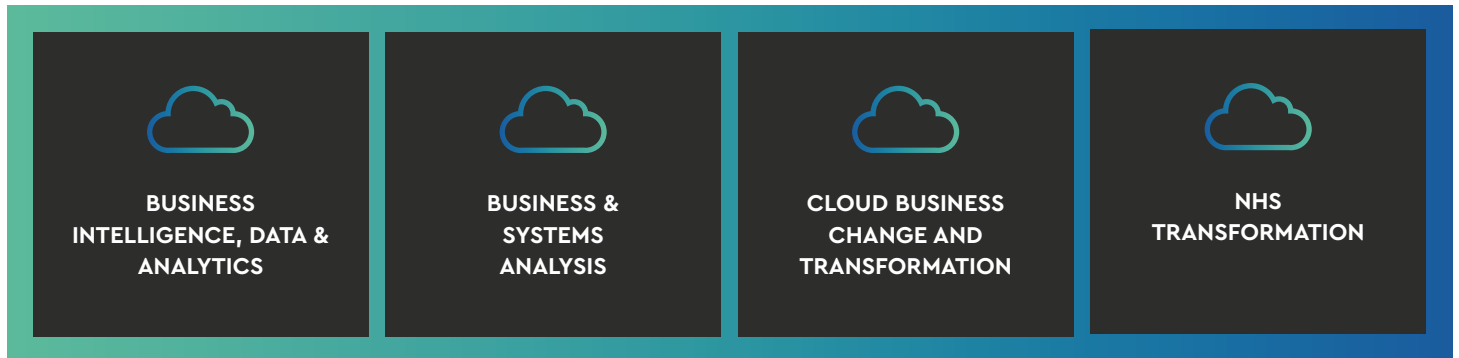
BUILDING BETTER TOOLS, PROCESSES AND SERVICES FOR THE
FUTURE

SERVICES WE PROVIDE

We can provide solutions for the entire cloud transformation programme, or you can choose the service that best fits your requirements.

Our cloud support solutions on g cloud include:

CLOUD STRATEGY & PLANNING

BUSINESS INTELLIGENCE, DATA & ANALYTICS	BUSINESS & SYSTEMS ANALYSIS	CLOUD BUSINESS CHANGE AND TRANSFORMATION	NHS TRANSFORMATION

IMPLEMENTATION & ROLL OUT

CLOUD SOLUTION DESIGN	CLOUD INFRASTRUCTURE	SOFTWARE & INFRASTRUCTURE AUTOMATION	TESTING & QUALITY ASSURANCE
SOLUTIONS RELEASE & DEPLOYMENT	INFORMATION & CYBER SECURITY	CLOUD SERVICE MANAGEMENT	CLOUD TECHNICAL SUPPORT

SERVICE MANAGEMENT

Every business is different, each with their own objectives, processes and complexities. People Source provide tailored services that integrate with your own methods, resulting in a more meaningful collaboration throughout the programme.

Below are our standard service delivery principles. Each contract however is unique. At the beginning of each assignment we will establish a clearly defined process to meet your cloud programme
objectives.

BACK UP / RESTORE & DISASTER RECOVERY

People Source have in place set disaster recovery processes to maintain continuation of service throughout delivery of resources. Clients should have their own processes in place to manage on-site disaster recovery, however, we will provide support where necessary and/or possible.

ON-BOARDING

People Source Account Director
People Source Service Director
Business Key Stakeholders
Programme Director

SLA management
Continuous improvement
Business & technical support

| CONTRACT AWARD | INITIAL STRATEGY MEETING | REQUIREMENTS ANALYSIS | ON-BOARD TEAM | PROGRAMME DELIVERY | MONITOR & SUPPORT |

Set project deliverables
Agree budget
Agree SLA's
Resource planning

OFF-BOARDING

| PROGRAMME END/ HANDOVER | ANALYSE RISK/ISSUES | DEFINE & IMPLEMENT END PLAN | TRANSITION MANAGEMENT | OFF-BOARD RESOURCE | SERVICE ANALYSIS & REVIEW |

SERVICE CONSTRAINTS

Not Applicable.

SERVICE LEVELS

All SLAs applicable to our on-site team will be pre-determined at the beginning of each contract.

Our hours of operation are: Monday to Friday 8:30am till 6pm. We do provide support outside of these hours at prior agreement with your dedicated Account Director.

FINANCIAL RECOMPENSE

In the circumstance that contracted specialists are unable to meet the requirements of the customer, we would refer to the agreed notice period as outlined in the contracted schedule of works.

ORDERING AND INVOICING

To order our services please get in touch with Jason Baker (CEO) with any new requirements. He will assign you with a dedicated Account Director who will be your key point of contact throughout the process and manage the delivery of the services you require.

Our standard invoicing terms are 30 days from start date of services. Invoices to be sent to the assigned contact in your terms and conditions.

TERMINATION TERMS

Termination terms will be outlined in your contract schedule and will be relevant to the service you purchase.

DATA RESTORATION/SERVICE MIGRATION

Not Applicable.

CUSTOMER RESPONSIBILITIES

- To provide a clear definition of scope of work to ensure the right resource is selected for the project.
- To maintain regular communication with your Account Director during the on-boarding process, providing clear deadlines and regular feedback on resource provided.
- To provide access to premises and relevant systems to selected resource upon start of contract.

GET IN CONTACT

For cloud based technology projects please contact Tim Allen who will discuss your requirements and full scope of work, and assign you with a dedicated Account Director.

TIM ALLEN - Managing Director

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