



Service Definition Document

Putting people at the
heart of change

www.consultcmc.com



About CMC

We put people at the heart of change.

CMC is an award-winning SME consulting firm specialising in change and transformation for over 20 years.



We are employee-owned. This means all our people have a vested interest in delivering a superb service to our customers – one that keeps them coming back again and again.

And as we don't set sales targets, our people can focus on what they are there to do – help you with your change.

- We recruit people who are passionate about what they do and committed to delivering excellent work for our customers.
- Our people include thought leaders in their field, international keynote speakers and published authors.
- They combine multiple delivery capabilities to provide wide-ranging transformational support services, using their expertise to shape delivery into the right approach for our customers.
- We are in our element when engaging with others and bringing change to life.





Totally committed, flexible and always reliable and positive in the face of sometimes incredibly challenging asks, timescales and stakeholders.



Head of Service, Houses of Parliament Restoration & Renewal Programme

Our core capabilities

For more details, see our relevant services on the Digital Marketplace

Clients across the private and public sectors benefit from our complementary capabilities and experience



Setting the right foundations

In the digital era, business analysis is more in demand than ever before. From enhancing product or service development, to supporting strategic change initiatives or improving organisational effectiveness, our business analysts can help you.

Business analysis



Making it happen

From IT projects to enterprise transformation programmes, our delivery services help businesses to focus on strategic priorities and the delivery approach they need to ensure success. Waterfall, agile or hybrid, our specialists have the tools and experience to ensure you deliver.

Delivery management



Focusing on the people side of change

Whether it's a digital transformation, merger or other change that impacts people, we enable clients to embrace opportunities, overcome challenges and achieve remarkable results. We help you to drive change home and make it stick.

Change and transformation



Getting everyone on board

Effective engagement and communication fosters inclusion, understanding and a drive to achieve shared goals. We can make your transformation resonate with the right people, in the right way, at the right time.

Communications and engagement



Informing decisions and driving value

Whatever an organisation's level of data maturity, we support clients to understand their data landscape and bring out the most value from it for their business. This enables them to make informed, data-driven decisions.

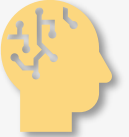
Data analysis and insights



Preparing for the future

We work with businesses to achieve agility at their core, from their strategy and organisational structure, to empowerment of their teams – all by cultivating a culture of innovation, collaboration and continuous improvement.

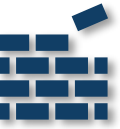
Business agility



Making best use of technology

We support businesses to adopt AI to achieve their strategic aims. From defining a compelling vision and creating a robust adoption roadmap, to quantifying the actual impact of the change, we actively engage your people to maximise the adoption and use of your selected tools.

AI adoption



Focus on – our Business Analysis capability

Setting the right foundations

In the digital era, business analysis (BA) is more in demand than ever before. Whether enhancing product or service development, supporting strategic change initiatives, improving the effectiveness of organisational processes or supplementing existing BA teams - our business analysts are here to help.

Many organisations jump to solutions without truly understanding their business challenges and how they align to their vision or strategy. We identify and address this. Using requirements elicitation, process analysis and data insights, we support businesses to be more efficient, streamline operations and seamlessly implement products and services.

Our services range from providing specific expertise across a breadth of business analysis specialisms to providing a full BA service.

Our managed BA service delivers or supplements your BA services, and can scale flexibly in response to client needs and demand. We provide teams of specialised individuals trained, qualified and experienced in applying BA across different domains and organisations.

Our thought-leading BA professionals support and develop client business analysis practices through training, upskilling, coaching and mentoring. This ensures your people grow their BA skills and embeds a culture of continuous improvement.

CMC BAs bridge the gap between user needs and developers, ensuring holistic analysis of the system. This service encompasses user research (UR), user experience (UX), customer experience (CX), data analytics, cloud solutions and API definition.

Outsourced
business
analysis

Strategic
advisory

Our strategic advisory services for align business objectives with external influences and internal service design. We can design and implement target operating models which optimise organisational effectiveness and adaptability.

Upskilling and
training

Our
business
analysis
services

Business
improvement

Business improvement is at the heart of what we do at CMC, analysing all aspects of a business. We improve operational efficiency, helping our clients increase organisational effectiveness and gain a competitive edge.

Systems
analysis

Agile business
analysis

Our BAs are trained in agile practices and apply agile values and principles to ensure customer needs are achieved early through iterative feedback and continuous feedback cycles, aligning development work with strategic OKRs, product roadmap and vision.

Customer success stories in business analysis



Improving incident management (IM)

CMC consultants supported NCSC to create one cohesive service from three legacy organisations, and ensure technical delivery achieved business value. Working with seniors and operational teams we developed the vision, technical roadmap and user stories for digital transformation, aligning 260 disparate tactical change initiatives with strategic priorities and the new technology strategy. We co-developed a target operating model and agreed metrics & acceptance criteria to ensure business readiness. We implemented changes, clarifying processes, tasks, roles and ownership. The Personas we developed enabled creation of a technical roadmap aligned with the business vision. Working software is now delivered every 2-4 weeks rather than annually. Within 4 weeks, technical capability created a 30% efficiency saving. End-to-end processes were streamlined, reducing time and effort from half a day and 100 mouse clicks, to 1 hour and just 10 mouse clicks.



CMC's consultants have an excellent personal impact that really inspires confidence. No task is too great and they always have something in the toolbox that can solve any challenge. Deliverables are always of the highest quality – the discipline they bring to delivery has perfectly balanced rigour with agility. They have been keen to share their skills and approaches with the wider team and incoming BAs which has been great to see and greatly appreciated. They were presented with a really complex task and their hard work and strong focus means risks have been greatly reduced with much more organisation and understanding brought to delivery.



Delivery Manager, HM Prison and Probation Service

The solution was delivered on time, to very demanding, externally mandated timescales. This could not have been achieved without CMC's consultant's attention to detail and her excellent communication and negotiation skills.

Project Manager, Government agency



Embedding an outcomes-based mindset

CMC provided business analysis services to the Ministry of Justice's HM Prisons and Probation Service who needed support to establish a single source of truth for a person's identity across both legacy systems and new digital services. Our team developed diagrams illustrating an individual's journey and interactions with critical business systems. They created a data dictionary, captured and documented functional and non-functional requirements, and defined conceptual and logical data. They undertook discovery of existing business rules, produced data schema across HMPPS systems, and aligned and standardised business metrics. As a result of our engagement, the data domain has been documented, linkages between legacy and new systems have been defined and modelled, and touchpoints for a person's journey have been captured. We also outlined the roadmap to direct future development work.



Very positive about the team and extremely happy with the quality, cost and timeliness of the work completed.



Programme Director, CDDO, Cabinet Office

We make a difference

We may be a small company, but we are mighty in our approach to making a positive change in all that we do.

Looking after our people

Wellbeing is a top priority for us. We know that if our team members feel supported, valued and empowered, they are much more likely to thrive, both personally and professionally. We are genuinely committed to supporting our people to be happy and healthy, and creating safe spaces to open-up.



Being inclusive

We are deeply committed to embracing and celebrating difference, valuing diversity and promoting inclusion. Every person brings their whole self to work at CMC, sharing their unique perspectives, experiences and talents. It is through appreciating and treasuring these differences that we thrive as a team.



Supporting our community

Charity and community means a huge amount to us at CMC. We support selected charities and are a friend of the Community Foundation Wales. But it is the exceptional charitable endeavours of our people that truly bring our commitment to life. We take immense pride in our collective contributions, knowing that together we are making a difference.



Protecting the environment

We are a net zero company. Our carbon reduction programme focuses on sustainable practices and supporting flexible working, reducing travel and other business-related emissions. Any carbon emissions that we do produce are 100% offset with an annual donation to the Woodland Trust, protecting, restoring, and creating UK Woodland.



We assure our delivery

Business assurance accreditations

The quality of our services is evidenced through our corporate accreditations which include:

- ISO 9001: Quality – assurance that our services are managed and delivered effectively and to a high standard
- ISO 27001: Information Security Management Systems – confidence that our systems and data are well-managed and stored securely
- ISO 14001: Environment – evidence that we are committed to minimising our impact on the environment
- Cyber Essentials Plus – peace of mind that our systems and data are robustly protected



Memberships

Our commitment to providing high-quality services at the forefront of industry thinking is supported by our ongoing investment in professional memberships.





A really strong performance from a team whose skills complemented each other well – they really listened to our needs and requirements and adapted their way of working to deliver what we needed.



Portfolio Director, Environment Agency

Service provision details

Service management

As service scale, complexity and required operating arrangements vary significantly between customers, we agree tailored service management arrangements with the customer at service start. We designate account managers to act as the primary point of customer contact, and to assure service delivery quality and customer satisfaction. They are practising consultants, who work closely with customers to understand not just service deliverables but also the culture and business strategy. This ensures highly effective service delivery and adds value. We do not offer technical support services as they are not relevant to the services we provide; however CMC resources work flexibly to support the delivery of pre-agreed customer requirements. Our consultants are available to speak to on the phone or via email as our customers require. Standard availability is Monday-Friday 09.00-17.30hrs.

Mobilisation, on-boarding and off-boarding

We work closely with our customers to ensure efficient entry and exit to and smooth running of our services. Our typical mobilisation approach includes:

- Familiarisation
- Understanding the context – what you need and how best to achieve it
- Building our partnership – how we work together
- Establishing joint management – robust delivery assurance

At service start, we scope full requirements together with the customer and agree an appropriate model and approach for optimum delivery. This includes identifying all assumptions and requirements to enable effective delivery from day 1. At service close, we hand over deliverables to a nominated client representative, and ensure skills and knowledge transfer is complete.

Service levels and performance

Where appropriate, we will agree service levels and performance measures which are relevant to the contract. Our account managers track customer satisfaction informally on an ongoing basis and also take regular formal customer feedback. Our standard feedback process includes areas such as achievement of deliverables to time and quality, overall performance, specialist knowledge and skills personal impact and skills transfer.

Pricing overview

Pricing is usually on a time and materials basis using our standard SFIA rate card. As services required by customers vary significantly in terms of size and complexity, specific rates and payment mechanisms, including any volume discounts, will be discussed and agreed with the customer based on the programme of work and the level of experience required.

Ordering and invoicing process

Prior to service commencement, we will agree with the customer the scope of services required and service specification, to be documented in the call-off contract and purchase order. Invoices are submitted monthly in arrears, payable within thirty days.

Assurance and business continuity

CMC is ISO 27001, ISO 1400, ISO 9001 and Cyber Essentials Plus accredited. All our resources are as a minimum Baseline Personnel Security Standard (BPSS) cleared, and many are security-cleared (to SC and DV). Data backup/restore and disaster recovery are not relevant to the services we provide; however we have business continuity and disaster recovery plans in place as part of our ISO 9001 accredited Quality Management System.

Talk to us



John Daley

Managing Director

e: john.daley@consultcmc.com

m: 07810 356620



Jeanette Lane

Deputy Managing Director

e: jeanette.lane@consultcmc.com

m: 07769 677272



Call us.



01633 492030

Email us.



contact@consultcmc.com

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