

Mosaic Island

Service Definition

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Introduction

We firmly believe that effective design serves as the cornerstone for facilitating meaningful transformations and large-scale change initiatives. Leveraging cutting-edge cloud technologies, we have curated a distinctive array of specialised "design-led" services that support our ability to simplify digital business transformation and complex IT challenges, tailored to bolstering our clients' change endeavours, from conceptualisation to execution. Our ethos is to fix the problems of today in the shape of tomorrow.

Our primary service embraces a seamless, streamlined and solutions focused methodology and can be tailored to individual needs or integrated into a comprehensive strategy, ensuring the seamless design and validation of end-to-end solutions. Complemented by supplementary service components where applicable, our solutions address both the conceptualisation and execution phases of change often the most formidable aspects of any transformation endeavour.

These services have been meticulously honed over years of resolving real-world challenges across diverse business landscapes, sectors and delivery frameworks. Embracing our flexible approach, we possess the agility to adapt and reconfigure ourselves to align with the specific requirements, demands, and constraints of each unique scenario. This approach allows us to continually evolve and align with the dynamic goals, strategies, and technological landscapes of our clients.

Our approach is pragmatic, personal, and completely collaborative. We pride ourselves on making the process of working with us as stress-free and smooth as possible. We're always solutions-focused and fully prepared for any challenge, reducing the complexities and obstacles you're facing in your business.



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1. Strategy & Planning

1.1. Strategy Definition

Mosaic Island's Strategy Definition service provides strategic analysis and option generation tailored to your organisation's specific needs. The focus can be directed through several lenses across Business Strategy and Requirements, Transformation \ Change agenda, Consolidation and cost reduction, Technology Decisions and IT Operating Model.

Our service comprises a structured methodology that is designed to work closely with all parts of your organisation to create an effective and practical multi-year strategy for a variety of domains (Cloud, Data, etc). We will co-create it with you using proven models, delivering an evolution plan that aligns to your business needs and objectives.

We will help you ensure that your strategy will get the required buy-in from all key stakeholders in the organisation, positioning technology as a fundamental enabler for the achievement of your strategic ambitions.

The focus of our strategy definition approach operates across several lenses and is tailored to your organisation's specific needs. These are:

- Business Strategy and Requirements.
- Transformation \ Change agenda.
- Consolidation and cost reduction.
- Technology Decisions and IT Operating Model.

Service features:

- Define demand, business vision, objectives, themes and mission.
- Define and align to business capabilities and value chains.
- Define control, governance, management, success factors & risk.
- Define supply, IT services, organisation, enterprise architecture & financial management.



- Execution, Roadmap planning, technology architecture and portfolio planning.

Service benefits:

- Clear definition of business demand and context.
- Capability driven approach to linking business demand to IT execution.
- Proven proprietary framework used for strategy definition.
- Clearly defined enterprise architecture.
- Creation of business and IT investment themes linked to capability.
- Creation of business capability models based on best practice.

1.2. Data Strategy

Mosaic Island's Data Strategy service uses a structured methodology that is designed to work closely with all parts of your organisation to create an effective and practical multi-year data strategy. We will co-create it with you using proven models referencing TOGAF and DAMA, delivering an evolution plan that aligns to your business needs and objectives.

We will help you ensure that your strategy will get the required buy-in from all key stakeholders in the organisation, positioning data as a fundamental enabler for the achievement of your strategic ambitions.

The approach will create alignment between your organisational business strategy and the use and exploitation of data to deliver organisation value. It will define the business and technology capabilities required, creating business information models and conceptual data models and identifying their strategic importance to the organisation. As part of the strategy, we will define the governance processes and organisational changes needed to support the strategy.

It will set out approaches to either implement or enhance core data systems such as the Operational Data Stores (ODS), Enterprise Data Warehouses (EDW), Big Data



(Data Lake) and how Business Intelligence, Analytics, Insight and Science will be served by these systems.

We can offer support with specific enterprise, programme or domain areas applying subject matter specialism in Information and Data Architecture as required.

Service Features:

- Define the Governance and Organisation structures required.
- Document the Current State and Future State Data capabilities.
- Define Business Information Models, Conceptual Data Models.
- Document Business driven use cases for BI, Analytics, insight & science capabilities.
- Link & feed into to technical strategies integration, security, cloud, corporate & digital.
- Link & feed into business strategies.
- Define Data Artefacts: Data Entity catalogue, Attribute Definition catalogue, Data Mastery Model, Data Entity/Business Function Matrix, Information Flows, Data Dissemination Diagrams.
- Define Technology roadmap to implement strategy.

Service Benefits:

- Clear data landscape, target architecture and evolution plan.
- Business Analytics Data Architecture experts.
- Data Architectures based on best practice and ISO standards.
- Clear definition of data entities, services, components and their interrelationships.
- Supports major change initiatives.
- Single View of Data across the organisation.
- Increases the predictability of delivery within stated architecture and long term TCO reduction.
- Simplified Application Development allows greater flexibility and agility.
- Clear data management allows for production of semantic layers to decouple business change from master system integrations.



1.3. Solution Discovery

Mosaic Island's Solution Discovery service provides a structured approach to technology change. At the heart of our discovery service is ensuring a clear understanding of the problem that you are trying to solve. Articulating the problem or challenge as a structured question can often be the most difficult part of the design process. It can be tempting to jump straight to what you think that the answer should be in terms of tools and technology choices, and then try to work back to define the question and validate technology bias. Our experience shows that this frequently leads to problems later.

We have a clear, tested, proven approach and framework for discovery that mitigates the above risk and bias.

Our three-stage approach will help ensure that you make the right choices underpinned by appropriate analysis.

Service Features:

- Problem and question definition and positioning.
- Scope, benefits & capability definition.
- Solution and architecture analysis & definition.
- Requirements capture, analysis, mapping and documentation.
- Solution and architecture transition planning & road-mapping.
- Technology and vendor selection.
- Current & Target state definition.
- Delivery planning and approach definition.

Service Benefits:

- Pragmatic and Independent analysis & recommendations.
- Reduced risk of rework or technical debt accrual.
- Clear baseline against which to proceed with confidence.



- Design artefacts against which to plan and manage delivery.
- Line of sight between capability, user requirements and solution.
- Confidence in costing and execution.
- Full understanding of scope and solution boundary.
- Reduced chance of project changes impacting delivery.
- High level solution and strategic alignment.

1.4. Expert Advice

Mosaic Island's Expert Advisor service is designed to support CxOs, leaders in technology and those working within complex technology and change programmes. We offer expert advice and consulting on a wide range of business architecture and technology subjects from our in-house team of subject matter experts. All our consultants have over 20 years' experience in senior roles within a wide range of industries.

Through our Expert Advice service, we bring thought-leadership from across our broader consulting services, including Enterprise Architecture (Business & Technology), Design and Delivery Governance, Project and Programme rescue and Data Strategy.

Service Features:

- Expert advice on business and technology challenges from experienced subject matter experts.
- Flexible and targeted engagement model.

Service Benefits:

- Flexible problem solving for business and technology challenges that unique to you and your organisation.
- Cross industry perspectives from technology subject matter experts.
- Access to IT professionals with many years in senior roles.
- Truly independent advice from our permanent team of consultants.



- Access to proprietary tools and frameworks.

1.5. Organisation Optimisation

Mosaic Island's Organisation Optimisation service uses business architecture disciplines and works with you to identify the changes needed to better execute your strategic aims within the existing framework of your organisation. It looks to match those areas of organisational performance that need to be improved with the opportunities provided by digital and cloud technologies. We work with you to make sure that the ripples caused by change are recognised and managed so that an improvement in one area does not have unintended consequences in another. Once areas of change have been identified, we work with you to plan a sequence of organisational states that minimise the disruption caused by change and mitigate risk.

Our engagement methodology is based on blending best practice from TOGAF, BizBok and other professional sources combined with our experience of working with organisations across both private and public sectors. Our approach is scalable allowing for a range of engagements, from organisations that require a high-level result in a short time scale, to those requiring the greater depth a more detail engagement can provide.

We can also tailor engagements to focus on certain aspects of business architecture:

- Operating Model
- Key Value Chains
- Value Streams
- Business Capability Model
- Business Model

Typical triggers that indicate you need this service:

- Organisational focus on customer experience.



- Strategic need to improve organisational performance.
- Business system replacement or cloud migration.
- Planning large technology change.
- Changes in sourcing strategy.

Service Features:

- Tailored outputs to meet specific organisational needs.
- Delivery through a mix of group workshops, stakeholder interviews and existing material review.
- Provision of practitioner teams with experience of public and private sectors.
- Extensive use of digital collaboration, modelling and analysis tools including best-in-class enterprise architecture toolset – BiZZdesign.
- Use of open industry standards to ensure portability within your organisation and delivery partners eg. TOGAF, ArchiMate, BPMN etc.

Service Benefits:

- Enables tangible improvements to organisation performance.
- Focuses technology change initiatives on customer or organisation needs, targets and KPIs.
- Increases the probability of successful incremental change within complex organisations.
- Provides a new baseline from which to measure the success of change.

1.6. Organisation Transformation

Mosaic Island's Organisation Transformation Service uses business architecture disciplines and works with you to design transformation change to your business or operating model. We work with you to identify and design new ways to deliver value and ways of working to deliver your strategic objectives. Often organisations face major disruption within their sector or operating environment and need to rethink how the organisation works. This service addresses that need. We work with you to make sure that the ripples caused by change are recognised and managed so that the



resulting organisation design is holistic and deliverable. Once the new organisation design is complete, we work with you to plan a sequence of organisational change states that enable change to be delivered whilst maintaining current organisational commitments.

Our engagement methodology is based on blending best practice from TOGAF, BizBok and other professional sources combined with our experience of working with organisations across both private and public sectors.

Our approach is scalable allowing for a range of engagements from organisations that require a high-level result in a short time scale, to those requiring the greater depth a more detail engagement can provide.

We can also tailor engagements to focus on certain aspects of business architecture:

- Operating Model.
- Key Value Chains.
- Value Streams.
- Business Capability Model.
- Business Model.

Typical triggers that indicate you need this service:

- Major external disruptions to current business or operating model e.g. new government legislation or funding model changes.
- Organisation Strategy that requires a change of organisation design to execute.
- Organisational or departmental mergers.

Service Features:

- Tailored outputs to meet specific organisation needs.
- Delivery through a mix of group workshops, stakeholder interviews and existing material review.
- Provision of practitioner teams with experience of public and private sectors ensuring practical solutions.



- Extensive use of digital collaboration, modelling and analysis tools including best-in-class enterprise architecture toolset – BiZZdesign.
- Use of open industry standards to ensure portability within your organisation and delivery partners eg. TOGAF, ArchiMate, BPMN etc.

Service Benefits:

- Enables tangible changes to organisational performance.
- Delivers organisations that meet the challenges of strategic change
- Focuses technology change initiatives on customer or organisation needs, targets and KPIs
- Increases the probability of successful transformational change within complex organisations.
- Provides a new baseline from which to measure the success of change.

1.7. Change Definition (Programme and Projects)

Mosaic Island's Change Definition service works with you to ensure that your change initiatives are defined to best deliver your business objectives. Our dedicated team will engage with a variety of stakeholders to ensure that:

- Your change initiative is appropriately aligned to your strategic goals.
- The outcome of your change initiatives deliver against your business objectives.
- People, process, and technology components have been appropriately defined.
- Requirements are captured efficiently to support to enable effective change and the selection of the most appropriate solutions.
- The sequencing of change is fully understood to align with your organisation's capacity to deliver and absorb the change.
- Each stage of change is fully embedded and delivers value.

Service Features:

- Business and non-functional requirements definition.



- Strategic alignment review.
- Business Case creation/review.
- RFI/RFP review.
- Business Process review/re-design.

Service Benefits:

- Strategic alignment.
- Improved ability to keep change on track and aligned with business goals.
- Effective benefits management.
- De-risking of change initiatives.
- People, process, technology and change alignment.

1.8. Merger & Acquisition Planning

Mosaic Island's Merger & Acquisition (M&A) planning service supports organisations through all stages of M&A driven change including:

- Early planning and business case creation.
- Due diligence covering people, process, and technology lenses.
- Risk measurement and evaluation.
- Synergy identification.
- Operational execution and benefit realisation.

Our extensive experience in Enterprise Architecture and Solution Discovery has given us a strong framework and methodology for documenting current states of participating organisations; assessing a target state organisation from an understanding of the commercial strategy and goals, through to defining the business capabilities needed to support it. We are able to perform an evaluation of where organisations are today, where they need to be, how to close gaps and leverage synergies.



Our aim is to ensure that risk is identified and mitigated with outcomes clearly defined, planned, measured and delivered alongside a clear roadmap for change supporting successful organisational alignment.

Service Features:

- Organisation Planning & Design.
- Technology Due Diligence.
- Focussed Risk Assessment.
- Capability Based Architecture Planning .
- Synergy Identification, Evaluation & Planning.
- Technology Selection & Rationalisation.
- Target State Architecture Definition.
- Transition Planning & Roadmap Definition.

Service Benefits:

- Reduction in risk exposure, commercial and operational.
- Improved synergy identification supporting benefits realisation.
- Increased delivery efficiency, speed and associated reduced cost and risk.
- Clear line of sight between business outcomes and Information Technology execution supporting improved prioritisation, planning and outcome measurement.
- Adaptable and responsive decision frameworks, tools and templates to unplanned change and replanning where required.

2. Architecture Design and Delivery

2.1. Architecture Managed Service

Our Architecture Managed Service provides Clients with access to experienced professionals working across a range of key disciplines associated with the delivery of architecture:



Architecture Delivery – Solutions, Business, Data, Application and Technology Architects.

Architecture Practice Management – Interim capability associated with running an Architecture Practice / Management Office.

Project and Programme Delivery – Business Analysts, Programme and Project Managers / Management.

Regardless of size or shape of the requirement, we to deliver architecture capability within the context of our flexible managed service model:

- Demand-driven access to a right-sized pool of skilled resources.
- Operating as a team (either standalone or augmenting the Client's own practice).
- Managed to achieve a quality outcome.
- Enhancing and evolving the architecture function through value added work.
- Bringing the benefits of best practice to the client organisation as if it were their own.

Typical Drivers

We developed our Architecture Managed Service in response to the following customer pain-points and drivers:

- Sudden spikes in customer project & transformation programme demand.
- No ability to accommodate unplanned demand.
- Open vacancies taking too long to fill.
- Temporary skills gaps – permanent resources not required.
- Prioritisation with “Keep the Lights On” requirements.
- Limited management capacity to oversee consistency & quality.
- Traditional resourcing models based on T&M, rather than deliverables and outcomes focus.
- Disruptions caused by changes in tax and employment legislation.



Managed Service v Individually Hired Resources

	Individual Resource	Managed Service
Highly Skilled, Qualified Architect	✓	✓
Deliverables/Outcomes Focus	?	✓
Delivery and Quality Assurance	✗	✓
SLAs & Performance Management	✗	✓
Easy Scale Up/Down and Swap	✗	✓
Delivery Quality Management/Oversight	✗	✓
Model Based Design Support	✗	✓
Knowledge Management/Transfer	✗	✓
On/Off boarding service	✗	✓
Value Add Services	✗	✓
Access to Consulting Support	✗	✓
Service Governance and Reporting	✗	✓
Off-Payroll/IR35 Aligned	?	✓

Highlights:

- Scalable and flexible architecture service – scales up or down to align with your demand, with minimum client overhead.
- Quality professionals with the right levels of skills, experience and qualification (e.g TOGAF, PRINCE2). Engagements based on a clear understanding of demand, and with little overhead to the client. No interviewing, no line management, no onboarding.
- Deliverable quality is monitored and assured. Team is managed and supported to deliver best practice. Regular and clear service reporting with performance management against agreed service metrics.
- Value add is delivered as well as the business-as-usual requirements of the service, improving the productivity of the engagement and the architecture maturity of our clients as a whole.



- External service support can be provided by senior members of the Mosaic Island team where consultancy skills or methodology best practice advice is needed.
- The client's In-house team can be up skilled as a consequence of working with service.
- Enterprise & Solutions Architecture tooling services are available and can be deployed at desired scale enabling enhanced levels of knowledge management and retention.

Why Mosaic Island?

- We are established specialists in analysis, architecture and design with a strong client base and an excellent reputation.
- We are independent, allowing you to be confident that our work and related recommendations and decisions are not being motivated by self-interest.
- We bring a consistent approach to the work that we do, underpinned by a clear methodology and supported by best practice processes and artefacts.
- We can integrate enterprise & solutions architecture tooling into the service, enabling knowledge transfer and efficient delivery.

Our Team

- We have a delivery team of over 200 professionals spanning Business, Enterprise, Domain and Solution Architecture, Business Analysis Project and Programme Management disciplines.
- Our team comprises a mix of permanent Mosaic Island staff and architects / managers from a managed pool of trusted associates.
- We work across transverse domains such as Security, Integration, Cloud, Data Governance, and provide expertise over a wide range of business areas including Finance, ERP, CRM, PRM, Billing, Sales and Marketing, Channels (Digital, Contact Centre, Retail), Payments, Products and Services, BI and Big Data, and many more.
- We operate across a wide range of Industries:
 - Defence
 - Healthcare



- Telecoms and Media
- Finance and Insurance
- Media and Publishing
- Industrial and Manufacturing
- Not-for-Profit and others.

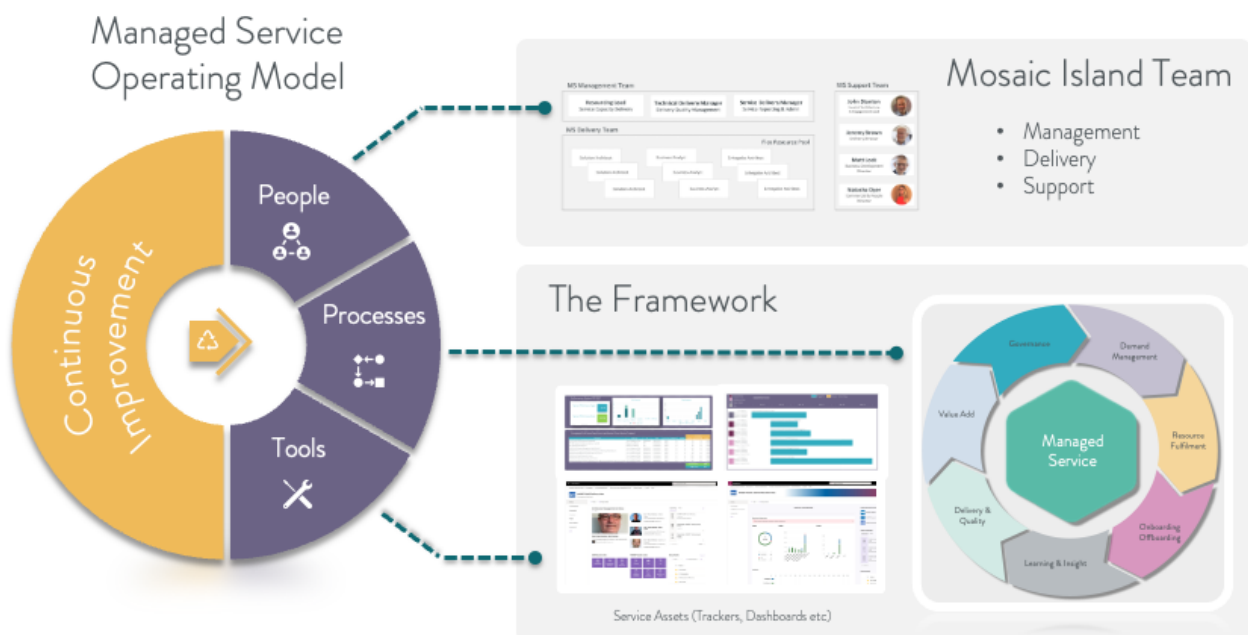
Flexible Skill Provision at Scale.

Our delivery model makes use of permanent and associate resources, so we can deliver consistency and quality whilst remaining flexible, scaling up or down as required. We can do this across a broad range of domains.

The Managed Service Operating Model

We have a well-defined, mature offering that can be mobilised rapidly so that the service is up and running with minimal effort and delay.

We are easy to work with. We tailor what we do so that it aligns with your organisation's processes and its culture.





The Team

The delivery team sits at the centre of the managed service. These are the professionals that will work within the client organisation to deliver the agreed work.

The team is supported by:

- A Managing Architect – an experienced architect, there to ensure delivery and quality in the work that is done.
- A Service Delivery Manager – handling the finances and service logistics.
- A Resourcing Lead – working with the Managing Architect to secure the required architecture resources.

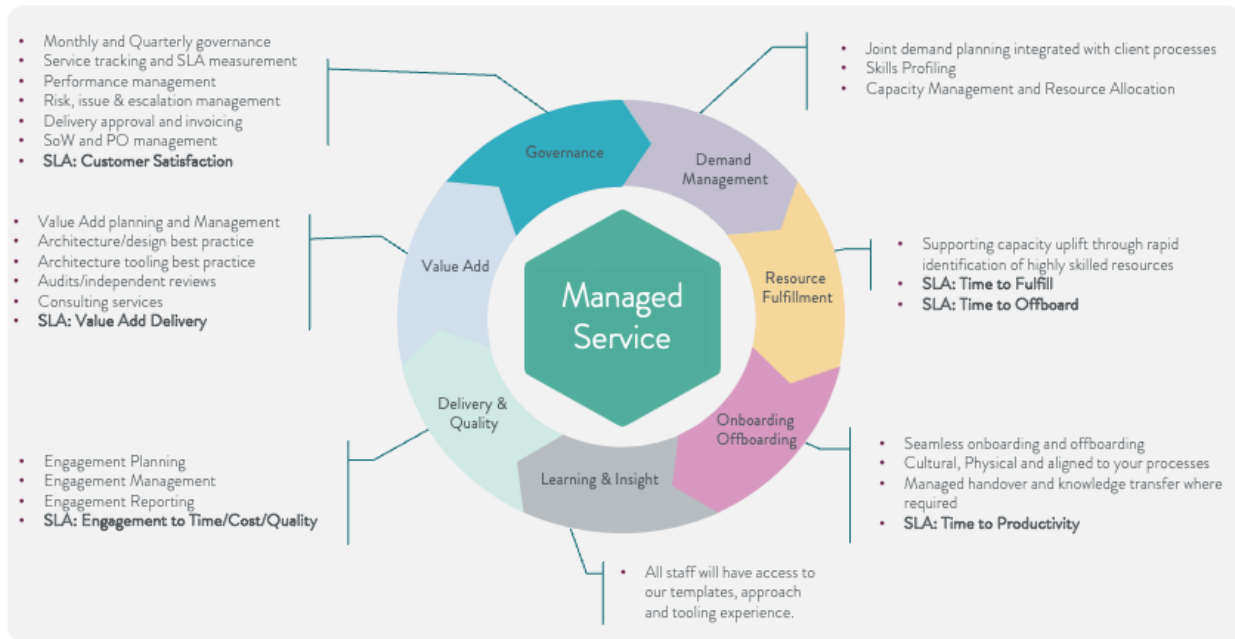
Managed Service Processes

We have a core set of “out of the box” processes that we can adjust easily so that our service dovetails neatly and seamlessly within your preferred ways of working.

Processes cover:

- Demand Management.
- Resource Fulfilment.
- Onboarding and Offboarding.
- Delivery and Quality Management.
- Value Add.
- Service Governance.
- Learning and Insight.

These processes are typically established during an initial mobilisation phase, and bed in as a natural consequence of bringing resources in, defining the scope of work that is required to be done, and then doing the work.



We also offer a variety of SLAs that can underpin the various processes associated with running the service. Service Metrics for key service processes are agreed prior to mobilisation depending on the needs of the Client. Finding the right balance between service control, predictability and flexibility is critical in environments where architecture, design and delivery processes are maturing. Our aim is to be easy to work with and flexible.

Dashboards, Tools and Trackers

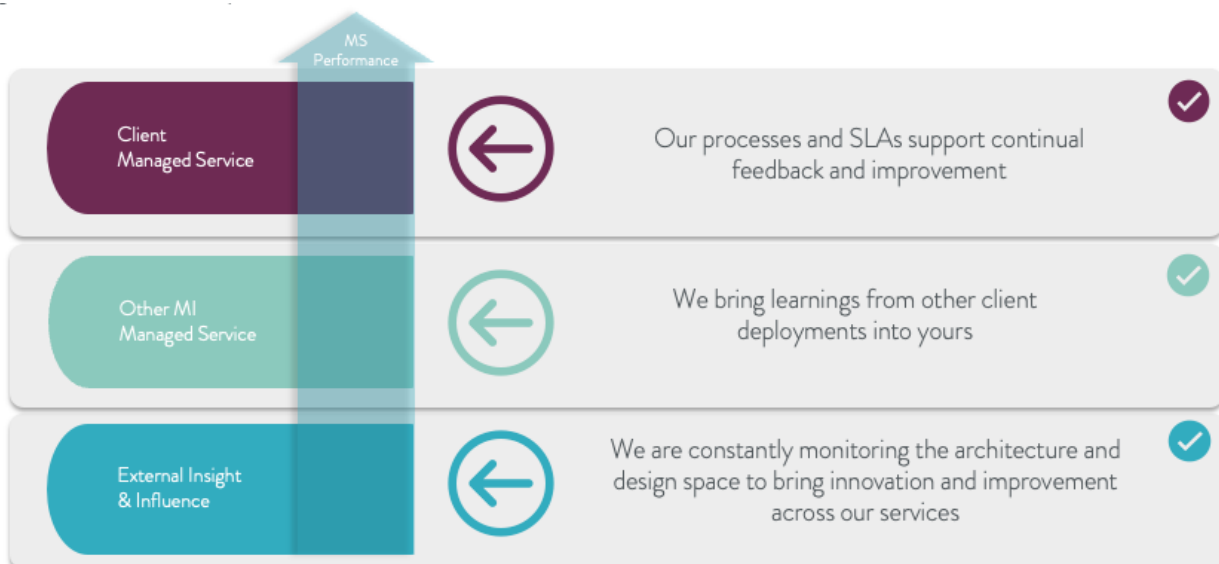
We provide a range of tools that underpin our processes and provide secure self-serve based access to a wide range of data that will be created and managed as part of the service.

Our toolset is based on Office 365, SharePoint and MS Teams. If this is not suitable then we are able to configure what we do to fit in with the client's preferred environment.



Continuous Improvement

We aim to deliver a consistently excellent standard of service supported by a process continuous improvement. Improvements are driven by the Managed Service, by our other clients and by the deep understanding and experience we have gained from the many industries we work across.





2.2. Architecture & Design Governance

Mosaic Island's Architecture & Design Governance service works with you to understand your architecture governance objectives. We engage the key stakeholders to ensure we have their buy-in on the purpose and benefits of Architecture Governance.

We recommend and establish Architecture Governance using industry-based experience, best practice, and our own proprietary framework based on TOGAF.

The Mosaic Island proprietary Enterprise Architecture Governance framework covers:

- Architecture operating models for Agile, Waterfall and hybrid delivery methods.
- Architecture ways of working and touch points across the enterprise operating model, including delivery functions and PMO.
- Deployment strategy such as On-premise or Cloud.
- Reference Architectures and artefacts.
- Best fit architecture governance model balancing speed and control with supporting forums, templates and tools.

Mosaic Island Enterprise Architecture Governance Framework encapsulates:

Service Features:

- People, Process, Artefacts throughout the design and delivery lifecycle
- Reference Architectures and Artefacts.
- "Just Enough" Governance process, forums and templates.

Service Benefits:

- Reduces the risk in delivery of programmes and projects.
- Increases alignment with the organisation's goals and outcomes.
- Creates clear and more visible targets for stakeholders within the technology function, programmes and wider organisation.



2.3. Shaping your Enterprise Architecture Practice

Mosaic Island's Enterprise Architecture Practice service will work with you to understand your Enterprise Architecture objectives and shape, or create the Practice for your organisation. Our approach will ensure engagement with your Architecture team and wider stakeholders across the organisation to ensure buy-in on the purpose and benefits of Enterprise Architecture.

The Enterprise Architecture practice is informed by using wide ranging industry-based experience, best practice, and our own proprietary framework.

The Mosaic Island proprietary Enterprise Architecture framework is broadly based on TOGAF and covers:

- Architecture Maturity Assessment to understand where the architecture practice is currently, identification of a target maturity and an assessment of the gaps.
- Enterprise architecture operating model: for Agile, Waterfall and hybrid delivery methods.
- Architecture ways of working and touchpoints across the enterprise operating model, including delivery functions and PMO, deployment strategy such as On-premise or Cloud.
- Reference Architectures and artefacts.
- Best fit architecture governance model balancing speed and control with supporting forums, templates and tools.

Mosaic Island Enterprise Architecture Framework encapsulates:

Service Features:

- Architecture Maturity Assessment.
- Enterprise Architecture Operating Model.
- Reference Architectures and Artefacts.
- "Just Right" Governance process, forums and templates.



Service Benefits:

- Reducing the risk of delivering programmes and projects.
- Greater alignment with the organisation's goals and outcomes.
- Clearer and more visible targets for stakeholders within the technology function, programmes and wider organisation.
- Improved delivery efficiency.
- Reduction in accrual of technical debt.
- Easier to manage extended network of third-party delivery partners.
- Organisation's improved delivery efficiency.
- Reduction in accrual of technical debt.
- Easier to manage extended network of third-party delivery partners.

2.4. Enterprise Architecture Tooling Services

What is it?

This service is aimed at organisations who want assistance in getting the full value from Enterprise Architecture tooling in order to support the successful operation of an architecture practice.

We can help with various aspects concerning selection, delivery and operation of an Enterprise Architecture toolset. This service is not tied specifically to any particular tool.

Who is it for?

Our service is specifically aimed at large organisations, with complex IT landscapes that undergo significant (and regular) change and see EA Tooling as an essential element of a successful architecture function.



Our service uses model-based design thinking to leverage the value from EA Tools. We help organisations to maximise the benefits they get from the use of single-source-of truth, repository-based, EA modelling deployments.

Our focus is primarily within the Business, Enterprise, Solution Architecture communities, although our approach translates easily into other use cases.

How Can We Help?

Topic	Questions Our Clients Ask	Services we Offer
Tool Selection	<ul style="list-style-type: none">• What tool should we chose?• How can we justify the cost?• Is our current tool the right tool?• Can you help us to consolidate the tools we already have?	<ul style="list-style-type: none">• Business Case Development• Tool Search and Selection• Best Practice Guidance• Solution Scoping• PoC
Tool Delivery	<ul style="list-style-type: none">• How do we land the tool well?• Can you help define how we use it?• Can you add new uses into what we have? Can we buy a tool from you?• Can you help us implement it?• Can you help decommission one or our tools?• Can you integrate our tools?	<ul style="list-style-type: none">• Delivery Management – new tool, existing tool• Requirements Capture• Use Case Identification and Metamodeling• Governance Design• Content Initialisation• User Training (including Business Users)• Best Practice Guidance
Tool Operation	<ul style="list-style-type: none">• Can you support our users so they know how to use the correctly?	<ul style="list-style-type: none">• Quality Governance• Model Management• End User Support• Ongoing User Training



Topic	Questions Our Clients Ask	Services we Offer
	<ul style="list-style-type: none">• Can you quality manage the content?• Can you provide technical support for us?• Can you operate a tool for us?	

Our approach is practical and value-driven. Our aim is to ensure that adoption of tools is smooth and sustained and that real benefits are realised.

2.5. EA Tooling - Sparx EA and Prolaborate SaaS

Overview

As a UK delivery partner for Sparx Systems, we offer comprehensive sales, set up, operation, maintenance and support services for the entire family of Sparx EA and Prolaborate SaaS solutions.

Sparx EA with Prolaborate is the most popular EA modelling toolset in the world. It is highly versatile and feature rich, and is exceptionally well suited for a shared repository, model-based approach to building out and managing your enterprise architecture assets.

Sparx EA/Prolaborate provides full support for a wide range of architectures. It supports an extensive range of solution notations, model types and frameworks, and can be used to deliver key use cases across a wide set of concerns including Business, Enterprise, Domain, and Solution Architecture.



Sparx EA with Prolaborate

Sparx EA and Prolaborate work together to provide a complimentary set of capabilities for the various collaborators and stakeholders that will engage with architecture and design work.

Sparx EA – is the tool that architects use to create and maintain their architecture models. It is primarily for users who need to model, and has a rich user interface that supports a wide range of use cases. For more information on the capabilities of Sparx EA visit here <https://sparxsystems.com/>

Prolaborate – is the tool for analysis, dashboarding and collaboration. It allows architects to engage with a wider community of stakeholders – many of whom are non-technical and do not require the full set of features offered by Sparx EA.

Prolaborate allows architecture artifacts to be surfaced through a simple, elegant web-based interface. It also enables the same content to be exposed via other enterprise collaboration tools such as Sharepoint and Confluence. Prolaborate allows architecture models and metadata to be communicated via dashboards and analytics – mechanisms more suited to both non-technical or more senior stakeholders. Prolaborate supports a wide range of EA use cases that go beyond the modelling based use cases supported by Sparx EA. These include Application Portfolio Management, Business Capability Management.

For more information on the capabilities of Prolaborate visit <https://prolaborate.sparxsystems.com/>

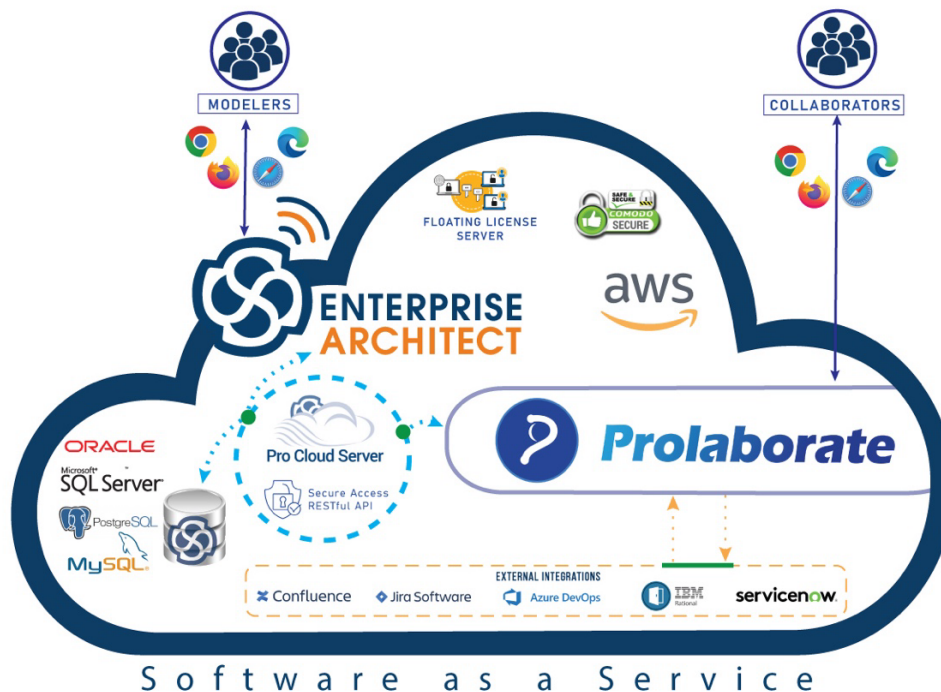
The Cloud Offering – Sparx EA and Prolaborate SaaS.

The Sparx cloud offering deploys the Sparx EA thick client modelling tool, the Prolaborate collaboration & dashboarding tool, plus your shared repository database, into an AWS cloud.

<https://prolaborate.sparxsystems.com/sparx-cloud-platform/>



The solution helps clients who want to get EA Tools deployed as soon as possible, without the challenges that are often associated with setting up applications and infrastructure on-premise.



Key features of the solution are:

Power of the Cloud:

- Cloud SaaS deployments are faster, more stable, secure and easy to use. There can be significant savings on up front and on-going IT and support costs. Rapid deployment to new users, and decommissioning of old users.
- The cloud-based solution provides scalability and security, with guaranteed uptime and reliability.
- Your secure Sparx EA repository can be hosted in a region of your choice.
- Everything Can Be Included – Straight from Your Browser.

Our solution hosts everything that is required to access Sparx Enterprise Architect and Prolaborate from your browser i.e. Sparx EA with a streaming service, Prolaborate, Enterprise Architect (EA) repositories, Pro Cloud Server, and Floating



License Server using Amazon Web Services (or Azure), the world leaders in Cloud Computing Services.

Straightforward Pricing.

Consolidating all the variables into an easy to understand fee. Optionally, we can also offer tooling as an integrated component of a Mosaic Island Architecture Managed Service.

Partnering to Deliver.

We partner with leading Sparx EA and Prolaborate providers Sparx Systems and Sixth Force Solutions to provide these SaaS solutions. We also partner with Sparx Services UK (also known as Hippo Software) to deliver their highly regarded Sparx EA training.

What's Included?

Our SaaS solution provides a comprehensive set of features and options that can be configured to suit your needs and budget:

General Features:

- Sized for small, medium, large and enterprise size teams.
- Sparx EA SaaS or Thick Client.
- Prolaborate included in SaaS if required.
- Number of Repositories to suit client needs.
- Single URL.
- AWS hosted (Azure on request).
- 2nd Line Support – business hours.
- Fault and User Management.
- Choice of performance related SLAs.
- Backup/Recovery Services.
- Import/Export Services.

Product Management:

- Managed SW upgrades (client driven).
- Test Environment (if required).



- Choice of Sparx Edition.
- Includes Prolaborate & Repository.
- Licence Management – scaled/mixed to suit your needs.
- Choice of additional companion apps (optional).

Optional Integrations:

- 3rd party apps (JIRA, Confluence, SharePoint, ServiceNow).
- SSO (Active Directory).
- External Data Sources (via APIs).
- Bespoke integrations (as required).

Custom (Client Specific) Deployments.

We recognise that the off the shelf deployment of Sparx EA with Prolaborate SaaS may not be suitable for all clients. Clients may have specific requirements around scale, security or cloud policy, we can offer role type configurations, or provide integration into an existing tooling landscape. We can even re-use your existing licences as part of a migration to the SaaS platform.

We are therefore able to offer alternative solution architectures that meet client specific demands so that we can ensure the platform that we provide will fully meet your own internal governance requirements prior to specification and deployment.

Migration Services.

Many organisations already use Sparx EA and/or Prolaborate having deployed on their own end-user computing and server infrastructure. We are able to migrate your existing implementations to a SaaS deployment, allowing you hand over the effort and distraction of running and supporting your own EA toolset to our experts. Existing licences can be re-used and retained within your new SaaS environment so you don't lose out on investment that you've already made.



Additional Security Requirements.

We are able to support higher levels of security as required by our clients. Additional technical options exist for clients who are managing sensitive information where restrictions around data storage, transfer and access have to be tighter than those provided in a “standard” deployment.

For an extra level of security, we are able to provide a UK based support wrap comprising BPSS and SC level security cleared Mosaic Island personnel.

2.6. Delivery Management (Programme and Projects)

Delivery Management provides you with a service that takes on the accountability to deliver your projects and or programmes across large scale business transformations, digitalisation initiatives and IT change. We do this to time, budget and quality which ensure you realise the benefits and return on investment:

- We are Fully Independent: our services are not tied to any specific tool or provider. This gives us full independence in our work and reassures you we will never deviate from focussing on the best outcome for you.
- We provide Managed Resourced Teams; aligned to the delivery scope, (e.g. Cloud Migrations) covering project/program managers, architects, scrum masters, analysts etc.
- Our approach is Flexible and Tailored: unlike other players, we do not simply ‘copy-paste’ an approach from one customer to another. Instead, we will invest time in knowing and understanding you, and adopt an approach that will work best for your type of organisation and the problem at hand.
- We are Aligned to Best Practice: our team is passionate about what we do and actively researches the latest examples of best practice to adapt and adopt in our services. On the delivery front, our team is experienced and qualified in the traditional approaches to project, programme and portfolio management, as



well as in Agile forms of delivery, including at scale (e.g. SCRUM, PRINCE2 & SAFe)

Service Features:

- Portfolio Management.
- Programme and Project Governance.
- Programme Management.
- Project Management.
- Consulting Support.
- Change Management.

Service Benefits:

- Outcome focused to ensure that you achieve your delivery outcomes.
- Fully independent, not tied to any specific tool or provider.
- Technology agnostic, experience across a multitude of systems and vendors.
- Aligned to all delivery best practices
- Clear and concise stakeholder engagement

2.7. Architecture Maturity Assessment

Mosaic Island's Architecture Maturity Assessment service evaluates the maturity of the Enterprise Architecture capability of your organisation, providing key knowledge for transformational change including cloud transformation.

Our assessment uses TOGAF as qualitative references encompassing business and technology viewpoints. We identify key challenges and pain points and make actionable recommendations to transition to the desired maturity level appropriate to the context of your organisation.

Our Architecture Maturity Assessment service is based on TOGAF maturity levels and incorporates:



Service Features:

- Enterprise Architecture Maturity Model.
- Reference Architecture gap assessment.
- Identification of target Maturity level based on enterprise characteristics.
- Actionable plan with key steps on how the maturity should evolve.

Service Benefits:

- Reduces the risk on deliver of programmes and projects.
- Improves alignment with the organisation's goals and outcomes.
- Creates clear and more visible targets for stakeholders within the technology function, programmes and wider organisation.

2.8. Clarity and Alignment of Business Architecture

Mosaic Island's Business Architecture – Clarity and Alignment service provides the understanding of your organisation's current state needed at the start of any organisational change initiative or cloud platform implementation. Designed for senior leaders, CxOs and architecture team leaders to provide an understanding and the ability to communicate how their organisation works through a common language. We aim to understand where there are different perceptions within leadership teams and align those perceptions.

Our engagement methodology is based on blending best practice from TOGAF, BizBok and other professional sources combined with our experience of working with organisations across both private and public sectors.

Our approach is scalable allowing for a range of engagements from organisations that require a high-level result in a short time scale, to those requiring the greater depth a deeper engagement can provide.



We can also tailor engagements to focus on certain aspects of business architecture:

- Operating Model.
- Key Value Chains.
- Value Streams.
- Business Capability Model.
- Business Model.

Typical triggers that indicate you need this service:

- New senior leader into post requiring rapid onboarding.
- Unexplained changes to performance.
- Friction between Leadership Team targets.
- Misalignment between Business and Technology Teams.

Service Features:

- Tailored outputs to meet specific organisation needs – Operating Model, Key Value Chains, Value Streams, Business Capability Model, Business Model.
- Delivery through a mix of group workshops, stakeholder interviews and existing material review.
- Provision of practitioner teams with experience of public and private sectors
- Extensive use of digital collaboration, modelling and analysis tools including best-in-class enterprise architecture toolset – BiZZdesign.
- Use of open industry standards to ensure portability within your organisation and delivery partners eg. TOGAF, ArchiMate, BPMN etc.

Service Benefits:

- Gives organisations the baseline information required when developing a cloud vision or planning Cloud initiatives. Our approach also works for broader outcomes, where technology or cloud are not the primary focus.
- Provides the common language vital to ensure technology teams and cloud initiatives are aligned to the needs of the wider organisation.
- Tailorable to meeting the specific needs of an organisation.



2.9. Data Governance & Operating Model

Mosaic Island's Data Governance & Operating Model service designs a future state for data governance within your organisation and ways of working needed to deliver your data centric strategic outcomes and overcome current pain points. It will provide you with a roadmap and action plan to reach that future state. We will work with you to understand what you have already and ensure your future state builds on the progress you have made to date and provide remediation actions for what is not working so well. We combine best practice with practical experience our skilled consultants have gained through many years of real-world data design and implementation.

We ensure you are best placed for a successful outcome by matching your strategic ambition with a roadmap that delivers change at a pace considering your ability to deliver change. An investment plan will ensure you know what you will need to invest to deliver your required data outcomes from both an initial and ongoing financial basis.

The delivered implementation roadmap will provide measures of success ensuring you know which organisational and commercial benefits will be delivered at each milestone.

Service Features:

- Defines the required Governance and Organisation structures.
- Documents the Current State and Future State Data capabilities.
- Defines the Data Governance roles, responsibilities and processes.
- Defines the Data Governance and Operating Model transformation road maps and investment plan.
- Documents Business driven use cases for BI, Analytics, insight & science capabilities.
- Reviews alignment to technical strategies integration, security, cloud, corporate & digital.



- Reviews alignment to business strategies.
- Defines Data Artefacts: Data Entity catalogue, Attribute Definition catalogue, Data Mastery Model, Data Entity/Business Function Matrix, Information Flows, Data Dissemination Diagrams.

Service Benefits:

- Creates a clear data landscape, target architecture and evolution plan
- Provision of Business Analytics Data Architecture experts.
- Creates Data Architectures based on best practice and ISO standards.
- Creates a clear definition of data entities, services, components and their inter-relationships.
- Supports major change initiatives.
- Provides a Single View of Data across the organisation.
- Increases the predictability of delivery within stated architecture and long term TCO reduction.
- Simplifies Application Development allowing greater flexibility and agility.
- Creates clear data management allowing for production of semantic layers to decouple business change from master system integrations.

2.10. Data Maturity Assessment

Mosaic Island's Data Maturity Assessment service provides a measurable baseline against which to plan and deliver your organisation's data strategy and data architecture operating model. Our assessment uses TOGAF and DAMA as qualitative references encompassing business and technology viewpoints. We identify key challenges and pain points and make actionable recommendations to transition to the desired maturity level appropriate to the context of your organisation. The assessment is modular and can be delivered in isolation or as part of our wider data services portfolio.



Service Features:

- Assessment of Data Architecture processes, actors and artefacts against leading data frameworks including DAMA.
- Data Governance and Organisation structures identified, and actions defined.
- Current and future state data capability assessment and scoring.
- Identification of key data artefacts, their maturity, contribution and required corrective actions.
- Identification of appropriate Business Information Models & Conceptual Data Models.
- Actionable implementation roadmap and transition plan to move from current to target maturity levels.

Services Benefits:

- Creates a clear roadmap and transition plan for data coupled with actionable insight to deliver.
- Defines a Data Architectures approach and reference based on best practice and ISO standards.
- Defines clear identification of data entities, services, components and their inter-relationships.
- Improves the chances of delivering data maturity success at the desired level.
- Increases the predictability of delivery within stated architecture and long term TCO reduction targets.

2.11. Skilled Experts on Demand

We offer a number of different delivery resourcing options, including Temporary (temporary and temp to permanent) and Permanent (contingency and retained). We can work across any industry sector, however we have significant experience across:

- Public Sector.
- Telecoms.
- Financial Services.
- Not-for-Profit.



- eCommerce.
- Others.

We have access to a comprehensive network of highly skilled experts including, but not limited to:

- Digital Transformation Specialists.
- Enterprise Architects.
- Business Architects.
- Technical Infrastructure Architects.
- Network Architects.
- Data Architects.
- Cloud Architects.
- Solution Architects.
- Solution Designers.
- Programme Managers.
- Project Managers.
- Product Managers.
- Agile Specialists.
- Business Analysts.
- Software Developers.
- Software Tester.

Service Features:

- An Extensive Tested Network.
- Highly Scalable from part time through to whole teams.
- Practitioner Screening.
- Resource Augmentation.
- Addressing IR35 compliance.

Service Benefits:

- No need to interview.
- Fixed fee delivery or T&M based.
- Skilled, experienced 'tried and tested' experts delivered quickly.
- Flexible model that scales with project related activity.



2.12. Cloud Applications Development & Delivery

Mosaic Island's Cloud Applications Development and Delivery service delivers application software and systems that run in AWS cloud to operate your business processes and realise your business outcomes.

Greenfield applications systems can be designed and developed and deployed to cloud.

Brownfield applications systems can be transferred to Mosaic Island for ongoing support. As part of the transfer process, an assessment is made of the current system and change requirements identified, assessed and implemented, including migration of infrastructure from on-premise to cloud hosting, and re-engineering of the application, its integrations, and operation management systems.

Application development services use enterprise Java based software engineering running in containerised applications in AWS Cloud that are deployed using infrastructure as code.

Service Features:

- Application Java based Software to realise requirements.
- Published APIs / Services Catalogues.
- AWS hosted (London or Ireland regions).
- Knowledge management recorded for full Application Lifecycle.
- Fully supported by Mosaic Island.
- Technical Support & Cloud Operations (subject to requirement).
- Code repository via Github.
- Automated Assurance and Deployment (CI/CD).
- Agile based development methodology.
- Infrastructure as Code.
- Auto scaling based on traffic profiles.
- Managed upgrades / replacement of components.



- Training and knowledge transfer to customer organisation (subject to requirement).

Service Benefits:

- Custom Application Software to realise Business Requirements.
- Published service levels with Key Performance Indicators with service credits.
- Maintained application software within managed roadmap, addressing End of Life issues.
- Use of AWS Cloud hosting and capabilities to optimise operating costs.
- Application delivery managing change to people, processes. and technology.

2.13. Enterprise Architecture Service

Our suite of Enterprise Architecture services specialises in crafting comprehensive enterprise and cloud solution frameworks tailored to align with evolving business and digital objectives.

From crafting Architectural Blueprints traceably tied to user narratives and organisational needs, to defining Architecture principles integral to successful technology initiatives aligned to business needs, our services ensure a seamless transition towards cloud integration.

Service Features

- Enterprise Architecture Blueprints.
- Enterprise Road Mapping & Transition Planning.
- Architecture Vision and Strategy.
- Capability Modelling and Application Mapping.
- Enterprise Frameworks and Reference Architectures.
- Current, Transition & Future state Enterprise Architectures.
- Principles & Patterns.
- Alignment of Business Strategy and Target Operating Model.



Service Benefits

- Unbiased view and options of the technology strategy.
- Architecture Governance and Consultation.
- Guidance on professional standards, methodologies and best practice.
- Scalable access to a skilled EA Network.
- The use of professional standards and methodologies e.g. TOGAF.
- Utilisation of Enterprise Architecture tooling.

2.14. Solution Architecture Service

Our Solution Architecture services specialise in developing robust solutions and frameworks across all technical domains.

Our team work with Product, Project and IT teams to define the solutions that solves business problems and provide viable business outcomes aligned to Business, Enterprise and Data Architecture guidance.

Service Features

- Technically agnostic
- Initial impact assessments, solution sizing and shaping, technical options
- End to end High Level Design specification through to Low Level Design.
- Alignment to Technology Strategy and Architectural Principles.
- Ensuring solutions are aligned to business requirements.
- Solution Architecture Governance & methodologies
- Solutions architecture best practice & utilisation of tooling
- Solution assurance – from HLD to solution delivery. RAID management.

Service Benefits

- Improved alignment of technology solutions with business needs and goals.
- Reduced time to market, improved solution quality and decrease in end to end estate complexity.
- Improved application and integration reusability.



- Increased visibility into solution architecture and design decisions.
- Enhanced collaboration and communication across stakeholders and teams.
- Improved security and compliance of solution designs.
- Expedited decision making through better access to solution architecture knowledge and insights.
- Improved customer satisfaction and user experience through better designed solutions.

3. Assurance

3.1. Due Diligence

Mosaic Island's Due Diligence Service provides a comprehensive appraisal of an organisations business and technical architecture ahead of merger or significant organisational change. We utilise our proven toolsets and experience to review a wide range of business and technology architecture artefacts and potential risk areas to give confidence in what is being stated as being in place, and assess whether the technology base is innovative and differentiating.

Service Features:

- Undertaken by experienced Mosaic Island subject matter experts.
- Objective and independent assessment.
- Clarity as to scope and relevant structural features.
- Capability driven assessment supporting business and IT alignment.
- Proprietary and proven frameworks and tools applied.
- Risk based assessment and red flags.
- Complete coverage of the IT landscape.

Service Benefits:

- Provides a pragmatic roadmap for decision making and execution.
- Clarifies financial information and risks to inform decision making.



- Provides an objective view on organisation capability.
- Identifies key risks and issues along with options for mitigation.
- Identifies organisational skill gaps and potential operating model concerns.

3.2. Change Delivery Assurance (Programmes & Projects)

Mosaic Island's Change Delivery Assurance service uses our experience to help you develop confidence in your change delivery. It will support you with current and future initiatives, and help you learn from past change. We assess your delivery framework and provide feedback and recommendation for improvement, which we will help you implement.

We can support you with specific change initiatives, or with a broader assessment of your change delivery framework, ensuring that the sequencing of change is fully understood to align with your organisation's capacity to deliver and absorb change.

Service Features:

- Independent audit/review of your change initiative.
- Recommendation report complemented by improvement/implementation plan covering.
 - Delivery Governance.
 - Portfolio Management.
 - Programme Management.
 - Project Management.
 - Consulting Support.
 - Change Management.
 - Business Analysis
 - Architecture.
- Skilled experts for specific project roles where required.
- Ongoing expert support to quality assure your delivery.



Service Benefits:

- Reduces risk to change initiatives/
- Creates clear and more visible targets for stakeholders within the technology function, programmes, and wider organisation.
- Improves alignment of technology with project outcomes.
- Improves engagement between business and technology.
- A fully independent service, not tied to any specific tool or provider.
- A technology agnostic service, with experience across a multitude of systems and vendors.
- Alignment to architecture best practices.

3.3. Change Design Assurance (Programmes & Projects)

Mosaic Island's Change Design Assurance service works with you to assess the architecture underpinning your change initiatives. We will evaluate your architecture artefacts and design governance, leveraging our multi-sector experience, providing recommendations and support ensuring they will effectively support your change.

The service is flexible and can be deployed as a point-in-time exercise to reassure stakeholders that processes, resources, governance, communication, and other key delivery components are fit for purpose, or as an ongoing partnership to support you through quality assurance of change delivery and expert consulting on dedicated issues.

Service Features:

- Independent audit/review of the design components of your change initiative.
- Recommendation report complemented by improvement/implementation plan covering.
 - Enterprise architecture.
 - Business architecture.
 - Solution architecture.
 - Design Governance.



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- Skilled experts for specific project roles where required.

Service Benefits:

- Reduces risk to change initiatives.
- Improves alignment with business outcomes.
- Improves stakeholder engagement.
- Fully independent service, not tied to any specific tool or provider.
- Technology agnostic service, experience across a multitude of systems and vendors.

3.4. Project Rescue

Mosaic Island's Project Rescue service will help you recover failing change initiatives of any scale (projects, programmes) both before and after launch, bringing you closer to attaining your business objectives. Our project rescue team adopt a client centric tailored approach to quickly and efficiently put control of change back in your hands, improving delivery performance.

We leverage our multi-sector experience to run a rapid, structured project diagnostic and identify the root causes of the failure. We will then provide you with tailored recommendations which we will help you implement.

We achieve this through a collaborative approach rooted in effective stakeholder engagement combined with change delivery best practice.

Service Features:

- Independent audit/review of your change initiative.
- Recommendation report complemented by rescue implementation plan covering.
 - Portfolio Management.
 - Programme Management.
 - Project Management.



- Consulting Support.
- Change Management.
- Business Analysis.
- Architecture.
- Skilled experts for specific project roles where required.
- Ongoing expert support to quality assure your delivery.

Service Benefits:

- Reduces risk to change initiatives.
- Improves alignment with business outcomes.
- Improves stakeholder engagement.
- Fully independent service, not tied to any specific tool or provider.
- Technology agnostic service, experience across a multitude of systems and vendors.
- Alignment to all delivery best practices.

3.5. Assurance Service for Business Architecture

Mosaic Island's Business Architecture – Assurance Service gives an assessment of an organisation's maturity in business architecture against what is appropriate considering size, complexity, and ambition. Designed for senior leaders, CxOs and architecture team leaders it provides an understanding of your current business architecture artefacts and your ability to use them to make strategic decision, deliver change and manage your organisation. This service will give you an understanding of where your maturity is today, where you would like it to be and the journey to get there.

Our engagement methodology is based on blending best practice from TOGAF, BizBok and other professional sources combined with our practical experience of working with organisations across both private and public sectors.



Our approach is scalable allowing for a range of engagements from organisations that require a high-level result in a short time scale, to those requiring the greater depth a deeper engagement can provide.

We can also tailor engagements to focus on certain aspects of business architecture:

- Operating Model
- Key Value Chains
- Value Streams
- Business Capability Model
- Business Model

Typical triggers that indicate you need this service:

- Strategic need to improve architecture planning.
- Pre or post mergers or acquisitions.
- Planning large technology change.
- Changes in sourcing strategy.
- Output from system integrators or other partners that require validation.

Service Features:

- Creates tailored outputs to meet specific organisation needs.
- Delivers a business architecture maturity assessment.
- Delivers Key Value Chain modelling and mapping to organisation capability map.
- Delivers organisation capability maps.
- Creates a current capability maturity assessment tailored to organisation objectives.
- Creates a target capability maturity assessment across people, process, information and technology.
- Supports skills transfer and advisory in business architecture techniques.
- Delivers through a mix of group workshops, stakeholder interviews and existing material review.
- Provided by practitioner teams with experience of public and private sectors.



- Extensive use of digital collaboration, modelling and analysis tools including best-in-class enterprise architecture toolset – BiZZdesign.
- Use of open industry standards to ensure portability within your organisation and delivery partners eg. TOGAF, ArchiMate, BPMN etc.

Service Benefits:

- Gives your organisation an understanding of the level of change required to reach a level of business architecture maturity that will deliver tangible business benefits. Eg Cost optimisation, customer satisfaction or complexity reduction.
- Provides reassurance of business readiness to undertake major business change by quantifying the level of business architecture documentation and awareness.
- Allows senior leaders to quantify the level of risk at an operational and strategic level carried by the organisation from a business architecture viewpoint.

3.6. Audit & Review

Mosaic Island's Audit and Review services offers you an independent, technically agnostic, end to end or area focused review of your programme / project, including governance, delivery approach, benefits management, architecture and design etc. We provide recommendations and, if required, a detailed rescue plan.

Service Features:

- A point in time independent review of your change programme
- A point in time independent review of your architecture

Service Benefits:

- Outside in status view with no bias
- Experts across a wide range of technical services



3.7. Independent Issue Mediation

Mosaic Island's Independent Issue Mediation service provides an independent, technology and supplier agnostic service to mediate between any of your delivery partners, service integrators or suppliers. It will address any technical, delivery or commercial issues that they simply cannot agree on which often result in delays and cost over runs.

What allows us to provide this service effectively is that we are:

- Technology Agnostic – we have experience across a multitude of systems and vendors, and we will always recommend the best outcome to support your organisation's needs.
- Fully Independent: our services are not tied to any specific tool, supplier or partnership. This gives us full independence in our work and reassures you we will never deviate from focussing you the best outcome for you.

Service Features:

- Supplier and technology independent mediation.
- An outside and neutral view of your challenge.
- Supplier Management.

Service Benefits:

- Supports cost avoidance and escalation.
- Reduces time to market through independent issue resolution.
- Supports technical issue resolution.
- Supports independent supplier mediation.

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