

EXTERNAL

ultima



Crown
Commercial
Service
Supplier

Service Definition - RM1557.13 Workspace Advisory Services

G-CLOUD 13



Table of Contents

1.0	Service Definition.....	3
1.1	Introduction	3
1.2	The Challenge	4
1.3	Service Overview	4
1.3.1	Service Features.....	4
1.3.2	Service Benefits	4
1.4	Scope	4
1.5	Service Transition	6
1.5.1	On-Boarding.....	6
1.5.2	Off-Boarding	6
1.6	Service Management.....	6
1.7	Service Constraints	7
1.8	Implementation Approach	7
1.9	Technical Requirements	8
1.10	Customer Obligations	9
1.11	Delays and Deficiencies	10
1.12	Pricing	10
1.13	Service Rates.....	11
1.14	Ordering and Invoicing Process	11
1.15	Termination Terms	12
1.16	Service Levels.....	12
1.17	Service Assurance	12
1.18	Supporting Government Organisations.....	12
1.19	Strategic Partnerships.....	13
1.20	Disclaimers.....	14

Service Definition – Workspace Advisory Services

1.0 Service Definition

1.1 Introduction

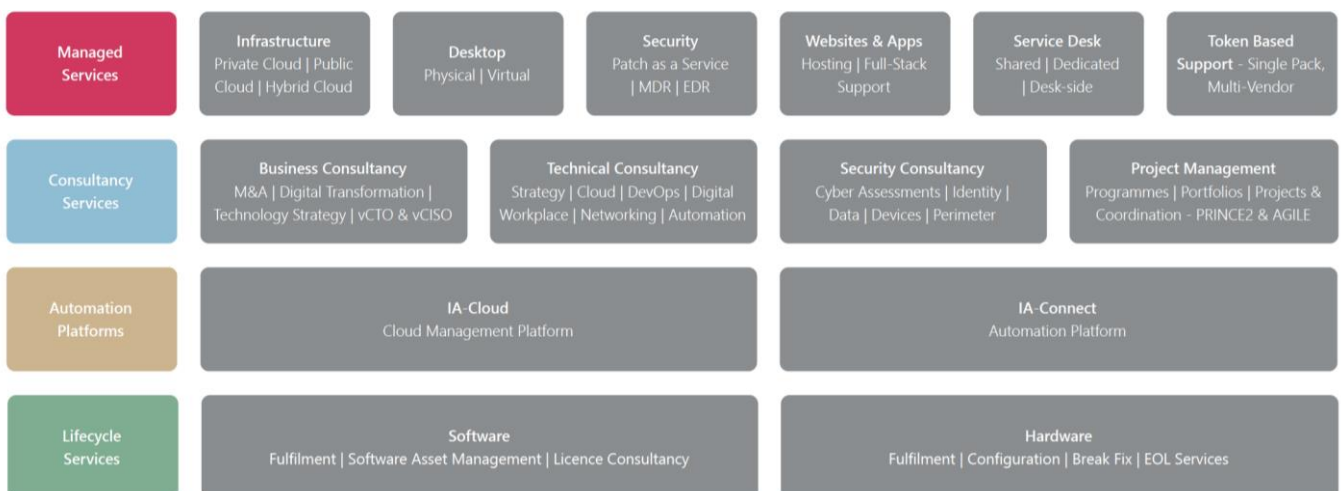
It's rare to find a public sector organisation whose success isn't inextricably linked to the execution of its IT strategy. They are no longer an assortment of standalone services, residing on a static environment. Instead they have evolved into complex, multi-faceted entities, which require a blend of support to meet the demands posed by an increasingly disparate and tech-savvy workforce, brokering services which reside both on-premise and in the public sphere.

Since 1990, Ultima has developed into one of the UK's leading intelligent infrastructure, cloud, security and automation companies, focused on the provision of tailored IT solutions and services, including the design and delivery of industry-leading technologies, backed by the best in 24x7 support. No matter where you are on your IT journey, we make technology a positive asset, aligned with the goals of your organisation. Whether that be mitigating risks associated with changes in regulatory compliance, modernising legacy systems to take advantages of the cloud, or automating complex processes, we deliver better business outcomes at a commercial, strategic, operational and technical level.

We take a holistic approach to delivering IT services, providing multiple entry points to clients who are looking to manage IT more effectively. As an end-to-end IT solution provider, we maintain relationships with a range of strategic vendors, providing everything from independent and impartial best practice advice to managed, bespoke solutions. From our family of Intelligent Remote Infrastructure Support (IRIS) services, complete with integrated analytics for diagnosing potentially service impacting threats and trends, to our Intelligent Service Desk with built in robotic process automation (RPA) and self-service orchestration, we provide a modern take on a very traditional set of business challenges.

As outlined below, we provide a range of different services, across four primary areas, Managed Services, Consultancy Services, Automation Platforms and Lifecycle Services. This allows our customers to benefit from our holistic delivery model and maintain fewer partners to deliver the same end result. Unlike other organisations who may focus on a particular niche or specialise in a single area or genre of IT, our strengths lie in the breadth of services we provide and the close partnerships we maintain with leading vendors.

This end-to-end approach allows clients to receive support with scoping and product fulfilment, implementation and project support, through to 24x7 care. To tackle the challenges presented by a dramatic increase in IT consumption, we have devised offerings that enable you to be selective over the support you require. Having delivered 24x7 managed services since 1998, we know what it takes to foster an environment which promotes innovation, encourages service excellence and embraces emerging business cultures. Finally, in order to fulfil our obligation as a tier one MSP, we operate dedicated ISO 27001 compliant Technical Service Centres, home to first to third line specialists and service managers, each intensely passionate about the support they provide and hand-picked for their ability to act as an extension to your team.



1.2 The Challenge

Traditionally, workspace IT was driven by the business need and controlled by the IT department. Endpoints were locked down to ensure users only had access to the specific tools deemed necessary to perform their role and IT held the master key. Modern working practices have turned the organisational chart on its head however, empowering the end user and embracing their wide-ranging requirements as priority initiatives. Partly driven by a new, tech-savvy workforce where consumer devices, collaborative working practices and publicly available, non-corporate applications are becoming commonplace, organisations are inevitably becoming exposed to unmanaged applications, access methods and devices. As end-users find workarounds for restrictive and locked down corporate IT policies - essentially introducing Shadow IT - the need for cloud-based solutions to secure and manage these devices whilst users are mobile and outside IT's traditional sphere of influence is of the utmost importance.

1.3 Service Overview

The Workspace Advisory Service seeks to assist customers in moving from their Current Operating Model (COM) to a new Target Operating Model (TOM) through a proven four-stage methodology. The aim of this engagement is to assist organisations in implementing strategic solutions across the entire End User Computing (EUC) stack, realising both cost efficiencies through the consolidation of solutions, and real business benefit, brought about through the introduction of modern technologies around management, security, mobility and productivity. We provide a flexible process-driven framework that addresses the complexities of evaluating, rationalising, optimising, or transforming your EUC environment, focusing on platform and workspace, applications and data, identity and access management, mobility management and productivity tools.

Based on our extensive experience of delivering IT infrastructure solutions for enterprise customers, Ultima has developed an architectural framework and consultative approach to assist organisations in addressing these concerns, helping to increase the value of their IT investments. By utilising our four stage Advisory Services Framework, we can assist you with the optimisation of your workspace infrastructure, helping you reduce total cost of ownership by harnessing enhancements in technology, identifying and leveraging opportunities for efficiencies, as well as improving service and user productivity.

1.3.1 Service Features

- Delivered by our certified Modern Workspace Architects and Consultants
- Straightforward four stage process - Analyse, Review, Define and Present
- Guiding principles workshop, to understand current / new EUC philosophy
- Comprehensive maturity assessment of the Current Operating Model
- Determine what capabilities you need as an organisation
- Perform a gap analysis between Current and Target Operating Model
- Structured technical workshops to select solutions, licensing and support
- Define new EUC strategy including total cost of ownership model
- Present the strategy report back to you and host Q&A

1.3.2 Service Benefits

- Advance long-term strategic objectives with a well-defined, measurable roadmap
- Pinpoints inefficiencies and identifies opportunities for improvement
- Provides innovation and creative solutions, while ensuring enterprise-wide coherence
- Addresses complexities of evaluating, rationalising and right-sizing your EUC environment
- Comprehensive roadmap designed to reduce TCO and improve employee experience

» Service Definition – Workspace Advisory Services

- Facilitate the alignment of financial, business, end user and IT objectives
- Empower users with the ability to work how they want to
- Focussed on enhancing end user experience to maximise productivity

1.4 Scope

The following section highlights the typical activities that Ultima will be responsible for in order to successfully deliver this service and will be captured during a scoping exercise and defined in a Statement of Work. As the scope will have a direct impact on the effort required and the subsequent deliverables, the Client should ratify the list below together with any project boundaries, prior to contractual award. Activities not listed are assumed to be out of scope.

- m Analysis
 - Discovery of existing management and operational practices
- Technologies
 - To provide an outcome tailored requirements, the following technologies will be discussed and reviewed with varying degrees of emphasis based on the technology areas most relevant
- Platform and Endpoint
 - Endpoint Management
 - Enterprise Mobility
 - Endpoint Security
- Application and Persona
 - Application Delivery
 - Profile Management
 - Policy Management
- Identity and Access
 - User Identity - On-premises and Cloud
 - Device Identity - On-premises and Cloud
 - Application and Resource Access - SaaS and On-Premises
 - Identity and Access Security
- Data and Productivity
 - Data Access Strategy - Personal and Shared Unstructured Data
 - Collaboration
 - Data Security
- Supporting Workspace Infrastructure:
 - Hypervisor
 - Monitoring
 - Management
 - Storage and Networking relating to the Workspace Strategy
- Documentation
 - The Workspace Strategy

1.5 Service Transition

1.5.1 On-Boarding

We will work with key stakeholders to capture the scope, deliverables and acceptance criteria within a formal Statement of Work or Schedule of Engagement, before initiating and running the project in accordance with our Advisory Service, Agile or PRINCE2 stage-based methodology. Where Project Management services are taken, additional governance activities will be provided, commensurate with the size, scale and complexity of the engagement. Acting as a centre of excellence, our PMO provides everything from practice management, training and skills development, to maintaining control over time, cost and quality constraints, ensuring that each engagement is delivered efficiently and effectively.

1.5.2 Off-Boarding

For traditional projects, we will confirm completion of deliverables to the satisfaction of the Project Sponsor and communicate final disposition and status to all stakeholders, alongside any recommended follow-on activities. Where agreed in advanced, Ultima will conduct a closedown meeting to ensure that the deliverables of the project are reviewed and any lessons learned captured as part of a formal project closure report.

1.6 Service Management

Accountability for our relationship with you lies with Ultima's Executive Sponsor for the proposed solution or service, together with your Account Manager and where applicable, a designated Service Delivery Manager. These individuals are responsible for providing strategic governance, working closely with your Project Board or Executive team to ensure that the relationship between our two organisations remains strong, the service continues to be fit for purpose and the governance model we adopt is delivering value.

Our traditional eight stage project methodology combines real world experience, alongside appropriate elements of PRINCE2, ITIL and vendor best practice. The scope, stages, governance activities and deliverables will vary between engagements and shall be confirmed within the Statement of Works. For Advisory Services projects, a more streamlined four stage approach is taken, following an Analyse, Review, Define and Present path, with appropriate deliverables across each stage.

Service Definition – Workspace Advisory Services

1.7 Service Constraints

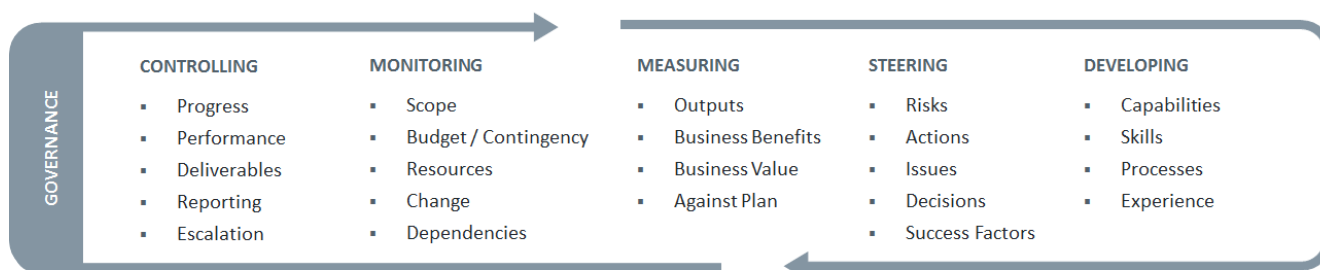
- This is a remote service
- It will be conducted in accordance with our standard four-stage advisory service methodology

Service Definition – Workspace Advisory Services

1.8 Implementation Approach

Our eight stage project methodology combines real world experience, alongside the appropriate elements of PRINCE2 and vendor best practice. The scope, stages, governance activities and deliverables will vary between engagements and shall be confirmed within a Statement of Works, once the project has been initiated. An example of our standard project lifecycle is outlined below.

01 PROJECT INITIATION	02 DISCOVERY & ASSESSMENT	03 DESIGN & PLANNING	04 BUILD AND TEST
1.1 - Project Initiation	2.1 - Discovery Workshop	3.1 - Design Workshops	4.1 - Define Test Plans
1.2 - Define Requirements	2.2 - Discovery Activities	3.2 - Planning Workshop	4.2 - Commission Solution
1.3 - Form Project Team	2.3 - Evaluate and Analyse	3.3 - Gate Review	4.3 - Acceptance Testing
1.4 - Draw Up SoW / SoE	2.4 - Gate Review		4.3 - Gate Review
Outputs	Outputs	Outputs	Outputs
Schedule of Engagement (SoE) Statement of Work (SoW) Setup Project Governance	Raw Discovery Data Discovery and Assessment Report Quality Checks Health Check Reports	Solution Architecture Design Detailed Design Project Plan Bill of Materials Baselined SoW / SoE	Completed Test Plans Build Document Configuration Guide Commissioned Solution



Outputs	Outputs	Outputs	Outputs
Pilot Issues Log Draft Client Deployment Guide or Migration Strategy	Transition Plan Training Plan / Content Operations Guide Admin Guide Successful Transition	Finalised Deployment Guide or Migration Strategy Deployment Schedule User / Services Migrated Legacy Decommissioning	Project Closure Report Lessons Learned
5.1 - Agree Pilot Approach	6.1 - Establish Training Needs	7.1 - Agree Strategy	8.1 - Closure Meeting
5.2 - Undertake Pilot	6.2 - Undertake Training	7.2 - Define Schedule	
5.3 - Issue Handling	6.3 - Finalise Documentation	7.3 - Deployment / Migration	
5.4 - Gate Review	6.4 - Handover to BAU	7.4 - Issue Handling	
05 PILOT	06 SERVICE INTRODUCTION	07 DEPLOYMENT / MIGRATION	08 PROJECT CLOSURE

Service Definition – Workspace Advisory Services

When it comes to our Advisory Services, Ultima adopts a simple but effective, four stage process, allowing us to interrogate existing platforms in order to deliver best practice recommendations, and a prioritised list of next steps to remediate issues and define a new transformational strategy which improves the overall maturity of your environment. Once sized to your requirements, a Solutions Architect from either our Modern Workspace or Modern Data Centre practice will provide forensic analysis of your environment and articulate the findings and recommendations, aligned to your emerging business goals.

01 ANALYSE	02 REVIEW	03 DEFINE	04 PRESENT
1.1 - Project Initiation	2.1 - Rationalise Datasets	3.1 - Service Review	4.1 - Develop Presentation
1.2 - Automated Discovery	2.2 - Health Check	3.2 - Gap Analysis	4.2 - Present to Customer
1.3 - Manual Discovery	2.3 - Evaluate and Analyse	3.3 - Create Documentation	4.3 - Confirm Next Steps
1.4 - Questionnaire	2.4 - Identify Changes		4.4 - Close Project

1.9 Technical Requirements

To be captured within the Statement of Works, depending on the scope of the engagement defined.

1.10 Customer Obligations

The customer will refer to the associated Terms and Conditions for their obligations related but not limited to acceptable use, data protection and information security, intellectual property, confidentiality, termination, anti-bribery and payment terms. As part of this engagement, your responsibilities will include:

- To oversee the overall project work streams or programme, acting as a point of escalation for Ultima
- Raise all change requests and obtain approval in line with the dates in the project / programme plan
- Ensure that all required hardware, software or services is available, unless being provided by Ultima
- Complete any agreed local site / system preparation prior to the commencement of any planned work
- Provide physical or remote access for Ultima personnel to the location where the work is to be conducted, along with access to a suitable area of work and typical office facilities if the work is being conducted on-site.
- Provide necessary security access and clearance to enable completion of tasks in a timely manner
- Ensure internal resources are available to enable completion of allocated tasks in a timely manner. (Tasks allocated to the Business will need to be communicated and agreed as soon as they are identified throughout the engagement.)
- Provide primary and secondary contacts to which any technical, project or commercial issues may be addressed
- Manage any local site logistics and business communication, e.g. arranging any system downtime
- Make Ultima aware of any company or site-specific requirements e.g. specific standards and procedures
- Escalate to the Ultima Account Manager any such issues or concerns with regard to the quality of services being provided or anything that affects the scope of works or agreed commercial terms

1.10.1 Further Recommendations

Where applicable, we recommend the business form a project board consisting of an Executive Sponsor, Senior Users, Senior Supplier and the Project Management team. The board's responsibilities will be to:

- Approve the scope, solution, resources, plans and any subsequent changes
- Resolve conflicts and act as a point of escalation
- Maintain an appreciation of resource requirements and facilitate requests for personnel in a timely fashion
- Review and monitor the risk register and mitigating actions associated with the project
- Maintain a holistic view over the engagement and resolve inter-project issues as required
- Approve all major plans and authorise any deviations from agreed stage plans
- Sign off the completion of each stage as well as authorise the start of the next
- Keep a watching brief over change requests and any project variances

1.11 Delays and Deficiencies

Ultima will not be liable for any delay or deficiency in providing this service if they result from the customer's failure to fulfil the required dependencies and recommended responsibilities. Should a delay to the service result from the customer's failure in relation to the above dependencies or obligations, for example if there is insufficient access to relevant information or key meetings or workshops are cancelled or not attended in full, we shall be entitled to amend the service, schedule and / or the associated charges with no liability and shall be entitled to charge you for any cost incurred as a result.

1.12 Pricing

Ultima believe that value for money is derived from an aggregation of a number of aspects, including but not limited to product delivery, quality, cost, time, resource investment and effectiveness, confidence in delivery and technical assurance. Throughout this Service Definition and into the delivery phases, Ultima aim to be transparent about our costs, the way in which we deliver services to you and the manner in which we intend to operate and work with your organisation as an integrated team.

Ultima are confident that we have created a cost-effective proposition; one that will deliver the required level of quality and detail within each deliverable and will provide the foundation for the on-going delivery of services to your organisation. We will continue to demonstrate our commitment to this programme by assigning a highly experienced and effective team to drive this engagement forward, alongside a proven methodology which will deliver the products outlined herein.

Service Definition – Workspace Advisory Services

1.13 Service Rates

Please see the associated Pricing Document for an overview of our service costs. When it comes to ad-hoc consultancy, our SFIA rate card is available to the entire UK Public Sector for the deployment of staff in the UK for IT projects on a time and materials and fixed price basis. The rate card is valid for 12 months from the Effective Date of the Framework Agreement.

- **VAT** - Ultima's day rates and service charges are exclusive of VAT at the prevailing rate
- **Validity** - Our rate card and service charges are applicable to internal Ultima resources only. Should third party resource be required, rates will be provided on a case-by-case basis.
- **Consultant's Working Day** - 7.5 hours exclusive of travel and lunch
- **Working Week** - Monday to Friday excluding public and national holidays
- **Office Hours** - From 09:00 to 17:30, Monday to Friday
- **Mileage** - Included in the standard day rate if within the M25. Payable at our standard T&S rates if outside the M25.
- **Professional Indemnity Insurance** - Included in day rate
- **Additional Rate Uplifts** - x 1.5 weekdays outside core business hours and x 2.0 weekends

Level	Strategy and Architecture	Business Change	Development & Implementation	Service Management	Procurement & Mgmt. Support	Client Interface
1	N/A	N/A	N/A	£335 - 385	N/A	N/A
2	N/A	N/A	N/A	£525	N/A	N/A
3	£650	£500	£650	£625	N/A	£650
4	£950	£950	£950	£775	£950	£950
5	£1050	£1050	£1050	£950	£1050	£1050
6	£1250	£1250	£1250	£1050	£1250	£1250
7	£1450	£1450	£1450	£1250	£1450	£1450

1.14 Ordering and Invoicing Process

Buyers should abide by the Crown Commercial Services procurement guidelines outlined here - <https://www.gov.uk/guidance/g-cloud-buyers-guide>. A summary of the process and any conditions is included for reference below.

- Upon award, the Buyer will be required to generate a Purchase Order (PO) number from your internal ordering system. In some cases this will be what is known as a Scheduled Bill, for support performed in advance / arrears
- Once complete, you should complete the Order Form in conjunction with the Supplier (Ultima), containing information such as contact details, start / expiry dates, service description, quantity of the services required, contract value, service prerequisites and deliverables, liability and insurance, terms and conditions under which we will provide the service.
- The maximum initial length of a contract is 24 months, with the option for 2 additional extensions of 12 months each.
- You must publish details of all completed contracts on Contracts Finder if their value is either over £10k and the buyer is a central Government department, or over £25k, where the buyer is part of the wider public sector or NHS
- Each time you award a contract, the Buyer should submit a Customer Benefits Record. CCS works with organisations across the Public Sector to improve service delivery and ensure commercial relationships provide value for money.

1.15 Termination Terms

Ultima's Terms and Conditions have been provided alongside this Service Definition.

1.16 Service Levels

Ultima's Terms and Conditions have been provided alongside this Service Definition.

1.17 Service Assurance

Ultima is certified to ISO 9001:2015 and ISO 27001:2013. Our certification provides evidence to our prospects, customers and other interested parties that Ultima is a trusted IT business partner with a strong appetite for securing our information assets and those entrusted to us by our customers, and that we meet a standard set of statutory and regulatory requirements related to our products and services. A copy of our certificate are available [here](#).

The Cyber Essentials Scheme is a government-backed standard, which identifies the security controls an organisation must have in place within their IT systems. Ultima's most recent CREST Cyber Essentials certification, confirms that our ICT defences have been technically assessed by an independent body, indicating that we have implemented a baseline of organisational cyber security.

1.18 Supporting Government Organisations

In order to influence current and future design goals, Ultima consider the Government's Digital Service Technology Code of Practice (<https://www.gov.uk/government/publications/technology-code-of-practice/technology-code-of-practice>). When it comes to helping organisations design, build and buy technology. Our primary considerations include;

- Understanding both the organisational goals and end user needs, using Ultima's wide range of public cloud and IaaS, SaaS and PaaS transformational services to deliver the desired outcomes, ensuring the client is using the right platform, at the right scale, all backed by the most appropriate level of support.
- Supporting ICT cloud strategy through the provision of Ultima's family of next generation Autonomous platforms
- Being guided by the 14 cloud security principles
- Enabling business change through the use of structured PRINCE2 and Agile project methodology and governance, alongside vendor best practice and appropriate architectural standards
- Adopting ITIL for IT Service Management across our IRIS, Cortex and Autonomous platforms

Service Definition – Workspace Advisory Services

1.19 Strategic Partnerships

Operating in the space between vendors and our clients, Ultima continue to be awarded some of the highest accreditations and partnership levels, providing impartial advice, turn-key and bespoke solutions, all backed by the best in 24x7 support. Through our relationships with the following strategic partners, alongside the years of practical delivery experience across generations of products and solutions, we are able to become a trusted advisor to your organisation.



1.20 Disclaimers

- The information contained within this Service Definition was written for public consumption via the G-Cloud 13 Digital Marketplace, as part of a Client's evaluation process and is valid from the framework start date of 28th September 2022 until the end of the agreement, including any extensions.
- This document contains proprietary information which is confidential between Ultima and the Client. It shall not be reproduced in any form or by any mechanical or electronic means, nor its contents disclosed to a third party without the written consent of Ultima. The Client may use this document for the purpose of evaluating Ultima's proposal only.
- This document does not constitute an offer capable of acceptance by the Client and is subject to agreement of a formal contract. No contractual relationship shall arise until a formal contract has been signed by both parties. Any final agreement is conditional upon due diligence undertaken by Ultima or our business partners, the result of which may impact upon the content of this proposal, including the structure, solution, terms and financial arrangements.
- Orders against this Service Definition are governed by both the CCS framework and Ultima Terms and Conditions
- To the best of our knowledge, the information provided herein is correct at the time of submission. Should any errors or omissions be found in this Service Definition, please notify Danielle Connor, Head of Public Sector, Ultima Business Solutions, Gainsborough House, Manor Park, Reading, Berkshire, RG2 0NA. Tel: 0333 0158670



➤ Why Ultima?

Formed in 1990, Ultima has developed into one of the UK's leading intelligent infrastructure, cloud and automation companies, focused on the provision of tailored IT solutions and services, including the design, delivery and support of industry-leading technologies, backed by the very best in 24x7 support.

No matter where you are on your IT journey, we make technology a positive asset, aligned with the goals of your business. Whether that be mitigating risks associated with changes in regulatory compliance, optimising infrastructure to improve efficiency, modernising legacy systems in order to take advantages of the cloud, or automating complex processes, we can help deliver better business outcomes at a commercial, strategic, operational and technical level.

At Ultima, we take a holistic approach to delivering IT services, providing multiple entry points to clients who are looking to manage their IT more effectively. As an end-to-end IT solution provider, we maintain relationships with a wide range of strategic and disruptive vendors, providing everything from independent and impartial best practice advice to managed, bespoke solutions.

- Hardware and Software Lifecycle Services
- Technology Steering and Strategic Development
- Business and IT Alignment
- Enterprise Change Management
- Business Risk Management
- Assurance and Compliance
- Business Transformation and Automation Services
- IT Integrations - Mergers and Acquisitions
- Optimisation - Standardise, Rationalise & Consolidate
- 24x7 Managed Services

Ultima are proud to have been recognised by industry and channel partners for our expertise in a range of solution and service areas. For more information, visit ultima.com

- CRN Channel Finalists - 2020 and 2021
- Digital Technology Leaders Awards Winner - 2020
- AI and Machine Learning Awards Winner - 2020
- Blue Prism TAP Partner of the Year for EMEA - 2020
- Thames Valley Tech Awards Finalist - 2020
- HPE UK and Ireland Value Partner of the Year - 2019



© 2022 Ultima Business Solutions. All rights reserved. This document may not be reprinted, reproduced, copied or used in whole or in part by any means without the prior written consent of Ultima Business Solutions. All product names, logos, and brands are property of their respective owners. All company, product and service names used in this document are for identification purposes only.

Head Office - Gainsborough House,
Manor Park, Basingstoke Road,
Reading, Berkshire, RG2 0NA



Tel: 0333 0158 000
Email: enquiries@ultima.com
Web: ultima.com