

Cloud Transition: Delivery Enablement & Assurance



The requirement

Public Sector organisations are using modern cloud-based facilities, such as Amazon Web Services (AWS), Microsoft Azure and other specialist cloud services to migrate away from long-term outsource contracts and on-premise hosting to transform their digital platforms.

The benefits anticipated from these changes are significant and typically include accelerated delivery timescales, operational cost savings, reduced capital investments, reduced obsolescence and technical debt, increased flexibility and improved service availability.

However, the migration to modern cloud-based services is complex and involves:

- ▶▶ Developing and approving the business case for the change.
- ▶▶ Designing and implementing a new Target Operating Model (TOM).
- ▶▶ Designing new service, security and infrastructure architectures.
- ▶▶ Developing, accrediting and introducing new digital services.
- ▶▶ Setting up large-scale agile digital transformation programmes.
- ▶▶ Migrating major business services and large volumes of sensitive data between platforms and suppliers.

- ▶▶ Building internal capabilities and functions to drive the digital transformation.
- ▶▶ Embracing new cloud-based tools and devops technologies to accelerate deliveries.
- ▶▶ Developing procurement strategies and procuring new services that are aligned to the digital transformation programmes they support.

The timescales for these programmes are frequently driven by the dates new policies or services are to be introduced, by the fixed end-dates of existing outsource and service contracts, or by capital reduction targets and pressures.

Some of the factors which are most critical to the successful set-up and delivery of programmes to adopt cloud-based technologies and services include:

- ▶▶ Enabling leadership to devote time to develop the business case for the migration and to secure its approval.
- ▶▶ Promoting collaboration between incumbent suppliers, new service providers and any organisations engaged to support the transition.
- ▶▶ Designing an integrated digital transformation programme, building new capabilities, designing and procuring new services, migrating critical services and decommissioning on-premise infrastructure.
- ▶▶ Ensuring that the roles, responsibilities, contractual obligations and inter-dependencies between all parties working on the transformation are absolutely clear.
- ▶▶ Adopting guidance and new ways of working which balance appropriately the need for central governance with the empowerment of agile self-managing teams.

Redesmere's solution

Redesmere has a proven approach to assisting clients with the implementation of cloud-based services which is grounded in the team's substantial experience of driving digital transformation using agile and more traditional delivery enablement methodologies and tools across several central government departments.

Our solution comprises four components:

- ▶▶ **Set-up & Initiation:**
Programme design, business case development, set-up and launch.
- ▶▶ **Execution & Delivery:**
Programme leadership, delivery, planning, delivery enablement and control.
- ▶▶ **Commercial:**
Procurement and commercial strategy development, alignment, assurance and support.
- ▶▶ **Independent Assurance:**
Programme review and assurance.

Our teams are multi-disciplinary with significant expertise in business architecture and analysis, technical architecture, cloud transformation, digital transformation, programme turnaround, programme control, delivery enablement and independent assurance.

We are truly independent from incumbent and potential new service providers, and do not therefore have any conflicts of interest in respect of the services which are to be migrated or introduced.

We work closely with our clients to:

- ▶▶ Design, drive and assure the implementation of cloud-based digital services.
- ▶▶ Drive the related procurement activities.
- ▶▶ Decommission legacy on-premise services
- ▶▶ Deliver the anticipated business benefits

A key component of our service focuses on developing the capabilities and teams

our clients need to onboard new cloud technologies and services. This component of the service provides a comprehensive suite of organisational and people-development capabilities designed to complement and enhance the adoption, optimisation, and ongoing management of cloud services.

When to use these services?

Our services may be used throughout or at discrete stages of digital transformation and cloud implementation programmes.

Our services may also be used at periodic intervals to perform independent assurance reviews or to procure services from suppliers.

When specific challenges arise, we are able to work on short, sharp interventions to increase the likelihood of programmes delivering successfully.

What are the benefits?

- ▶▶ Optimises delivery of results from cloud technologies
- ▶▶ Accelerates delivery of financial benefits from cloud hosting
- ▶▶ Improves control over external suppliers, resources and costs
- ▶▶ Facilitates rapid decision-making through agile, responsive techniques
- ▶▶ Builds internal capabilities, develops team members and transfers knowledge
- ▶▶ Promulgates use of good practice from internal and external sources
- ▶▶ Facilitates collaboration between incumbent and new suppliers
- ▶▶ Integrates delivery, procurement and commercial management activities
- ▶▶ Provides access to senior, trusted leaders with gravitas and expertise
- ▶▶ Provides respected opinion, advice and assurance, both internally and externally

How we work

We tailor our services to our clients' specific requirements, agree the objectives and outcomes that are to be achieved, and document these in formal Statements of Work (SoWs).

An integral part of each SoW is the implementation plan for the services which sets out how the objectives and outcomes are to be achieved as a series of epics.

The vast majority of our client engagements are outcome-based arrangements, with milestone-based payments that are linked to the achievement of the objectives and outcomes set out in the SoWs.

We maintain detailed plans throughout each engagement which we use to review progress and to reprioritise work with our clients on a regular basis.

A key component of most of our implementation plans is "Service Transition" which we use from the outset of each engagement to plan and manage any offboarding activities.

Our services are usually provided during normal business hours. However, we recognise that some cloud transformation activities need to be performed out of hours and at weekends which we are happy to incorporate into the service if necessary.

We are able to operate using our own or our clients' tooling, cloud and Office 365 infrastructure.

What is distinctive about us?

Redesmere's core proposition is that:

- ▶▶ Our small multi-disciplinary teams are hand-picked for each individual client engagement.
- ▶▶ We have the skills, track record and gravitas to make a real difference.
- ▶▶ Our people have extensive experience of digital transformation, delivery and cloud implementation programmes.
- ▶▶ Our independence means that we do not have any conflicts of interest to get in the way.
- ▶▶ We are able to provide our services through time and materials, fixed price or output-based contracts, when appropriate.

We provide no-nonsense leadership, advice and opinion.

When our job is done, we hand-over sustainable delivery models and plans.

How to contact us?

e: gcloud@redesmere.com
t: +44 1625 810180
w: <https://redesmere.com>