

Agile Delivery - Project, Programme and Portfolio Management

Service Definition Document

Sopra Steria



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1 About Sopra Steria

1.1 Overview

About Sopra Steria

Sopra Steria, a major Tech player in Europe with 50,000 employees in nearly 30 countries, is recognised for its consulting, digital services and solutions. It helps its clients drive their digital transformation and obtain tangible and sustainable benefits. The Group provides end-to-end solutions to make large companies and organisations more competitive by combining in-depth knowledge of a wide range of business sectors and innovative technologies with a collaborative approach. Sopra Steria places people at the heart of everything it does and is committed to putting digital to work for its clients in order to build a positive future for all. In 2024, the Group generated revenues of €5.8 billion.

The world is how we shape it

Sopra Steria (SOP) is listed on Euronext Paris (Compartment A) – ISIN: FR0000050809 For more information, visit us at www.soprasteria.com

50,000

employees

€5.8bn

2024 revenue

Top 5

European digital
services companies

In nearly

30

countries



1.2 Our Cloud Capability

Sopra Steria Cloud Practice brings together leading digital, cloud and engineering expertise to accelerate transformation for our clients.

- Delivering comprehensive digital and cloud transformation, including strategic consulting, change management, large-scale migration, application modernisation, next-generation development and secure, optimised operations
- Integrating deep capability across applications, data, infrastructure, cloud platforms and security, supported by industrialised assets to enable solutions across Private, Public, Hybrid and Sovereign Cloud environments
- Using an end-to-end cloud delivery model that integrates business, engineering, security and operations, ensuring continuous innovation, strong governance, and measurable business value throughout the full cloud lifecycle.

1.3 Our Credentials

Capacity

More than 15,000 cloud experts in 30 countries
(Vision, Ops, Design, Scale)

Market recognitions

- Large account (best category>\$250m) in the "Public Sector Industry Cloud Landscape" (Forrester)
- Leader "Cloud public in Europe" & "Next Gen Private & Hybrid Cloud" (ISG)
- Leader "Cloud Infra Brokerage" (NelsonHall)
- Best in Class "Azure" & "SAP" & "Service Now" (PAC Radar)
- Leader "Cloud Native Application" & "Application Transformation Services" (Quadrant)
- Major Contender "Cloud Services" & "Cloud Native Applications" & "Services on AWS Azure & CGP" (Everest)

Key partners



Main market recognitions

2nd in IT Services in France and 10th in EMEA*

Cybersecurity	Digital	AI	IT for Green	Cloud			
• Leader "Cyber resiliency services" (NelsonHall) • Leader "cybersecurity" in France & Germany (ISG) • Top 5 "cybersecurity" in France (Markess)	• Leader "Application Transformation Services" (Quadrant) • Leader "Digital Banking" (NelsonHall) • Leader "Digital Banking Services" (ISG) • Major Contender "Digital twin Services" (Everest) • Innovator "Digital Manufacturing" (NelsonHall)	• Leader AI Services & Gen AI (PAC Innovation Radar) • Leader AI Services (Quadrant) • Leader "Intelligence Process Automation" (Quadrant) • Major player "European Professional Services for Data-Drive" (IDC) • Major contenders "AI services" & "Intelligent Process Automation services" (Everest)	• Leader "ESG for Banking Services" (NelsonHall) • Best in class "consulting and digital services for sustainable development" (PAC Innovation Radar) • Major Contender "NetZero Consulting Services" (Everest)	• Large account (best category>\$250m) in the "Public Sector Industry Cloud Landscape" (Forrester) • Leader "Cloud Infra Brokerage" (NelsonHall) • Best in Class "Azure" & "SAP" & "Service Now" (PAC Radar) • Leader "Cloud Native Application" & "Application Transformation Services" (Quadrant) • Leader "Cloud public in Europe" & "Next Gen Private & Hybrid Cloud" (ISG) • Major Contender "Cloud Services" & "Cloud Native Applications" & "Services on AWS Azure & CGP" (Everest)			
							

* Source PAC 2024

2 Service Overview

2.1 Service Description

Sopra Steria provides the expertise and skills to deliver agile programmes and projects quickly and effectively by maximising the value of the products or services being delivered, reducing investment risk and building strong collaborative relationships leading to true partnership in delivery.

2.2 Features

- Agile strategy development and collaborative ways of working
- Effective governance that anticipates and responds to delivery needs
- Delivery of Agile maturity assessments and evolution planning
- Continuous learning opportunities through knowledge-share and training (methodologies, tools, techniques)
- Ensuring tight coupling with DevOps to ensure quality of delivery
- Active management of risks, issues and changes
- Application of Lean principles to reduce waste and maximise value
- Facilitation of targeted, purposeful Agile workshops
- Provision of meaningful metrics at programme, project and team level
- Enterprise Agile coaching in support of any necessary cultural evolution

2.3 Benefits

- Well-structured delivery that aligns with client processes
- Feedback at all levels as part of our client-integrated retrospectives
- Portfolio/Project/Programme management to accurately inform and direct prioritisation
- Portfolio/Project/Programme management experience minimising risk/impact on live services
- Defined set of metrics, regularly reviewed, creating clear decision making
- Improved decision-making and prioritisation processes
- Effective and accurate costed Risk Management
- Increased quality and reduced risk through DevOps and Lean processes
- Collaboration and transparency across the board
- Design, content, integration and release co-ordination

2.4 Our Approach

Establish the basis and scope of the agile engagement, using the appropriate agile maturity matrix to guide us to the most effective and valuable collaboration. Sopra Steria uses numerous agile matrices that can be applied in a wide range of contexts, and which allow us to tailor our services for each unique engagement.

Kick Off: Launch the agile project

- Assessment of the actions of the maturity study
- Outline of the organisation, roles, sharing of issues and roadmap
- Commitment on a certain number of days with an agreement to carry out workshops & training.

Scoping phase: Define the project's provisions

- Definition of the organisation, teams, environments & platforms
- Translation of the product/s vision into a first backlog
- Commitment to a number of sprints with velocity tracking without further commitment

Calibration phase: Validate the project's provisions

- Agile break-in period, adaptation and handling of obstacles to increase velocity
- First deliveries validated at the end of each sprint
- Commitment to a number of sprints and to velocity progression (continuous improvement)

Nominal phase: Produce a pre-agreed volume

- Maintaining capacity over time and continuing the process of continuous improvement
- Production and compliance with quality indicators
- Commitment to maintain a certain velocity and software deliverability in each sprint.

2.5 Inputs

We would expect the following inputs from you as part of this service:

- Senior management sponsorship
- A nominated agile leader or champion
- Commitment to support the agile engagement assessment
- Technical and DevOps personnel according to the project needs
- A clear set of objectives for the engagement

This is a high-level list and is not exhaustive.

2.6 Outputs & Deliverables

Some of the outputs and deliverables generated from the service are identified below:

- Measurable value delivered according to the agreed metrics for the service
- A continuous improvement roadmap for the project/programme/portfolio
- Active, structured, documented knowledge transfer
- Targeted metrics designed to create transparency of the service, to support continuous improvement
- Iteratively delivered, production-ready, working software

This is a high-level list and is not exhaustive.

2.7 Certifications & Skills

Some of our certifications and skills related to this service are identified below:

- Expert Agile coaching (e.g. IC-Agile Certified Agile Coaching Expert)
- Through our relationship with ICAgile, we can now provide training in 'Agile Fundamentals', leading to certification for attendees
- Certified Product Ownership

- Certified Scrum and Kanban expertise
- Agile project management and BAs
- Technical expertise in Service Design, UX, CX, content design, Product, software development, DevOps, software testing, automation, performance testing

This is a high-level list and is not exhaustive.

2.8 Case Study

Client: UK based Transport Client

The challenge: To replace a legacy system, in use 24/7 by operators on a rota, with a new system that had to be on one screen, 'future proof' (i.e. extensible for future integrations as they become required by the business) and 'easy to use'. This had to be done using a co-created agile framework.

What we delivered: This world-leading traffic management system was built by combined teams of Client and SSL engineers and project managers over a period of 3 years, resulting in a product that delighted the operators and managers of the Network Management Control Centre. We delivered technical expertise in Service Design, DevOps and software development and testing; agile BAs; Expert Agile delivery management and coaching that supported delivery and the necessary associated culture shift. Clear and simple metrics guided leadership decision-making. This project was a well-publicised success for both organisations.

Outcome

- Reduction of incident resolution times by operators of 15%
- Integration of disparate services into a single application, reducing maintenance costs and production errors to close to zero
- Important lessons about agile project delivery that Client have been able to apply to other projects

3 Pricing

Please refer to the Pricing Document for this Service.

4 Next Steps

4.1 Contact

Please contact us if you would like to know more about any of our listings on G-Cloud.

Email: sector-support@soprasteria.com

As all of our G-Cloud enquiries initially come into a single contact, please remember to tell us:

- Your name, your organisation name and contact details
- Which service you are enquiring about
- A brief summary of your requirements or problem statements that you would like support to address.

4.2 More Information

More information about our services and capabilities can be found on our website [here](#).

