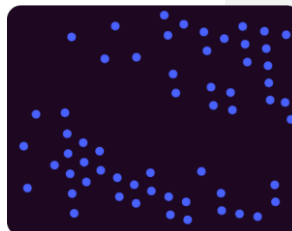


G-Cloud 15 Service Definition

Cloud Consultancy Services by Conscia UK



What is the service?

Conscia UK provides a range of digital consultancy services to support cloud and transformational projects for our public sector clients. By using technology and business outcome specialists to define, scope, and support business case development, we can help our clients implement, support, and deliver their chosen technology solutions.

Conscia UK is a reseller and offers extra features and support not available from the original supplier (Cisco, Palo Alto, Microsoft).

Features and benefits

- Flexible resourcing for any task (Collaboration, Security, Networking)
- Instant access to professionals
- Ad hoc engagement or planned statements of works
- Design consultancy
- Readiness assessments
- Implementation
- Network upgrades
- Service improvements
- Training and adoption
- Filling the skills and resource gap on behalf of our clients
- Flexible resourcing, used in accordance with clients' requirements
- Peace of mind, knowing a team of experts are on hand to support
- Gain confidence in your desired outcomes and meeting the brief of technical transformation
- Assurance in your investments – backed with effective ROI

Planning

Conscia UK offers consulting services as a fixed scope of works, time and materials or on an ad-hoc basis to clients. As part of a fixed scope of works, Conscia UK will meet with the client to discuss the full scope and then document our anticipated activities. Before any work begins, this document will be reviewed and signed by the client. Work is scheduled in and completed only when both parties agree.

Project plans will be developed with the client's internal team. This will include prerequisites and dependencies of tasks and activities for both the client and Conscia UK,

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with timelines based on the agreed scope and design.

Ample time is allocated to planning, and it is considered the single most important activity for a project manager so that accurate expectations are set, and stakeholder dissatisfaction is avoided.

Planning will be detailed, organised, and requires team participation. During the early stages of the project this may be in the form of a tentative high-level timeline. As more detail emerges, a more detailed plan can be created. Plans will always change and be reprioritised based on conditions. We will plan, re-plan, and continue planning throughout.

The technical approach, planning, and timings in which implementation and migrations will be performed will be carefully considered to minimise disruption to the business and end- users.

Rollback scenarios are discussed and agreed, supporting the change process. Migrations may be prioritised with the least critical services or departments delivered first enabling the process to be tried and tested before undertaking more critical services or areas.

Setup and migration

We will prepare a scope of work based on the specific needs of each client. The technical requirements will align with the user requirements, so that the desired outcomes are achieved. Migrations are planned well in advance to minimise disruption and risk. A carefully designed end-to-end migration plan makes it painless for end users and technicians to administer and migrate.

Service and support

Our consultants are highly trained and experienced in the fields in which they specialise. Consultants are assigned to jobs based on their availability, requirements, and relationships. When needed, a project manager will coordinate resource allocation and ensure the project maintains a smooth flow. Any issues arising as a result of consultancy can be escalated to Conscia UK's management team or a client's dedicated account team. The support services for the technical solution are outside the scope of consultancy services and will be paid for as part of the overall solution purchase.

Quality assurance and performance testing

With more than 25 years of experience, we can deliver projects to scope, time, cost, and quality metrics whilst keeping risks and issues to a minimum. We achieve this by adhering to our methodology, based on PRINCE2 best practice, providing a consistent, proven, and predictable method that maximises the quality of project delivery and the prospect of achieving the client's desired outcomes.

Control gates require approval before proceeding to the next phase, to ensure delivery quality requirements are achieved, thus minimising the risk of failure or delays.

Documentation produced as an output of the project is peer reviewed to ensure it meets Conscia UK's standards, and the technical content is accurate.

Solution Acceptance Testing

We will work collaboratively with Clients to perform acceptance testing and create an acceptance test document to ensure that the requirements and expected output/behaviour of the solution meet their needs. Tests must be witnessed by both teams, with signatures obtained for each test (positive or negative outcome). Any failed test or unexpected behaviour will be documented, responsibility assigned, and next actions discussed.

Clients may wish to perform additional user acceptance testing, to assess if the system can support day-to-day business and user scenarios, and to ensure the system is adequate for business usage. This may include application or middleware tests.

Technical requirements

Any requirements will be included as part of the statement of works issued.

Onboarding and offboarding

Conscia UK has a dedicated team who will take the time to understand the desired outcomes from the purchased service and form documentation that all parties agree on. Before any work begins, this document will be reviewed and signed by the client. Work is scheduled in and completed only when both parties agree.

Information security

Conscia UK has an Information Security Management System (ISMS) in place certified to ISO 27001:2013. This includes policies, processes, and procedures based on information security best practice. The ISMS and all IS-related issues are managed by our Information Security Management team, headed up by the role of the Information Security Officer (ISO). The ISO is our Director of Business Operations, who sits on the Company Board of Directors.