Lucid Support Services Ltd

Service Definition

Cloud Consultancy Solutions & Project Delivery Services 2025/26

G-Cloud 15

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Service Description

Lucid is an ISO9001, 27001, 14001, Cyber Essentials Plus certified supplier of Cloud based, managed technical solutions, providing augmented project delivery teams and technical consultancy services to deliver outcome-based work package solutions under statements of work to help government client transition, support and maintain Cloud services.

Lucid has been supporting Public Sector clients throughout the UK for over 20 years, working both directly and via Crown Commercial Services G-cloud 14/15, DOS6/7 and DSP frameworks, delivering services for numerous government departments such as MOD, MOJ, Home Office, Cabinet Office, DWP, HMPO, DCMS, HMRC, FCDO and more providing: Statement of Work outcome focused technical consultancy, Project Delivery, bespoke resourcing solutions to help deliver Cloud based migration transformation programmes.

We focus on the delivering the best technical expertise to public sector organisations across the UK covering: Consultancy, Management, Development, Migration, Integration, Administration and Support based services across the whole spectrum of IT including:

- Legacy to Cloud Migration expertise from Architecture to deployment
- Infrastructure, Virtualisation and Cloud.
- EUC Strategy, Change, Transformation & IT Services/Operations.
- Support, Deployment, Networks & Security.
- Software Development & Programming languages.
- Project Management/support/coordination.

What the service provides:

CLOUD TRANSFORMATION AWS Well-Architected Review Cloud Advisory and Strategy Services Cloud API Infrastructure Development Cloud Consultancy, Professional Services and Software Support Cloud Discovery and Design Cloud Provisioning and Migration Services Cloud Security and Professional Services Office365 Consultancy and Professional Services	**CLOUD MANAGEMENT** Cloud Services and Technology Sourcing Cloud Hosting, Software and Technology Services Integration Cloud HR and Payroll Software Services Cloud Consultancy Service Cloud Infrastructure Assessment, Design & Implementation Cloud Architecture, Security and Strategy Services Cloud Platform Development Cloud User Experience and Design Service
DIGITAL SERVICES Digital Business Model Design Digital Enterprise Architecture Services Digital Experience Platforms for Customer Engagement Digital Networks, Cloud Planning and Implementation Digital Services Platform Optimisation Assessment Digital Strategy and Roadmap Services Digital Transformation Advisory and Consulting - Digital Transformation Services	**EMERGING TECHNOLOGIES** AI Chatbot Design and Delivery (MVP) Amazon Alexa, Cortana and Google Assistant - Design, Build and Support Artificial Intelligence (AI) and Machine Learning Service Deep Learning, Deep Neural Networks and Professional Services Internet of Things IoT Advisory Service & Implementation MuleSoft Consultancy Services Robotic Process & Intelligent Automation Zscaler Consultancy and Professional Services
AGILE, DEVOPS DELIVERY Agile Cloud Development Agile Coaching & New Ways of Working Agile Coaching and Support Agile Delivery – Platform/DevOps/CI/CD/UR/UX Agile Maturity Assessment Agile Methods, Practices and Tools Agile Project Delivery	**BIG DATA MANAGEMENT** Big Data Analytics Service Big Data Discovery Service Big Data Architecture and Analytics Big Data Management Implementation & Testing Service Big Data Management Support Service Big Data DevOps Services Big Data in the Cloud Big Data Management & User Adoption Service

CYBER SECURITY GOVERNANCE Cyber Security Assurance Management for Cloud Service Cyber Security Audit Cyber Security Technical Services Cyber Security Vulnerability Assessment Cyber Threat Monitoring and Intelligence Services Cybersecurity Network Asset Visibility and Illumination Assessment Cybersecurity Security Management Advice and Build Cybersecurity WAF Design/ Implementation	**MOBILE SERVICES** Development of Enterprise Web and Mobile Apps EMM/UEM Configuration and Build Services Enterprise Mobile Strategy Service Implementing Mobile Self-Service applications on an SAP MDM Solution Design and Support Airwatch & Intune Mobile Solutions Mobile Testing Services Web and Mobile Digital Services
ERP Microsoft Dynamics CRM Cloud and Professional Services Oracle Cloud Infrastructure (OCI) Architecture Review and Project Delivery Oracle ERP Design and Professional Services Oracle Fusion Consultancy Services Salesforce Advisory Consultancy and Implementation Services Workday Consultancy Professional Services Salesforce CRM Cloud Platform Development SAP Consultancy & Support	**TESTING SERVICES** Oracle HCM Cloud Testing Services Oracle Testing Services Testing: Oracle Cloud Oracle CX Cloud Testing Services Oracle SCM Cloud Testing Services Oracle ERP Cloud Testing Services Oracle EPM Cloud Testing Services Oracle Engineered Systems (EXA) Testing Services
SAP SAP API Management Services SAP Mobile Application Cloud Service SAP Cloud Migration Service SAP Hybrid Integration Services SAP HCM SuccessFactors Cloud Service Training on SAP Service Design and Implementation of SAP Cloud Solution Information Lifecycle Management (ILM) and Archiving for SAP	**ORACLE** Oracle Mobile Cloud Services Oracle Cloud ERP Implementation Service Design and Implementation of an Oracle Cloud Solution Oracle Identity Management Services Utilising Oracle Identity Cloud Service (IDCS) Oracle Government Cloud Security Assessment Oracle E-Business Suite (EBS) Upgrade and Cloud Migration Oracle Chatbots Services Oracle Digital Recruitment

Using The Service & Ordering

- Customers can contact Lucid by phone, email or through the website to place a general enquiry. Lucid will respond to the request in real-time or contact the customer directly to understand exact requirements and objectives with a view to offering a best fit solution. A quotation and proposal is then generated. Lucid will then support the client/Buyer raise the necessary call-off contract/order form.
- Lucid commitment to building long-term strategic customer relationships, offering market and sector intelligence, ensuring our clients are equipped to make the right decisions are our highest priority.
- Lucid's consultants that are carefully screened (technically and culturally) to match even the most demanding specifications and are fully vetted to BPSS, SC & DV security standards.

On-boarding processes/scope etc;

- Planning - Outcome, SOW and Roadmap time frame for attainment established. Lucid will carry out series of meetings and workshops with stakeholders and system owners and facilitate technical discussion with architecture team and functional discussion with business to define the scope of work.
- Delivery Team formation - Lucid will formalise a technical delivery team from recommend suitable consultants from our technical bench for the requirement (usually 48 hour turn around), technically assess the individuals and present the consultants/team formation in personal profile form to the client for review. Once the suitability of a Project team/technical consultants has been confirmed by the client, Lucid would then recommend meeting/interviewing the consultant by the end client to confirm suitability.
- Meet the team - Post technical delivery team formation a Kick off meeting between Lucid, our consultants/Delivery teams & end client to define the requirement outlining objective/daily duties/milestones of the required expertise. – This can be achieved through workshops, questionnaires, Virtual meetings, one-to-one / group to produce a milestone delivery plan.
- Expectations - KPIs – A range of KPIs will be embedded into any contracts providing a legal framework for performance guarantees. All KPIs will be finalised following contract award, ensuring they are tailored and suitable for use under this contract.
- Contracts/Award - Call-Off contracts agreed and Lucid's technical consultants/project delivery teams will commence work.
- Service Delivery & Milestone management - During the early stages of the engagement and on a regular bi-weekly basis their after, Lucid will provide a comprehensive oversight of full project timeline, including each team member's progress, upcoming milestone achievements, and actions required to complete the assignment. This will also contain individual historic compliance to timeframes for each member of the technical team, allowing for continuous and informed performance evaluation, empowering the creation of suitable individual improvement measures where necessary. This will include all appraisal measures and remedial actions which may be taken should performance fall below expectations.

Off-boarding processes/scope etc;

- **Final Review** - Review of works completed against all milestones.
- **Exit strategy** - Agree exit strategy, a phased down approach reducing skill/resources accordingly in the final months of delivery and moving the focus to handover.
  Example:
  - Phasing Down a gradual reduction of programme activities reducing skills and resources
  - Phasing Out post-implementation/go live – review of remaining activities.
  - Phasing Over transferring programme activities to client.
- **Knowledge Transfer** – Lucid will be fully prepared by documenting what would be expected from our consultant and our project team in terms of a hand over from existing consultant to his or her successor as part of our standard onboarding contract. Lucid aim for a 5 day overlaps for service to enable a seamless transition of knowledge.
  Knowledge sharing hub will be available throughout the assignments for consultants/delivery teams to communicate pre authorised documentation that would benefit the clients internal resources for training providing a knowledge legacy post-delivery.
- **Creating** handover certification for works completed under any project to be handed over to BAU or relevant client delivery teams.
- **Completion Statement** - Upon completion of an assignment Lucid will ask the client to provide a quick statement on how he or she felt the service was delivered. (An opportunity to provide any feedback)
- **Equipment** - All property belonging to client will be returned along with any building passes/access. Any system assess should be blocked by the client.

Service management details.

- Lucid work on a time and materials & SOW delivery basis. All of Lucid's consultants will work under the supervision and direction of the end client. Lucid appointed technical lead or Project delivery manager will manage and monitor individual Consultants output to be delivered against each individual statement of works, working towards an overarching Roadmap for delivery.
- Enhanced Managed Support Services
  Lucid offers optional out-of-hours managed support to provide customers with access to key resources during system go-lives, migrations, releases, and other business-critical events. Services can include planned standby cover, on-call support, incident response, and extended service hours. Support arrangements are tailored to specific operational requirements and are provided under an agreed managed service model with defined service levels and escalation routes. Additional charges apply where enhanced support services are required.

Training;

- Lucid will utilise our internal technology “brand champions” to assist and guide us towards understanding or defining the requirement of the customer. This will be one of lucid long term technical consultants in a relevant technical arena who has been utilised on various projects previously. This option can aid the production of SOW and or Roadmaps for project delivery.
- Lucid will working closely with our clients in-house technical teams to ensure they are equipped with the necessary skills and expertise. This will be achieved by utilising the technical expertise of our delivery team when on assignment by means of shadowing and imparting essential knowledge from Lucid’s technical experts to in-house teams during implementation and with a focus towards handover to the client.
- Any essential training such as niche technology or bespoke systems must be identified at the engagement stage and Lucid will provide various options to facilitate training requirements such as location/premises for workshop training to be held, management and coordination of training sessions at client sites, and coordination and scheduling of virtual training. Where required Lucid can provide certified trainers and course development specialists if featured as part of the requirement.

Ordering and invoicing process.

- Lucid will provide a dedicated “Account management” structure internally to be available to the end client and consultants on a 24x7x365 basis. This includes “Account Director” for high level negations or escalation. “Account Manager” for day to day liaison and resource requests, “Account Co-ordinator” for back office support and cover should other contacts not be available, Finance/operations support Analyst to assist with purchase orders, timesheets, invoicing etc.
- Supply chains are paid within 30 days.
- Lucid are certified PPC **457688 (Prompt payment code)** Operations Manager Rachel Lovely - Invoices@Lucid-support.com

Termination terms.

- As per G-Cloud framework agreement and to be discussed upon negotiation of works. Lucid offer our clients a “swap out option” in our standard terms of business enabling the client to request a replacement resource on the contract assignment with immediate effect within the first 4 weeks should Lucid’s consultant/Expert not be suitable for any reason. After the initial 4 weeks standard notice periods will be required (negotiable). Any

days/hours work carried out by Lucid team prior to termination within the first 4 weeks probation period would still be chargeable (time & materials basis).

- The Buyer can terminate a contract at any point with 30 days' notice (the amount of notice time can be agreed at the call-off stage). If the Buyer decides to terminate the contract, the Buyer should send a termination notice in writing to assigned Lucid Technical Lead/Project manager via email to kick-off the termination process. Lucid will respond to this email within 24-48 hours.
- We can discuss with the Buyer to set a timeline to use up their final support time and offboarding process that needs to be adhered to as part of the termination process. We would provide High Level Documents (HLD) and Low Level Documents (LLD) at the time of termination which will enable Buyers to transfer to another supplier subject to the contract being fulfilled.
- All property, data and information held in connection with the Framework or Call Off Contract will either be returned or destroyed as per "Lucid's Secure Disposal Policy.'

Data processing & storage location.

Lucid Support Services are ISO9001, 27001, 14001 and Cyber Essentials PLUS certified and adhere to strict internal processes.

Data restoration / service migration.

- Should Lucid be required to carry out Data backup, Data restoration and disaster recovery and to hold any personal information relating to client data or projects, it will be done using industrial best practices and tools. We do so under our own GDPR regulations, and it is secure within our own server environment and included in our Data Classification Policy. We have been accredited by Cyber Essentials PLUS, only users authorised users within Lucid who have a need to access this information in performance of their duties will do so.

Customer responsibilities.

- Submit Business Requirement - Submit Technical Requirements Functional and Non-Functional - Attend meetings and design workshops - Attends service/Technical review meetings - Provides service level requirements on an agreed basis with the Service Level Manager - Negotiates, defines, agrees and communicates service levels agreements within the organisation
- Lucid will be providing the services and will take full responsibility for our staff allocated to any phase of the works, each Consultant shall be under the direction and control of the Client. Resources will be contracted by Lucid to follow all reasonable instructions by the client including but not limited to those relating to the nature of the services and work to be performed, health and safety procedures, site and security procedures, administrative procedures and Client policies (including, but not limited to, internet and email, site policies).
- The Client shall ensure that it follows all health and safety legislation and rules relevant to its site and type of work as if each Consultant were employed by the Client.
- The client will ensure that Lucid consultant or delivery teams will have the necessary equipment such as Laptops (if client secure systems are required) from day one to ensure continuity of services, including any/all systems and data access necessary to complete their intended task.

Technical

- Ensures escalation procedures are actioned and properly communicated if agreed service levels are about to be breached
- Ensures that all escalations are appropriately recorded.

Browsers N/A

Details of any trial service available. N/A

Back up & restore N/A

Case Study 1:
Client: Home Office
Jan 2023 – Dec 2025 - Ongoing

THE REQUIREMENT

Lucid Support Services partnered with the Home Office in January 2021 post PNC1 data loss affecting 112,697 person records. Lucid were required to support the existing programming team who were becoming increasingly involved in supporting the National Law Enforcement Data Programme. Expert resource was required to support and maintain the PNC software development program until such times as the new national Law Enforcement Data Service is delivered. PNC enables all police forces, law enforcement agencies, approved organisations
and government departments to access the system for specific purposes and to carry out checks on criminal offences and convictions to registered Vehicle information and registration.
Application software on the Police National Computer is written in Software AG's Natural programming language using an ADABAS database on Fujitsu BS200 hardware.

The Home Office required a supplier who could provide substantive input to the design and construction of PNC application and impart knowledge and information to other members of the PNC application development team. This role required an in-depth knowledge of working with Natural/Adabas products to enable provision of expert input into design and construction of the Police National Computer application enhancements and developments and for specialist resources to work alongside existing civil servants to act as additional support to the critical PNC development team.

THE SOLUTION

Lucid were engaged to provide a range of technical specialists to deliver the service. During an initial Discovery period of 2 weeks, Lucid worked with HO to clarify the role, scope and requirement, and develop a detailed approach for the work. Lucid's Programme Delivery Manager supported HO in producing statements of work, a project road map, and milestone delivery expectations, as well as acceptance criteria for the final deliverables.

As a result, we agreed the scope, team size and service duties of the project team to be provided within a 12-month frame, This included:

- Software development using Software AG's Natural programming language (V4+)
- ADABAS 'direct calls'; utilities such as ADAREP; design of ADABAS files
- BS2000 Job Control Language (JCL) and Natural Remote Job Entry (RJE).
- Writing code for applications
- Troubleshooting programs issues
- Developing solutions
- Maintaining data system
- Provide user support.

In order to deliver the client's strategic objectives, Lucid translated agreed Statements of Work into clear role specifications, including measurable outcomes for specialists to achieve.
We provided HO with the following Application programming expertise:

- 1 x Technical Lead (Adabas Natural expert - SFIA 7)
- 1 x Senior Developer – (Adabas Natural - SFIA 6)
- 1 x Application Developer – (Adabas Natural - SFIA 5)

Managed Services Value added:

- Produce SOW, analysing the deliverables and converting them into individual job specifications
- Managing milestone achievements against overarching SOW and timeline for delivery
- Lucid's Programme Manager drove internal HO activity for readiness assessment, transition and embedding of the solution, identifying spikes in skills and resources to enable the delivery team to scale up/down as required
- PO/Financial forecasting
- Formation of specialist delivery team
- Security Clearance compliance, Background checks and client-side Onboarding

RESULTS

The PNC application development and support team requirement is ongoing for the near future. The Home Office intend to replace two police IT systems: the Police National Computer (PNC1) and the Police National Database (PND2) with a new but delayed system named NLEDS. The programme to develop NLEDS was launched by the Home Office in 2016 with an original planned delivery date of 2020, the NLEDS programme has yet to deliver the expected services, and the total costs to the Home Office have increased by 68% to £1.1 billion.
An independent programme review commissioned by the Home Office found that if the programme continued as it was, it would be late, difficult and costly to roll out and maintain, and would not meet the needs of the police. Following this review, in December 2020 the Home Office reset the programme for the second time and removed the replacement of the PND from its scope.
The Home Office's delay in introducing the National Law Enforcement Data Service (NLEDS) is putting police access to vital information at risk, according to a new report by the National Audit Office (NAO). The Home Office must continue to run existing systems at a cost of £21 million per year for the PNC and £13 million for the PND and under the new plans, the programme is not expected to deliver a service equivalent to the current PNC until 2025-26 and is anticipated that support services contracts will be required to run on an ongoing basis until go-live.

Case Study 2:
Client:

Department for Digital, Culture Media & Sport

Situation:
Lucid were engaged by DCMS (October 2021 – April 2024) to support a large scale digital transformation programme. Due to a lack of digital skills internally at DCMS, and the inability to deliver on government lead, digital and transition change initiatives, DCMS engaged with us to quickly mobilise a skilled DDaT consultancy team. The service required was based within the Digital & Technology Team that forms part of wider corporate services included in the new DDaT directorate. Our engagement spanned across all functions and directorates within DCMS, working both with senior stakeholders on strategic objectives as well as operational teams, contributing to internal implementation of departmental policies and shaping future strategy and innovation, to help deliver first class IT services as efficiently and effectively as possible.

Task:
DCMS enlisted Lucid to establish a proficient DDaT delivery team comprising skilled technical specialists and third party DCMS partners to strategically integrate and bolster the existing delivery capacity within the team, thereby fortifying their capacity to efficiently manage and enhance their delivery portfolio. Lucid oversaw stakeholder engagement and requirements capture by holding bi-weekly user sessions and on-site planning meetings. This collaborative approach ensured the seamless alignment of objectives and the continuous optimisation of resources placed ensuring a positive project outcome.

Action:
Lucid's team engaged with, and led on, a large-scale digital transformation project, working collaboratively with DCMS to define the strategies for a global end-user computing platform from desktop to mobile, and ensuring that the deployment, management and security was in line with the expectations of the business and industry best practice. Using digitally gathered feedback and face to face business analysis workshops we were able to capture and map the key deliverables from user point of view to the roadmap of realistic and achievable, technical transformation.

The service involved working alongside the EUC Management team and technical Architects in the ongoing deployment of the comprehensive platform migration along with all of the associated environmental management platforms:

- Workspace One UEM Mobile Device Management
- Workspace One Access Identity Management Platform and SSO
- Windows 10 support and management including WSUS, Sysprep, MDT, and imaging
- VMWare Horizon View and 7.x/8.x to manage and configure virtual desktops
- Microsoft Office 2016 to M365 transition, deployments and customisation
- Application packaging, customisation, and deployment

Specialist roles provided by Lucid included:

- Delivery Project Manager SFIA 5
- Technical Delivery Manager SFIA 5
- Business Analyst SFIA 4
- ServiceDesk Managers SFIA 3
- ServiceDesk Analyst SFIA 2
- User Researcher SFIA 4

Result:

DCMS engaged with Lucid to mobilise a technical delivery team with the objective of modernising and improving their systems so that they have the best data and management information to deliver their strategic priorities.

Lucid's technical team aided the delivery of a number of objectives:

- Providing strong leadership and project management resources, as well as specialist technical skillsets to support DCMS digital transformation.
- Development of tools, processes, standards and frameworks needed to enable safe, secure data sharing across departments, improving collaboration to support decision making and improve services. This involved cross departmental security working groups and regular sessions with Government Security Group policy team.
- Renewal of IT systems to automate and fully digitise repetitive manual processes and update outdated legacy IT systems, refocusing civil servants' time to higher valued added activities where it can deliver the most impact
- Development of a system to streamline the management of staff, allowing for great autonomy, self-service and the removal of excess process.
- Knowledge transfer, and internal IT upskilling conducted by the Lucid consultancy team whilst on assignment. This included onsite on the job training and remotely hosted workshops.

Case Study 3:



CLIENT: HIGHWAYS ENGLAND (NATIONAL HIGHWAYS)

Highways England engaged with Lucid in mid-2016 via (G-Cloud) to assist with a number of high profile projects that required specialist consultancy expertise to deliver high profile and complex programs of work. Whilst covering many different areas of responsibility, capability and technical skillset, Lucid's response was the rapid and efficient supply of an augmented technical delivery team with unique expertise in the migration of legacy asset data.

THE REQUIREMENT

As part of a complex business change programme to enable smart technology throughout the UK road network, Highways England (HE) needed to introduce an Integrated Asset Management Information System (IAMIS) to replace 17 disparate legacy systems. During migration to the new system, HE required an independent DDaT team to deliver the objectives they set at the start of the contract:

- Conduct data quality assurance
- Document data structure and integrity
- Maintain integrity of 8.5m+ Data Objects
- Support HE programme until go-live of the IAMIS.

Lucid were engaged to provide a range of services to deliver data migration and data quality assurance services. During an initial Discovery period of 2 weeks, Lucid worked with HE to clarify the role, scope and requirement, and develop a detailed approach for the work. Lucid's Programme Delivery Manager supported HE in producing statements of work, a project road map and milestone delivery expectations, as well as acceptance criteria for the final deliverables.
As a result, we agreed the scope of the data migration and assurance to be provided within an 11-month frame, including:

- Configuration of new Asset Management System to meet business requirements
- Migration from legacy system to new system, consisting of: 37,000 Structures, 2m Components, 3m Documents and 3.5m other Data Objects.
- Documentation of Source and Target data models using SPARX EA
- Data migration requirement definition, design, KPIs and reconciliation
- Data verification and Data Quality Assurance ensuring fit for purpose

THE SOLUTION

In order to deliver the client's strategic objectives, Lucid translated agreed Statements of Work into clear role specifications, including measurable outcomes for specialists to achieve. We provided HE with the following DDaT skills profile:

- 1x Programme Delivery Managers (SFIA Level 5)
- 2x Service Transition Managers (SFIA Level 5)
- 1x Lead Service Designer (SFIA Level 5)
- 2x Lead Data Migration Consultants (SFIA Level 4)
- 2x Senior Data Architects (SFIA Level 4)
- 1x Principal Business Analyst (SFIA Level 4)
- 1x Test Manager (SFIA Level 4)
- 1x BI Developer (SFIA Level 3)
- 1x User researcher (SFIA Level 3)

This team had the requisite skillset to meet requirements for the project, with expertise and certification in:

- Asset Data Migrations, utilising TOGAF
- Agile practices (including discovery and solutions development), SCRUM & PMI, with Agile Certified Product Manager and Product Owner (AIPMM)
- the Software Delivery Lifecycle, including CSSLP certification
- Test Managers were certificated in Software Testing & specialist knowledge of software delivery test tools.
- Data Leads had minimum five years' experience in Data Governance, Data Analysis, Data Migration and Strategy.

- BA had 10+ years unique experience in process notation techniques, including BPMN and DFD, and expertise in data mining and report creation.

DELIVERY

Lucid provided IAMIS Architectural assurance and guidance to business transformation across the whole service lifecycle and provided high level specification for system changes identified in the Roadmap, including Data Quality Assurance enablement, Data Integration and system training. Data structure and integrity were documented, enabling the data to be integrated into the new system to go live.

- Working with HE to produce SOW, analysing the deliverables and converting them into individual job specifications
- Managing milestone achievements and increasing/decreasing resources on the programme accordingly
- Lucid Programme Manager drove internal HE activity for readiness assessment, transition and embedding of the solution, identifying spikes in skills and resources to enable the delivery team to scale up/down as required
- Data Specialists assured data quality received from 3rd party software by: defining target system data requirements; documenting Source and Target data models using SPARX EA; undertaking source system data analysis (business and technical); investigating and resolving data quality issues; defining and designing data migration and integration requirements; liaising with 3rd party supplier; and managing performance to agreed KPIs
- Data Architects identified any solution gaps/issues that could prevent delivery of the IAMIS using a gap analysis matrix.
- Business Analysts communicated with stakeholders through weekly status reports, and conducted user research on application design.
- PMO's worked collaboratively to support achievement of programme objectives, locating, collecting, and storing all current design documents for the IAMIS solution and related systems in a structure which enables future reference.
- Management of service transition functions and handover into BAU adhered to ITIL v3 specifications

TRANSITION OF SERVICE BACK TO CLIENT

Lucid managed the exit and handover by facilitating a knowledge sharing platform, utilising GitHub and G-Suite. This included preparation of a Service Support Definition and associated Service Readiness Review documents. Project closure phase was implemented after completion of handover to operational support and ensured all project documentation is stored in the document management system. We conducted project closure reviews to capture learning points and summarise these in a report to HE for review.

As key objectives of the programme were delivered and achieved, HE sign-off, Lucid managed the exit and handover through 3 stages:

- Phasing Down a gradual reduction of programme activities.
- Phasing Out post-implementation when the system goes Live
- Phasing Over where we transferred programme activities to HE.

RESULTS

The new IAMIS launched into a live environment in June 2019, to a 5k+ user base within HE.

The solution successfully tracks, maps, and manages £113bn of infrastructure assets.

The solution replaced 17 asset data systems into one single repository, which allowed all assets to be managed through one system, delivering the following benefits to HE:

- Data integrity: One version of the data, Common mapping of all data
- Data efficiency: Asset data readily available from a single source, transparent and efficient maintenance activities
- improved reporting capabilities by providing self-service reporting and analytics

Lucid delivered the solution on time, with 99.9% data migration success - exceeding Business defined and independent Data Assurance KPIs.

Case study 4



Client: Environment Agency

Project: DADI Programme (Digital Assets Data and Information)
Environment Agency engaged with Lucid in January 2018 via Crown Commercial Services.
DADI programme - Digital Asset Data and Information (DADI) part of the CAMC programme, focussing on determining and delivering a whole-life cycle approach to digital data and information to enable a coherent digital and data driven approach to asset management.

Requirement: Support Business case and automate asset registration from third party data. Provide Stakeholder Management, Process Definition, communicating complexity, Business Risk of Transformation, Alignment to policy, investigating "alternative solutions" to avoid discovered risks and issues.

Lucid's consultants and project teams worked with EA to produce:

- Map and analysis of existing asset handover approach
- Requirements management plan
- User stories / cases
- Requirement traceability matrix
- Specify business, functional and system requirements for the automated verification, validation and transfer of asset data
- Options analysis

Result:

- Lucid capture construction information to feed Asset Management systems.
- Worked remotely with business users around the country to identify disparate "As Is" policy and processes and optimal "To Be" policy and processes for collection of construction data.
- Identified; gaps, policy changes and consequential impacts., Data mapping, and identifying third party behaviours.
- Investigated options and aspects for solution alignment e.g. architectural strategy and policy.

Contact Details

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