



Cloud Business Intelligence and Data Analytics Service

Service Definition

1. Service Overview

The Cloud Business Intelligence and Data Analytics Service provides a secure cloud platform for transforming organisational data into actionable insight. It enables public sector organisations to visualise performance, monitor operations, and support evidence-based decision-making.

The platform supports dashboards, reporting, and advanced analytics within regulated environments. It is designed to improve data visibility while maintaining governance, auditability, and secure handling of sensitive information.

2. Service Scope

The platform supports:

- Interactive dashboards and reporting
- Data analytics processing
- Integration with structured data sources
- Data modelling and transformation
- Role-based governance controls
- Automated report generation
- Analytics administration
- Audit logging and oversight

Buyers retain ownership of their data. The platform provides analytics capability rather than data ownership.

3. Service Features

- Cloud-hosted analytics platform
- Interactive visual dashboards

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- Real-time and scheduled analytics processing
 - Multi-source data integration
 - Advanced data modelling tools
 - Role-based access controls
 - Automated report distribution
 - API-driven data connectivity
 - Centralised analytics management
 - Continuous platform updates
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4. Service Benefits

- Enables evidence-based decision-making
 - Improves operational visibility
 - Supports proactive planning
 - Reduces manual reporting effort
 - Protects sensitive organisational data
 - Scales analytics with demand
 - Enhances collaboration through shared insight
 - Accelerates understanding of complex datasets
 - Integrates with existing systems
 - Supports compliant data use
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5. Onboarding and Implementation

Onboarding includes environment provisioning, data integration setup, access configuration, and reporting alignment. Buyers receive onboarding documentation and administrative guidance.

Workshops may be delivered remotely or onsite by agreement. Buyers provide access to approved data sources and governance permissions required for analytics configuration.

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Transition planning ensures controlled adoption without disrupting existing reporting services.

6. Service Management

The platform is maintained through controlled release management, security patching, and operational monitoring. Analytics workloads are continuously evaluated to support performance stability.

Support is delivered through structured ticketing aligned with defined response targets. Governance reporting provides operational transparency.

7. Support Levels

Standard support provides business-hours incident handling and operational guidance.

Enhanced and Premium tiers are available, providing extended coverage, priority handling, and proactive optimisation advisory.

A dedicated technical account manager or analytics support engineer may be assigned under enhanced tiers.

8. Security and Compliance

The platform operates within an ISO/IEC 27001-aligned governance framework. Data is encrypted in transit and at rest. Access controls, audit logging, and monitoring protect buyer environments.

Security posture is reviewed regularly and aligned with public sector expectations.

9. Availability and Resilience

The platform is designed for high availability using redundant infrastructure, automated failover, and continuous monitoring. Resilience architecture minimises operational risk.

Detailed resilience information is available under controlled disclosure.

10. Data Protection and Exit

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Buyers retain ownership of all analytics data. At contract end, data can be exported in structured formats. A managed offboarding process ensures continuity and secure sanitisation following confirmation of transfer.

No buyer data is retained after termination.

11. Constraints and Assumptions

The service assumes supported data integrations, approved data governance permissions, and remote connectivity. Some advanced analytics features require compatible data sources.

Service delivery is primarily remote unless onsite engagement is agreed.

12. Commercial Model and Ordering

Services are delivered using transparent, effort-based commercial arrangements aligned to the published SFIA rate card. Buyers may select the pricing structure most appropriate to their operational needs.

Time and Materials

Services may be delivered on a time and materials basis using the SFIA rate card. Charges are based on effort expended and invoiced periodically in arrears. This model supports advisory, operational, and evolving service requirements where scope may change over time.

Fixed Capacity Engagement

Services may be delivered through an agreed fixed-capacity team for a defined duration. Pricing is based on allocated resource capacity rather than delivery of a specific outcome. This model provides predictable availability of skilled personnel while allowing buyers to prioritise work flexibly.

Statement of Work (Resource-Based)

Services may be delivered under a high-level Statement of Work using SFIA day rates. Delivery is resource-based rather than outcome-based. Weekly worksheets confirm services provided and effort expended. This structure supports controlled engagement while maintaining commercial transparency.

Expenses, where applicable, are agreed in advance and invoiced at cost. VAT is applied where required. Pricing assumes remote delivery unless onsite work is separately agreed.

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Services are ordered through G-Cloud call-off procedures with scope confirmed prior to commencement.

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