Applied Informatics

G-Cloud Service Definition

Data Modelling & Design

Table of Contents

1 Service description 2

1.1 Service features 2

1.2 Service benefits 2

1.3 Related services 2

2 Service provision 3

2.1 Requesting the service 3

2.2 Required inputs 3

2.3 Providing the service 3

2.4 Service deliverables 4

3 Service operation 4

3.1 On-boarding process 4

3.2 Service levels 4

3.2.1 Service availability 4

3.2.2 Service performance 4

3.2.3 Assumptions 4

3.3 Knowledge transfer 5

3.4 Off-boarding process 5

4 Service pricing, ordering and invoicing 5

4.1 Service pricing 5

4.2 Service ordering 5

4.3 Service invoicing 5

5 Service termination 6

6 Further information 6

1 Service description

Our Data Modelling & Design service is specifically designed to help organisations understand and manage their data assets across multiple systems and platforms, to enable them to successfully deliver data focused business or technology services, including:

- API platforms and digital ecosystems
- Big data and predictive analytics
- Enterprise application and business process integration
- Master Data Management (MDM)
- Data warehouse and Business Intelligence (BI)
- Data storage design
- Data migration
- Corporate information management
- Data Governance

Service delivery involves our Data Architects/Modellers capturing, analysing and then representing the organisation's detailed data requirements in the form of a technology-independent, Common Logical Data Model. This provides data users (including Data Stewards and Data Quality Analysts) with precise descriptions of the data assets used across the organisation's various systems and processes, ranging from data collection and operational use, through storage and exchange to reporting and analysis.

In addition to providing business and technical specialists with a shared view of the organisation's data, the Common Logical Data Model can be used to generate or construct technology-specific Physical Data Models and implementation artefacts (e.g. database schemas) for use by Database Administrators and System Developers.

1.1 Service features

- Common Logical Data Model and associated views, catalogues and mappings used to define current and/or future state data architectures (as required).
- Data Dictionary containing detailed definitions of data entities provided as standard.
- Physical Data Models and other technology-specific artefacts (e.g. database and message schemas) used to support database development, application development and application integration.

1.2 Service benefits

- Supports data standardisation required for application and process integration.
- Supports improved data analytics.
- Supports improved data management and governance to ensure security, quality, integrity, safety and availability of data across the organisation while reducing data management costs and risks.
- Provides shared business and technical vocabulary to improve understanding of data used by organisation and systems through which it flows.
- Translates business needs into data requirements to ensure systems are designed or procured to provide users and processes with the data they require.

1.3 Related services

- Business Analysis & Process Design: to elaborate data requirements.
- Requirements Management: to catalogue and manage data requirements.
- Data Architecture: to build on and align with Common Conceptual Data Model.
- Solution Architecture & Design: to elaborate system requirements.

2 Service provision

2.1 Requesting the service

Following a request from the client, we will arrange a meeting to gain an overview of the client's project (including objectives, timelines, budget, etc.) and understand the types of data modelling deliverables that need to be produced.

A specialist Data Architect/Modeller will then be assigned to deliver the service.

2.2 Required inputs

- Project plan (or similar documentation) describing scope, objectives, stakeholders, deliverables, approach, governance processes and timelines.
- Project team roles and responsibilities.
- Any additional background information regarding the project.
- Relevant business or technical documentation, e.g. data strategy, business requirements, business process / data flows, use cases, existing data requirements, interface specifications, data standards, models and schemas, data architecture principles, system architecture documentation, schemas and application screenshots.
- Data Modelling & Design statement(s) of work.

2.3 Providing the service

We will determine the approach, order of steps and required level of detail, in consultation with the project team based on the project objectives and scope. This will include taking into consideration whether the aim is to create Physical Data Models or additional implementation artefacts as well as the Common Logical Data Model.

1. We will begin by reviewing the project plan and background documentation.
2. We will agree data modelling deliverables with the project team and stakeholders, including model types, viewpoints, catalogues, mappings and implementation artefacts. Following this, we will set up the data modelling toolset and repository, and select which standards, reference models, patterns, etc. to adopt.
3. We will gather and catalogue data requirements by:
    - reviewing and analysing relevant business and technical documentation; and
    - identifying and engaging with the relevant business and technical stakeholders to clarify existing, as well as gather additional, data requirements.
4. Next, we will create the Common Logical Data Model and associated artefacts comprising:
    - normalised data model showing the data entities, data items, relationships and constraints that define the structure and permissible content of the data;
    - model views that address stakeholder concerns;
    - Data Dictionary cataloguing logical data entity definitions generated from the model; and
    - required mappings, e.g. between logical and physical data entities.
5. We will then use the Common Logical Data model to generate or construct technology-specific Physical Data Models and/or implementation artefacts required, e.g. database or message schemas.
6. Finally, we will arrange for stakeholder review(s) of deliverables for project sign-off. Depending on the project approach this may be undertaken as each individual deliverable is completed or after all deliverables have been completed.

2.4 Service deliverables

- Common Logical Data Model and associated artefacts including Data Dictionary. Depending on the project, this may be enterprise wide or domain specific in scope.
- Required Physical Data Models and implementation artefacts.

3 Service operation

3.1 On-boarding process

Unless stated otherwise in the PO, we will aim to on-board the necessary specialist(s) and initiate the service within 7 working days of receiving the PO. To facilitate this, Applied Informatics will assist the client with completing the PO (if requested).

3.2 Service levels

3.2.1 Service availability

- Office hours: 09:00 – 17:00 Monday to Friday excluding national holidays.
- Specialist hours:
    - Working day: 8 hours exclusive of travel and lunch.
    - Working week: Monday to Friday excluding national holidays.

3.2.2 Service performance

- Service Account Manager will respond to all service enquiries and requests within 24 hours.
- Service Account Manager will arrange regular meetings throughout the duration of the project to monitor performance, ensure the client's needs are being met and resolve any issues.
- In the unlikely event that any part of the performance of the service is deemed unsatisfactory, Applied Informatics will:
    - agree with the client a timeframe of not more than 72 hours to resolve the issue;
    - not charge the client for the part of the service deemed unsatisfactory from the time of notification until the issue is resolved to the client's satisfaction.
- Applied Informatics will provide laptops needed for specialists to undertake their work unless use of the client's own equipment is mandated for reasons of security or because of constraints on being able to access the client's data externally.

3.2.3 Assumptions

Providing and operating this service to the client's full satisfaction is based on the following assumptions.

- Client provides a full and clear description of the required service(s) required.
- Client and Applied Informatics agree delivery timelines of requested services.
- Client responds promptly to any requests for clarification or further information.
- Service Account Manager is notified immediately the client becomes aware of any issues concerning service performance that the specialist has not been able to resolve.

3.3 Knowledge transfer

We are keen to assist clients in developing their own technical capabilities by upskilling their own staff and in-house teams where they have the capacity to do so. We will therefore be pleased to include knowledge transfer in the PO as part of the services that the specialist will provide.

If required, the Service Account Manager will work with the client to agree a knowledge transfer plan. This may range from a hand-over workshop prior to off-boarding to more comprehensive knowledge transfer such as mentoring staff throughout the specialist's period of the engagement; on-the-job training (OJT) or coaching; or assessed competency based training (CBT).

3.4 Off-boarding process

Off-boarding requirements, such as hand-over or ongoing support, may be included within the PO as part of the specified services to be provided by the specialist. If required, the Service Account Manager will work with the client to agree an exit plan, setting out the scope of the off-board requirements and timescale for meeting them in more detail.

4 Service pricing, ordering and invoicing

4.1 Service pricing

The service can be provided on time and materials basis or delivered as a fixed price package of work. See pricing document for indicative day rates of specialists.

4.2 Service ordering

Service ordering follows the G-Cloud framework contract process. The service and specialists we will provide will be detailed in the PO included within the Call-Off contract both parties will sign.

The PO will also provide the opportunity for the client to tailor the service to their specific needs and project approach, such as requesting provision of specified deliverables or additional specialist resources to support delivery.

4.3 Service invoicing

We will accurately record the time and activities undertaken by our technical specialists.

Subject to any variations of payment terms set out in the PO, clients are required to review and approve timesheets at the end of each calendar month. We will invoice and seek payment according to the terms of the call-off contract.

We can issue invoices by email, via any suitable online payments system or by post. We request payment by BACS within 30 days of the date of the invoice.

5 Service termination

Our terms and conditions provide termination by either party. Please see a copy of our Additional G-Cloud Terms and Conditions for full details.

6 Further information

For more information about this or any of our G-Cloud services, please email: enquiries@applied-informatics.com and include the following information:

- Name of service(s) in which you are interested.
- Your name, position and contact details.
- Name of your organisation.
- Brief description of your business needs.
- Indicative timescales for delivery the work.