



Specialist Discovery Service

VERACITY

1. Service Overview

The Specialist Discovery Service has been developed to develop clarity around the vision, purpose and delivery of your Cloud service. Our specialists work with your team to understand your aims for your Cloud service and to develop this into a solution that meets your policy and user needs through research, analysis, prototyping and testing.

2. Detail of Service Delivery

Our Specialist Discovery Service is a flexible service that takes services from initial concept through to Alpha. We deploy a team of expert Agile practitioners who work with design and delivery teams, either provided by Veracity, by your organisation or by third party providers. We provide a blended team including any combination of user researchers, service designers, interaction designers, technical architects, business analysts, content designer, Agile delivery managers and Agile product managers. We aim to share knowledge with internal teams to build internal capabilities. All work is delivered in alignment with GDS/CDDO service standards.

One of our managing consultants will be charged with leadership of our team and ownership of our engagement, and will be responsible for ensuring our team is best deployed to deliver the services required.

We will always seek to be flexible with our customers and vary our services where required to help our customers to optimise the use of their own internal resources and maximise value for money.

3. Onboarding Activities

The team providing each work package to the customer is comprised of our resources specifically selected for delivery of the appropriate service, ensuring customers are provided with the specific skill sets that will best deliver the services required. Before they start an assignment, our team will be briefed in detail by our engagement leader on the services required by our customer, the broader strategy and aims of the work being procured and the service outcomes the customer is seeking through our engagement. Our engagement leader will work with our customer throughout delivery to ensure expectations are continually met and the service is delivered as required.

4. Service Management

All customers are provided with a dedicated engagement leader who will be responsible for overseeing the delivery of the service. They will maintain close contact with the customer and with any resources deployed to monitor customer satisfaction and to identify any issues at an early stage. We also gather feedback at the end of each assignment either formally or informally to ensure continuous improvement.

5. Service Constraints

There are minimal constraints on the service we can provide to customers. In order meet the needs of customers, we can quickly scale our team by drawing on our pool of high-calibre

professionals and deploy these flexibly to customers to meet service delivery requirements as required. Our teams can be delivered at short notice and on a short term or long term basis.

6. Service Levels

Our consultants and delivery teams are generally available 8:30am to 6pm Monday to Friday, with access out of hours as required.

7. Ordering and Invoicing Process

We have a flexible ordering process. Generally, we accept enquiries by telephone, email or face to face. Where the service is ordered, we can assist with preparation of the G-Cloud Order Form if required including electronic signatures allowing customers to confirm the order immediately.

8. Termination Terms

Customers can generally terminate the service without cause with five working days' notice unless otherwise stated on the Order Form. Where there is a need to terminate earlier than this, we will normally seek to accommodate it wherever possible.

9. Customer Responsibilities

Customer responsibilities include the provision of access to customer offices, office space and, where appropriate, IT equipment. In addition, customers are responsible for providing details of the initiative and the nature of support required, participation in workshops and meetings as required, and for verifying the satisfactory completion of the work.



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