



Specialist IT Support Service

VERACITY

1. Service Overview

In planning for and implementing IT initiatives such as the implementation of Cloud solutions, organisations will have need for a wide range of IT support professionals.

The nature of support provided under this service can include technical architecture, information and systems analysis, security consultancy, development, user research, product management, user interface design, content management, technical consultancy, test strategy and implementation, liaison and management with third parties and stakeholder engagement.

Whilst many of these services can be delivered using in-house expertise, we recognise that there may be need to engage specialist external services to support this. This may be to address capacity issues without impacting business as usual activities, or to access the services provided by a specialist professional consultancy often for a limited period.

Veracity Consulting's IT Support Service is designed to complement a customer's existing capability to provide specialist support, assistance and advice. It is always our aim to promote knowledge transfer to customer teams, to upskill them and over time to reduce the reliance on external support.

2. Detail of Service Delivery

In order to deliver the IT Support Service, Veracity uses expert consultants most of whom are experienced individuals with appropriate professional IT qualifications. We will agree a service package appropriate to each requirement. This also encompasses digital delivery in Agile in line with GDS/CDDO service standards and discovery, alpha, beta and transition into live service and support.

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 clients and vary our services where required to help our clients 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 to 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.



VERACITY

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