

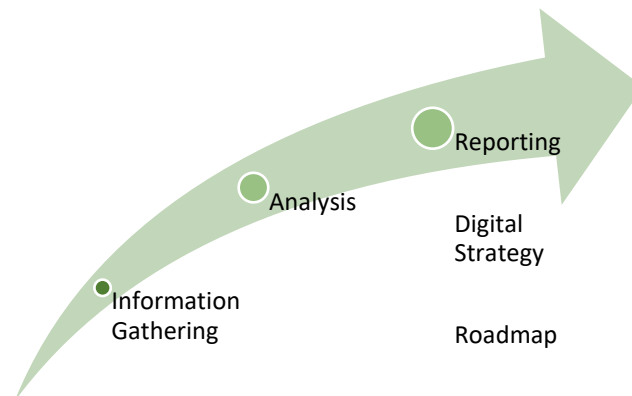
Tim Rivett Consulting

Public Transport Technology Strategy

Purpose: To enable public sector organisations to develop their Transport Digital Strategy and supporting Roadmap.

Overview: A **Digital Strategy** is critical if an organisation is to ensure that it can deliver fit for purpose digital services to its users, both internal and external, and that its digital capabilities provide the support that the organisation requires to its wider business objectives in an agile and cost-effective manner.

Approach: We use a proven three stage approach for our Digital Strategy engagements, though the size and scope of the engagement will be agreed in advance before work commences.



1. The first stage is **Information Gathering**. At this stage we seek to understand the requirements of the organisation and of the stakeholders for the Digital Strategy and the position from which the organisation is starting. Typically we gather information using interviews and workshops, reviews of business objectives / strategies, organisational structure and financial information and engaging with the organisation's digital team to understand the current digital landscape. This typically includes user engagement and consultation to understand user characteristics, the services they require and how they want to access them.
2. The second stage is **Analysis**. We analyse the information gathered during information gathering and identify options that meet the organisation's strategic business objectives and the wider needs of the users and stakeholders while providing flexibility, agility and value for money. These may involve changes to the services delivered to internal and external users and the channels by which the services are accessed. They may also involve process, organisational, information and technology changes, for example with new processes being implemented to support channel shift or the move to cloud hosted solutions. All options will be workshopped with stakeholders from early in their development as part of our collaborative approach, ensuring that stakeholders 'own' the strategy as it is developed. As part of this work, we develop a Roadmap, which shows how the organisation moves to the desired end state over time.
3. The third stage is **Reporting**, during which draft Digital Strategy and Roadmap are socialised with a range of stakeholders and refined as they pass through the approvals process. The strategy report may be presented in a variety of ways depending on the needs of the client, but it always includes clear recommendations as to the changes to be made, justified on

Tim Rivett Consulting Ltd

Registered Office: 36 Fields End, Oxspring, Sheffield, S36 8WH

Registered in England and Wales No. 10092263

Public Transport Technology Strategy

the basis of strategic alignment, satisfaction of user needs, value for money and deliverability.

A menu of professional expert support: The balance of skills needed for each assignment is carefully matched to the customer's requirements but would typically draw on our expertise in digital architecture, digital channels, channel shift, cloud technologies, investment appraisal and strategy delivery.

A proven track record: The staff at **Tim Rivett Consulting Ltd** has work on projects and supported clients in both public and private sectors. We understand what works and how to deliver public transport information strategies, programmes and projects in a pragmatic and cost effective way.

Information Assurance: Digital strategies / roadmaps can be developed for services of any classification.

Pricing: This service is priced based on anticipated resource requirement. Resources will be charged in accordance with the agreed SFIA man day rates. Two pricing options are available:

Firm price. The firm price will be based on the anticipated resource requirements including provision for risk. Provision for travel and subsistence cost will be made. Payment will be required against achievement of agreed milestones. Details will be specified in a price quotation provided and agreed before service commencement.

Limited liability. The limit of liability will be agreed based on an anticipated resource requirement. Charges will then be made monthly in arrears against resource effort expended. A limit of liability will also be agreed to cover travel and subsistence. Travel and subsistence costs will be charged at cost (including the Authority's Management Charge) monthly in arrears against cost incurred.

On-boarding/off-boarding: For all of our assignments we operate our standard on-boarding / mobilisation activities. At assignment closure, we undertake a review and ensure that skills have been transferred to client staff where appropriate.

Ordering and invoicing process: Specific details of the requirement should be sent to info@timrivett.co.uk. Following discussions about your requirement **Tim Rivett Consulting Ltd** will send a fully priced proposal detailing the services to be provided.

Consumer responsibilities: To liaise with the **Tim Rivett Consulting Ltd** lead consultant and ensure access to existing information and key stakeholders.