

Service Definition Document – Geospatial Services

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CCS - G-Cloud 15
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Service Definition Document – Geospatial Services

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Service attributes

Service type

Cloud support

Service name

Service name

Geospatial Services

About your service

Service description

Delivering Geospatial services across the project data lifecycle, our large team of GIS professionals provide expertise on project mobilisation, data collection, data use and analytics, delivery, and standards. Our service creates value from your data, connects your data to enable collaboration, and captures what matters most to you.

Service features and benefits

Service features and benefits

Service features

- Spatial data sourcing and capture
- Spatial data management
- Spatial analytics and modelling
- Spatial data visualisation and delivery in 2D and 3D
- ESRI and Open Source Enterprise architecture design and management
- Automation and extract, transform and load (ELT) technologies including FME
- Spatial Strategy and GIS requirements defined by Subject Matter Experts
- Web-GIS apps including web maps, dashboards and bespoke applications

Service benefits

- Centralised and standardised spatial data management approach for complex projects
 - Improved spatial data integrity; avoiding errors and rework
 - Improved workflows with automation reducing hours and cost
-

- Collaboration and decision making improved for large for complex teams
 - Gaining insight from spatial data
 - Advisory service to enhance existing customer GIS teams
-

Planning

Planning

Planning service

Yes

How the planning service works

The team would undertake requirements gathering and then design an appropriate solution. Working in an Agile way, the customer would be closely involved with our design work with regular engagement. Once the solution is agreed, a programme of delivery will be developed to include further customer engagement.

Planning service works with specific services

No

Setup and migration

Setup and migration

Setup or migration service available

Yes

How the setup or migration service works

Our team can assist the customer in migration by assessing their current solution and their future needs and working with them through this process.

Setup or migration service is for specific cloud services

No

Quality assurance and performance testing

Quality assurance and performance testing

Quality assurance and performance testing service

Yes

How the quality assurance and performance testing works

Geospatial deliverables are quality checked with our Check-Review-Approve-Verify process and all staff follow agreed best practice for the management of Geospatial data. For software deliverables, Jacobs teams include dedicated testing services to help organisations ensure quality across all stages of the application lifecycle. Our testing services provide transformation, modernisation, and automation solutions by ensuring maximum reusability, ease of maintenance, better test execution, and enhanced reporting. Our testers integrate their testing methodologies throughout the development to identify and address issues quickly.

Security services

Security services

Security services

No

Training

Training

Training service provided

Yes

How the training service works

Training as required related to Geospatial services.

Training is tied to specific services

No

Ongoing support

Ongoing support

Ongoing support service

Yes

Types of service supported

- Buyer hosting or software
 - Hosting or software provided by your organisation
-

How the support service works

Where software solutions have been delivered, ongoing support is provided as part of our service offering. This would include maintenance and enhancements depending on the agreement and the priorities of the customer. Full 365-day support desk capabilities are an option if appropriate.

Service scope

Service constraints

None

Reselling

Supplier type

Supplier type

I'm not a reseller

User support

Email or ticketing support

Email or online ticketing support

Yes

Support response times

Email support available 9am-5pm Monday to Friday (UK time) with a response time of 48 hours

User can manage status and priority of support tickets

No

Phone support

Phone support

Yes

Phone support availability

9 to 5 (UK time), Monday to Friday

Web chat support

Web chat support

No

Support levels

To be agreed with clients

Staff security

Staff security clearance

Staff screening performed but doesn't conform with BS7858:2019

Government security clearance

Up to Security Clearance (SC)

Standards and certifications

ISO/IEC 27001 certification

ISO/IEC 27001 certification

Yes

Who accredited the ISO/IEC 27001

Lloyd's Register

ISO/IEC 27001 accreditation date

01/01/2024

What the ISO/IEC 27001 doesn't cover

ISO certification is location, staff and corporate application specific, covering in-house developed applications, meaning depending upon client need (for example, developing on client hardware) we may require client certification, or additional discussions.

ISO 28000:2007 certification

ISO 28000:2007 certification

No

CSA STAR certification

CSA STAR certification

No

PCI certification

PCI certification

No

Cyber essentials

Cyber essentials

Yes

Cyber essentials plus

Yes

Other security certifications

Other security certifications

No

Social Value

Social Value

Social Value

Equal opportunity

Equal opportunity

The service offering directly through Jacobs or its third-party partners ensure they address skills gaps and support employment and upskilling opportunities, as well as championing innovation and disruptive technologies.

Pricing

Price

£400 to £2,500 a unit a day

Discount for educational organisations

No