

Service Definition Document – Digital/ICT Implementation Services

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Service attributes

Service type

Lot 3: Cloud Support

Service name

Service name

Digital/ICT Implementation Services

About your service

Service description

The definition, design, and development of enterprise and engineering system architecture, implementation, hosting, support of digital ecosystem of applications used in the delivery of Major Capital Delivery Programmes. These includes but not limited to Project Controls, Requirements and Consents, Engineering Design, Construction Delivery, Logistics, Quality, Health & Safety applications.

Service categories

Cloud Support Services

Managed Cloud

Managed Private Cloud

- Managed Private SaaS/PaaS
- Application management

Managed Public cloud

- Managed Public SaaS/PaaS
- Application management

Managed Hybrid Cloud

- Managed Hybrid SaaS/PaaS
- Application management

Cloud Migration Planning

Capability analysis

- Capability analysis

Enterprise architecture

- Enterprise architecture

Architecture options analysis

- Architecture options analysis

Delivery Road-mapping

- Delivery Road-mapping

Set Up and Migration

Data auditing and organising

- Data auditing and organising

Data/Information structure design

- Data/Information structure design

Engagement and communication planning

- Engagement and communication planning

Project management and governance

- Project management and governance

Service optimisation/right sizing

- Service optimisation/right sizing

Mobilisation coordination

- Mobilisation coordination

Security Services

Security strategy

- Security strategy

Security risk management

- Security risk management

Security design

- Security design

Security audit services

- Security audit services

Security quality assurance (QA) and testing

- Security quality assurance (QA) and testing

Quality Assurance and Performance Testing

Test automation

- Development
- Implementation

Performance testing

- Load Testing
- Stress Testing
- Volume Testing
- Soak Testing
- Scalability Testing
- Capacity Planning

Assurance/testing design

- Assurance/testing design

Infrastructure performance testing

- Infrastructure performance testing

Operational readiness testing

- Accessibility testing

Training

Basic troubleshooting skills

- Basic troubleshooting skills

Function/service optimisation skills

- Function/service optimisation skills

Ongoing Support

Product support capabilities

- Product support capabilities

Logging and management of incidents

- Logging and management of incidents

Reporting and proactive results analysis

- Reporting and proactive results analysis

Dispatch of service technicians and/or parts

- Dispatch of service technicians and/or parts

End user training coordination

- End user training coordination

Service features and benefits

Service features and benefits

Service features

- Requirement capture and system maturity assessments
- Application / solution identification, evaluation, and selection
- Bespoke digital Eco-Systems for collaborative working
- Customised Virtual Desktops for Bring Your Own Corporate Device
- Full Cyber Security protection and monitoring
- Dedicated MS 365 / Azure Tenant and email
- Full Help Desk and Service Management Provision
- Application and Data Sovereignty
- Bespoke Office Kit Out and Development of Digital Signage

Service benefits

- Assuring business requirements are met in delivery
- Delivery assurance through effective project management and transformation
- Fast Track Deployment of Low Cost Customised Solutions
- Maximum efficiency through Collaboration
- Maximum Control through Reporting and Analytics
- Full Integration and alignment of Applications
- Data Lake providing Single Source of Truth
- Avoiding costs of on-Premise solutions

Service scope

Service constraints

For services provided by Jacobs partner organisations, the scope, delivery and support are provided by the third-party with Jacobs performing the role of the PM

Reselling

Supplier type

vSupplier type

I'm a reseller providing extra features and support not available from the original supplier

Which organisation's services do you resell

- Intellex
- Enablon
- Cority
- Sphera
- InEight
- Kahua

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

Yes

Online ticketing support accessibility

None or don't know

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

Based on the type of service offered for Digital Solutions, the offering will have dedicated service operations personnel or provide support through third-party partners. There are provisions for offering technical account manager(s) and/or cloud support engineer(s).

Staff security

Staff security clearance

Staff screening performed with conforms to BS7858:2019

Government security clearance

Up to Security Clearance (SC)

Documents

- Service definition document
 - Terms and conditions document
 - Pricing document
-

Pricing

Price

£400 to £2,500 a unit a day

Discount for educational organisations

No
