

Definitive Ltd Agile Cloud Business Change Management Support Service Definition Document

G-Cloud 15

Cloud Support

Definitive Ltd

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Agile Cloud Business Change Management Support Service Definition Document

1. Company Overview

Definitive Ltd is a Private Limited Company that was founded by its current owner managers. Since the company's inception in 2017, we have carved out a reputation as a trusted Agile Business Change & Consultancy company.

2. What we do

Definitive Ltd helps organisations really understand how to use cloud technology, how to adopt standards such as GS1 & PEPPOL, and how to truly embed change.

Definitive Ltd will support your staff and customers to understand what will change and how. We will work with you to create the story about change, to take your people on the journey to ensure that moving to the Cloud is a success.

We combine change management talent with specific expertise in health and public sector to bring a deeper understanding of our customers' challenges and opportunities. At our core is years of experience that enables us to lead in a uniquely collaborative and incremental approach to creating the best outcome for our customers.

3. Public Sector Experience

We have worked extensively with public sector organisations, including National, Regional and local NHS organisations, to deliver full scale cloud and standards adoption. Our standing as a trusted provider of solutions to the Public Sector is demonstrated through our presence in National media, numerous awards and by our selection for the G-Cloud Framework.

4. How we do it

Our agile change management methodology and tools deliver a subtle yet effective client centred approach to ensuring change is managed as smoothly as possible. Definitive Ltd can provide a team of strategic partners to help deliver large scale change and the implementation of standard ways of working, standard processes, and standard data capture, such as GS1 implementation.

5. Services Definition

Definitive Ltd has twenty years of experience of providing Business Change, Programme and Project Management services:

Approach

- Consultation - Definitive Ltd will consult with all key stakeholders to define the scope of the cloud project, agree budgets and drive all stages of the project. Definitive Ltd adhere to the budget and the timeline for each project.
- Project Initiation - The definition and agreement of the following contents (where relevant), which will be defined in a Project Initiation Document (PID) as required:
 - Project objectives
 - Project scope
 - Defined method of approach
 - Project deliverables and/or desired outcomes
 - Exclusions
 - Constraints
 - Interfaces
 - Assumptions
 - Project organisation structure covering project management team structure and governance arrangements
 - Communication plan
 - Project quality plan
 - Project controls
 - Initial risk log
 - Initial project plan
- Planning the Project - After the initiation stage, the project is planned to an appropriate level of detail. The main purpose is to plan time, cost and resources adequately to estimate the work needed and to effectively manage risk during project execution.
- Project Execution - involves coordinating people and resources, as well as integrating and performing the activities of the project in accordance with the project management plan.
- Monitoring and Controlling the Project – observation of the project execution so that potential problems can be identified in a timely manner and corrective action can be taken, when necessary, to control the execution of the project.
- Project Closure – Closure includes the formal acceptance of the project and the ending thereof. Administrative activities include the archiving of the files and documenting lessons learned.

Summary of Service features

- Our expertise includes significant, proven public sector track record

- Proven experience with standards such as GS1 & PEPPOL
- Agile Change Management at Project-Programme-Portfolio level or Enterprise levels
- Help you embrace change through collaboration, agile working and communication
- Fully qualified team in MSP, PRINCE2, Scrum, Lean, SAFe, Agile PM
- Benefit Identification, Planning, Review, Measurement & Realisation
- Business Change Management methodology examples and templates
- Transition managers, business process /change analysts, organisation consultants
- Experienced in PaaS, SaaS, OpenSource, proprietary technologies, implementation, testing
- Stakeholder Engagement & Communications Plans
- We will create the story to understand the change

Summary of Service benefits

- We'll work together to deliver successful Cloud based, digital services
- We pragmatically place the needs of users at the centre
- We balance needs of users, your objectives, and delivery challenges
- We enable digital agility, rapidly embracing and responding to change
- Together we'll develop innovative Cloud technology, data, and service solutions
- We scale teams to meet needs with highly competitive costs
- Maximising cost efficiencies from your deployed change
- Enhanced Target Operating Model design
- We help you understand your current landscape (people, process, technology)
- We design for constraints imposed by your organisation and environment

6. Pricing

We are available for procurement through either Fixed Price or Time & Materials arrangements. Please refer to our Pricing Document and SFIA Rates Document for further details.

7. Contact Details

For more information about the contents of this document, please contact:

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