



Rossera

Empowering your journey to the Oracle Cloud®

MANAGED SERVICE DEFINITION

Version 1.2

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1 OUR UNDERSTANDING OF YOUR REQUIREMENT

As each client's requirement is unique, Rossera does not prescribe a one-size fits all service. We prefer to engage with a service specifically tailored to our client's requirements and needs. Support and delivery services range from the provision of individual resources to augment the client's existing team to full Managed Service offerings.

Rossera offers support, consultancy services and technology solutions for Oracle Cloud and Oracle On-Premise ERP Applications. Oracle Applications are at the core of the enterprise application revolution and we are experts in providing professional services and solutions that help maximise customers' investment in these technologies.

Rossera has proven delivery experience of Oracle Cloud solutions and support in UK Central Government and are able to provide positive references from senior Civil Servants.

Through engaging with Rossera, the client will have the opportunity to tap into Rossera's knowledge and capabilities around the Oracle Cloud ecosystem. The client will also be able to access additional services such as consultancy and software solution delivery as required in addition to the Managed Service support defined in this document.

2 OUR APPROACH TO TAKING ON THE SERVICE

The proposed Rossera approach is to work with the client on a collaborative journey towards a strategic partnership via a close working relationship, delivering service and project capability. The approach will include a Customer Engagement Manager working closely with the client to evaluate and improve the service offering, underpinned by the wider Rossera resource pool to act as the intelligent supplier who understands the complex landscape of the client's existing ERP footprint as well as having first-hand experience of on-premise ERP, moving on-premise to the Oracle Cloud and the Oracle Cloud ecosystem itself.

We see each engagement as an exciting opportunity to garner a trusted quality service, implemented via an Agile, structured service management model predicated against clear work packages and enhanced ways of working.

Rossera will strive for continuous improvement of all services offered. Rossera will work with the client in growing the resource pool available to improve resilience and better meet the demand for project delivery as well as offering value-add services centred around the Oracle Cloud ecosystem. Subject to client requirements this could include, for example, application extension design and delivery, architecture validation, stakeholder engagement and quality assurance of 3rd party deliverables.

2.1 A Support and Delivery Service Centred on Agile & DevSecOps

If not there already, Rossera advocates an Agile methodology to delivery, in order to better support client outcomes, objectives, values and principles. Central to this is the adoption of Agile and DevSecOps practices.

The implementation of these paradigms can be complex and Rossera is acutely aware that organisations often struggle with how to integrate their ERP function within the parameters of these methodologies due to the nature of these functions traditionally following a Waterfall model.

Rossera has first-hand experience in delivering ERP solutions in an Agile environment using a security-focussed Cloud DevSecOps Team within UK Central Government as well as having worked on numerous ERP implementations which followed a typical Waterfall methodology. Moving to operating in an Agile environment with DevSecOps teams requires a cultural shift coupled with a practical approach to finding a suitable mix of methodology and tooling which enables better, faster delivery that is more responsive to business needs without compromising quality.

Rossera appreciates that transitioning to new ways of working can take time. We understand that there are different levels of capability and maturity within an organisation. We are therefore well placed to be able to shape the transformation of the function to promote change and greater collaboration across the business.

As part of the service, Rossera will provide resources to shape the ERP support and delivery function. Rossera collaborate with the client on the ways of working and delivery paradigms which are evolving within the organisation. Through our support and delivery, we will help transition the ERP function to an output-based model and streamline delivery to support programme objectives as well as ensuring that traditional Business-as-Usual (BaU) activities remain undisrupted.

2.2 A Balance of Tooling and Methodology for ERP Support and Delivery

Rossera acknowledges that there is often an aspiration to move towards greater automation for demand management but is also sensitive to the unique characteristics of an ERP function within an organisation and the nature of operating within the parameters of a large ERP CotS (Commercial-of-the-Shelf) product such as Oracle Applications. Rossera will work with the client to implement the use of the appropriate automation tools to support the function.

Rossera will adopt a collaborative approach with the client to continually refine the methodology and tooling to be used for each subsequent phase of the contract until such time as the ERP function has settled into a more regular cadence of support and delivery. Rossera will use our intimate knowledge of support and delivery within the Oracle Applications on-premise and cloud ecosystems to help guide the client and to implement the methodology and tooling that is the best fit for the nature of their ERP function.

3 CONFIRMATION OF SERVICE COMPLIANCE

Rossera will review the requirements provided by the client and deliver a comprehensive report to demonstrate compliance of the service offering.

4 HOW WE WILL DELIVER THE SERVICE

4.1 Governance

Rossera recognise and will adopt the governance framework set out by the client. We see the approach to an efficient governance model as a collaborative journey with an aim to keep the process as simple as possible so that the team can focus on support and delivery outcomes.

4.2 Support and Delivery Methodology

Our recommended approach to delivery would be to deliver units of work known as Service Components. These Service Components will be delivered in Service Increments. Each Service Increment will cover a quarter year as per the specific client Work Order. Each Service Component will consist of one or more Agile Story Points.

Story points will be delivered in a series of sprints during the increment with time reserved at the beginning and end of each increment for planning, innovation and reflection. The period of a Service Increment and Sprint duration may evolve over time to a cadence that may better suit the ERP function. Story Points may be used for both support and delivery.

The definition of a Story Point can be complex, Rossera would offer the client an opening proposal during the first increment (Mobilisation), Rossera will work with the client to measure how many Story Points are delivered during the period. This will be used to refine the value attached to each Story Point for the next increment.

Rossera will initially provide a team of resources to deliver at an agreed average total velocity of Story Points per quarter year. It is understood that the velocity and anchor stories against which Story Point estimates are based, may evolve during mobilisation and stabilisation phases.

Rossera would provide Anchor Stories to aid with the definition of the value of a Story Point and to facilitate estimating during mobilisation. It is understood that the Anchor Stories and Story Point definition may evolve during mobilisation.

Following each quarter's Increment Review, any under-delivered Story Points would be added to the to the next periods delivery. Under-delivery in the final month of a contract would result in a credit. Over-delivery of Story Points would be carried forward to the next period. Should the total Story Points delivered exceed the agreed velocity prior to the end of the contract, for example, additional programme pressures or high-priority incidents, additional Story Points would be subject to Change Control.

Rossera would request that the client ensures that the velocity of Story Point delivery will not be impacted by either their or other Third-Party dependencies. Where resources are available and client or other 3rd party dependency prevents the delivery of an agreed Story Point, resources will request alternative activities with respect to the client backlog in order to maintain velocity.

4.2.1 Charges

Subject to client requirements. Charges will be aligned to the Rossera SFIA rate card.

4.2.2 Change Requests

Further works requested outside the scope of the Managed Service offering can be procured as Additional Story Points, Fixed Price or Time & Materials, depending on client requirements and the nature of the work. Charges will be aligned to the Rossera SFIA rate card.

4.2.3 Mobilisation

Rossera will work in collaboration with the client to develop and execute a mobilisation plan to transition and take on the provision of support and delivery services in an Agile manner. This would usually be via a number of collaborative workshops. Typically, the transition would take one or two quarterly increments.

4.2.4 Mobilisation – Increment 1

During the mobilisation phase Rossera will work with the client to define and agree the following:

4.2.4.1 *Agree onboarding strategy*

- Initial Rossera Resources; deployment of the Rossera team.
- Future resource requirements plus model for stabilisation and growth.

4.2.4.2 *Agree relevant tooling for:*

- Project and Portfolio Management (e.g. Jira).
- Document Management (e.g. Confluence).
- Team communication and collaboration (e.g. Slack).
- Sprint Retrospectives (e.g. Scatterspoke).
- Dev/Ops Release Management (e.g. GIT).
- Interim measures (spreadsheets etc, whilst the above tooling is provisioned/deployed).

4.2.4.3 *Agree MI and reporting template some of which are set out below:*

- User Story Progress -> Committed, Delivered, Not Delivered, Blocked.
- Team Continuous Improvement Items.
- Defect Reporting.
- Delivery Velocity.
- Burn Up Charts (Planned Scope vs Users Stories completed over time).
- Release Schedules and Reports.
- Service Measurement against KPIs.
- Agree percentage of Story Point output for reactive support, defects and unforeseen events.

4.2.4.4 IT access provisioning

- Access provided to relevant desktop tooling to undertake work assigned and interim measures.
- Access to relevant environments and applications to undertake work assigned for the resources that require.

4.2.4.5 Agree planning deliverables and templates to be delivered during engagement

- Formation of a single backlog including Capability and Operational Services.
- Definition of Anchor Points and associated Story Point estimates prior to first increment.
- Agree prioritisation of SR's, Incidents and Problem records and assign story points.
- Defining user stories and prioritisation of work to feed the first increment.
- Jointly allocate Story Points to the planned user stories forming the first increment.
- Agree cadence of incremental, sprints and iteration events calendar and meetings.
- Agree how innovation cycles will be conducted and outputs shared.
- Formation of appropriate templates and KPI reports to support the measurement of the service.

4.2.4.6 Agree governance structures

- Supplier and client team structures and named delegates.
- Meetings Terms of Reference / Frequency / Responsibilities and points of escalation.
- Agree CCN ways of working with a robust Change Control approach.

4.2.4.7 Knowledge transfer

- Knowledge transfer for client internal systems and processes as necessary including service desk, service management tooling, DevOps tooling.
- Knowledge transfer approach for onboarding and off boarding Rossera resources

It is understood that the above targets may be a journey, interim measures will be needed whilst tooling is commissioned, and the service matures.

Rossera understand that mobilisation of the above activities and move to agile ways of working will take time to establish and need to go through several cycles of refinement. Rossera will work with the client to run continuous improvement sessions during the period of mobilisation to identify areas of refinement and offer regular engagement from our customer engagement manager on a twice weekly basis during mobilisation to review progress.

During the baseline period, refinement will be made to the Story Point model in preparation for deploying a service credit model at the end of the first increment.

4.2.4.8 Business as Usual (BaU)

Once a cadence is set and the method is stabilised, Rossera will continue to invest in continuous improvement, to ensure the clients principal goals are achieved.

The regular sessions will allow us to monitor the output-based model to look for ways to enhance the service.

5 HOW WILL WE REPORT ON OUR SERVICE

5.1 The Presentation of Service Compliance

The measures and reporting of service compliance will be presented via the governance boards. Each Service Component that has been agreed for delivery in the Increment shall be tracked against the plan. This will be agreed in detail during mobilisation.

6 VALUE-ADD SERVICES

6.1 Process Automation

Rossera have a suite of products aligned to Oracle Fusion SaaS and e-Business Suite. We can offer products and implementation support packages to rapidly automate non-native business processes, providing seamless user experiences with your Oracle Applications. Further information is available in our dedicated Process Automation Implementation Support offering on the GCloud framework.

6.2 Technical and Systems Architects

Rossera have both Technical and Systems architects available with an expert understanding of Oracle ERP systems and the journey to cloud. These resources can assist to ensure Cloud Exploitation is achieved. Allowing benefits to be realised and pitfalls shared on the cloud journey with respect to security and best practice, in order to minimise and mitigate issues that may otherwise be encountered.

6.3 Cloud Exploitation

Rossera have a team of professionals that can assist with the adoption of cloud SaaS, PaaS and IaaS services and delivery of supporting technical services/products. Rossera have worked closely with Oracle to ensure they are delivering robust solutions that will scale against the future technology roadmap.

Rossera can offer value in a number of areas that can be exploited using the agile output-based approach:

- Cloud security and protective monitoring
- Oracle SaaS functional design and delivery
 - Roadmap and Oracle partnerships
- Oracle SaaS technical approach
 - Schematics and available data models
 - Integration patterns and best practice
 - Roadmap and Oracle partnerships
- PaaS development patterns and best practice
 - Re-usable components and code

Rossera also have a number of Cloud 'accelerators' that can be made available to the client to and allow the benefits of the Cloud to be exploited rapidly without the usual pitfalls of technology adoption. These are focused on known problems with a move from On-Premise to Cloud models and we believe offer large benefits to any implementation.

Rossera are established and known for professionalism and industry leading technical knowledge, we will bring a number of best practices with us to any engagement:

- Business benefit focus – always clear on the role for HR, Finance and Procurement business needs, aligning to backlog model and prioritising capabilities against value.
- Standardise process design - standardise process 'core' to limit operational and technical complexity (except for legal/regulatory) but where needed go beyond 'one size fits all' - identify how to better serve the different businesses and individualise experience for impact.
- Accountability – work closely with process and service owners where required to explain the value-add propositions and future capability.
- Lead with the product design - lead with 'out of the box' processes and configuration, with a clear process to handle variances and scope – adopt not adapt.
- Agile methodology – established utilising agile delivery methodology, business outcome focussed, adaptable to change, reprioritisation and refinement. Deliver value via MVP then sprint to full benefit products.
- Integration and data – strong experience in data migration and ETL practices.
- Governance and change leadership - strong sponsorship and decision making, especially around overall direction, processes, configuration and structure. Engagement with senior leadership to understand what stakeholders want to achieve and taking the client on a journey ensuring consistency between IT, business and transformation requirements. Change management – support as required how to manage and embed change in the business, HR, Payroll, Finance, Procurement etc.
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