
txp
Technology
X People

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G-CLOUD 15 SERVICE DEFINITION

Service Design

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SERVICE DESIGN

The key aim of TXP's Service Design offering is to introduce the services strategy with the user in centre and fulfilling organisation commercial or statutory objectives.
Service Design is a powerful tool for Product Management activities to understand what the problem is which needs to be solved and how to deliver service in the optimal way. TXP provides:

- "As is" Service Design
- Organisational high-level technology ecosystem
- User journeys mapping
- Identify pain points and problems
- Service bottle neck areas
- End-to-end "To Be" Service Design
- Alignment of service to the GDS Service Standard and Technology Code of
- Practice

Service Coverage:

- User problems and needs mapping
- Problem statements for users and organisation
- User journey capture based on User Research
- User journeys optimised to organisation commercial or statutory objectives
- Mapping of accessibility needs and the ways to address assisted digital needs
- Recognition of the channels, touchpoints, front stage and backstage activities
- Capture of riskiest assumption and potential mitigation
- Recognition of the process tripping point, service bottle necks and non-technical problem
- Service Design reports aligned to GDS assessment standards

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FEATURES & BENEFITS

Features

- Service Designers who are highly experienced in public and private sectors
- End-to-end mapping of service and user journeys
- Multi-platform designs with channels, touchpoints and props
- Placement of Service Design in the existing technological ecosystem
- Service Design based on User research and analysis
- Full lifecycle support from design to implementation (Discovery to Live)
- Support for Service strategy and product management
- Experience of working within the GDS framework
- Experience with the GDS service assessment

Benefits

- Optimised Service Strategy for users and organisation
- Improvement in customer/end user satisfaction
- Enables differentiation of online presence, enhancing reputation
- Understanding of the service weaknesses and strengths
- Enables better recognition of service placement in current state of technology and area of improvement for process, capabilities and technology
- User Experience design aligned to best practice
- Service Design is presented in a way compliant to GDS Service Standard and GDS Service assessment
- User journey maps to visualise User Research outputs for recognised Persona
- Full end-to-end service map
- Promotes a culture of inclusivity and recognition of user needs

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ADDITIONAL SERVICE INFORMATION

Backup, Restore and Disaster Recovery

TXP has a robust DR plan, tested six-monthly (further details on request). Though we would look to use shared repositories when executing work with the client, any repositories which are within our domain will be subject to these disaster recovery and backup plans. The majority of repositories and tooling are typically cloud based and so benefit from the associated assurance of continuity of service.

Onboarding / Offboarding

As part of the service design phase, the onboarding requirements would be carefully scoped and planned. Typically, this would be sensitive to the impact of business change and underlying technology and services.

Benefits

TXP has a general four phase implementation plan that looks to pragmatically onboard, measure and continually improve services. Further information is available on request, but the phases are summarised as:

	Overview	Milestone
Phase 1	Scoping & Planning	Agree Plan
Phase 2	Initial Setup	Agree SLAs, KPIs
Phase 3	Transition	Service Sign Off
Phase 4	Continual Improvement	Monthly Service Reviews

Benefits

Due to the nature of the services being provided, the pricing is reflected in the SFIA model, referenced in the Pricing Document within the G-Cloud Service Description on Digital Marketplace.

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ADDITIONAL SERVICE INFORMATION

Service constraints

There are no specific service constraints.

Service levels for support hours

Support is available by email/ticketing, phone and web – and is available 24/7/365. Extra charges may apply.

Service levels

These are typically on a project-by-project basis, but mechanisms for remedy include the use of service credits for example.

The process

Ordering, invoicing and cancellation are as per the G-Cloud process.

After-sales support

After-sales support for the cloud related services provided under G-Cloud is typically 9am-5pm and available by phone and email.

TXP also operates an ITIL-aligned, SLA driven support function which can provide 24/7 support as part of a specific offering. Our governance wrapper extends to the use of third-party support providers to deliver scalability.

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WHAT WE CAN DO FOR YOU

25

Years in Operation



True Technology Partner

180+

Staff Base



4 Specialist Sectors



Innovative Engagement Models

£40m

Annual Turnover



Near-shore & Off-shore development Partners



Access to more than 1000 Associates

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WHY TXP



Secure, Agile Cloud Development

We execute cloud projects using agile DevSecOps.



Driving ROI

We help clients drive out improving ROIs, by upwards of 20%.



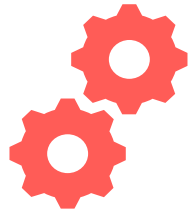
UK - Led

Our client engagement, execution and design governance teams reside in the UK



Industry Experience

We have a proven track record of successful delivery within the Public Sector



Scalable Offering

We are able to respond rapidly to emerging resourcing needs and scale up and down at pace.

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THANKS

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