
txp
Technology
X People

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G-CLOUD 14 SERVICE DEFINITION

Business Analysis and System Analysis

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BUSINESS ANALYSIS AND SYSTEMS ANALYSIS

TXP's cloud-skilled Business Analysis teams use industry standards and techniques including BPMN, UML and best practice Requirements elicitation techniques.

Teams of individuals can be supplied to cloud projects, with Business Analysts holding Agile Scrum Certification and experience working to Agile, Waterfall and Hybrid methodologies as required.

Our Business Analysts have significant experience working within the public sector, and successful management of diverse stakeholder landscapes.

Features

- Requirement Capture
- Feasibility Studies
- Benefits Realisation Assessments
- Business Process Re-Engineering
- Functional and Non-Functional Specification Production
- Business Requirements Definition

Service Coverage:

- Business & System Requirement Capture
- Data Analysis
- Feasibility Reports
- SWOT Analysis
- Requirements Definition and Documentation

Methodologies:

- Agile
- Waterfall
- Hybrid

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FEATURES & BENEFITS

Features

- Business and System Analysis with extensive experience in public sector delivery and familiarisation with GDS Service Standards and best practices.
- Broad Business Analysis skillsets from conceptual vision to user stories
- Use of industry standards and techniques; BPMN, UML, and best practice Requirements elicitation techniques.
- Proven track record of Agile coaching and delivery
- Mentoring and knowledge transfer to client staff
- Extensive experience of Waterfall and iterative Agile development methods
- Use and promotion of tools to facilitate the analysis function
- Strong stakeholder management at all organisational levels
- Strong support for business change and migration to new technologies

Benefits

- Best practice in Business Analysis applied
- Supports Agile adoption through mentoring and tailored working
- Independent review and assessment of current practices and operational activities
- Provides assessment report with recommendations
- Process and methodology are geared for change
- Model encourages innovation and avoids silo thinking
- Drives efficiency through tailored Agile ways of working
- Can provide Governance and leadership of your Business Analysis function, including capability development of client teams

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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%.



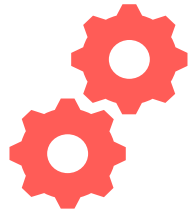
UK - Led

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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