

MLC

PROFESSIONAL INFORMATION TECHNOLOGY (IT) SUPPORT SERVICE

G-CLOUD 15
SERVICE DESCRIPTION

Overview

MLC Partners has extensive experience supporting public sector organisations undertaking key transformation projects and programmes such as transitioning to take advantage of Cloud technologies. We have developed a set of services under G-Cloud to provide supplementary support through such transformations. This service allows organisations to access support services such as IT strategy, technical architecture, security consultancy, technical consultancy and IT project management.

Service Description

To deliver this IT support service, MLC Partners will supply a team of expert specialists with extensive experience and/or professional IT qualifications.

Before commencing any assignment, we will agree a specific service work package to define the specific support required, the resourcing and duration and the planned deliverables. We understand the pressures of the current economic climate and so will always seek to tailor our team and support to your individual needs, taking account of your internal team capacity and capability and seeking to work alongside you.

Where we deploy larger teams, we will provide a lead consultant who will manage the engagement.

Resourcing

The teams deployed in the provision of the services will be comprised of experienced IT professionals. Often these individuals will have professional IT qualifications such as Chartered IT Professional (CITP), Microsoft Certified Professional (MCP), Certified Information Security Manager (CISM), Oracle Certified Professional (OCP) or PRINCE2 and/or and been awarded a degree or level 4/5 diploma in a relevant IT discipline. Typically team members will be cleared to Baseline Personnel Security Standard but we are able to provide individuals with higher clearances where required.

Ordering process

We aim to make the ordering process as simple and straightforward as possible. Customers can contact our account team by telephone or email and we will facilitate face-to-face meetings where required to discuss specific requirements. We are happy for customers to prepare G-Cloud 15 call off order forms or we can draft these for checking by the customer.

Onboarding

We aim to ensure that all teams deployed will be fully effective from the start of each assignment. To achieve this, prior to the start of each assignment we will provide a briefing to each team member on the work required, expected deliverables, key customer personnel and expectations on service standards. At the start of each engagement, team members will introduce themselves to the key customer contacts to discuss and agree the work programme, reporting and communications.

Service Constraints

This service is highly flexible. We can start service provision at short notice and flex the level of support up and down as required.

Service Levels

We are available to take new bookings or discuss any changes to service provision from 8.30am to 6pm Monday to Friday. We aim to acknowledge to any requests for new services within four working hours of receipt and to provide the support in line with any timescales agreed with the customer. Typically we can commence service provision within three working days for urgent requirements.

Termination Terms

Our usual terms for termination for convenience are 10 working days. We are happy to discuss different terms on a case by case basis.

Customer Responsibilities

Customers are responsible for the provision of office accommodation and, where required, access to and provision of IT services for our team. Where security clearances above BPSS are required, customers are responsible for holding such clearances for team members who are already cleared or for sponsoring clearances as required.

Customers are responsible for providing clearly defined contacts within the organisation to liaise with the team and to whom the team can report progress as required. Customers are responsible for confirming satisfactory delivery of the services on a weekly basis or as otherwise agreed using systems provided by MLC Partners.

Customers are responsible for the provision of information and assistance as reasonably required by our team to complete the agreed assignment.

