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Seymour John Public Services Limited

Service Definition

Cloud Programme Management Office and Planning

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1 Service Overview

Seymour John provides IT/Digital Programme Management Office, Project Management Office, Project Support Office, provides strategic advisory and operational delivery and planning services for the selection and deployment of cloud software, platforms, infrastructure and IT solutions.

This service includes the national Home Office, Police Force, Local Authorities, Central Government, Housing Associations, Universities and the NHS transformation programmes and projects involving data and business intelligence gathering and analysis and device upgrades/IT Transition.

The selection and deployment of cloud-based solutions requires delivery management, governance, finance, procurement and business and technical assurance expertise.

New cloud-based solutions can have a major impact on the IT and working environment, both during their implementation and live operation.

Seymour John Public Services Limited ensures the deployment project or programme is initiated and run correctly so that solutions transition seamlessly into the live environment with strong stakeholder buy-in.

We use a collaborative approach to change management to gain consensus from the users and stakeholders.

We help clients to plan and implement the different types of transformation and change for example: short-term quick wins, medium-term change and longer-term major transformations.

We actively engage with staff to transfer skills and knowledge, allowing them to become more self-sufficient.

The services we offer include:

- Portfolio Management Office, Programme Management Office and Project Support Office set-up and operation
- Business case development. benefits mapping and realisation, and RoI measurement
- Initiation and mobilisation
- IT Transition (device upgrades e.g. W7 to W10)
- Project and workstream coordination
- Budget setting and management, cost justification and tracking
- Governance, and highlight, RAG, management reporting, progress tracking
- Resource profiling and allocation, team creation, staff coaching and mentoring
- Templates, PM tools evaluation, PRINCE2/MSP and agile techniques

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- Delivery management, vendor management, integrator management, release and deployment management
- Stakeholder engagement, business liaison and communications
- Transformation strategy and planning, and change management
- Workshop planning and facilitation
- Model office set up
- Service testing and user liaison
- Architecture assurance
- Agile, iterative and waterfall delivery assurance

Our management style embraces all the dimensions of delivery including: people, organisation, culture, systems, information, process, benefits, costs and time.

2 Track Record

An example of our track record is shown below in the following case study:

IT Transition Project (Windows 7 to Windows 10 upgrade) – NHS England and Arden & GEM CSU - Essex and Norfolk & Waveney Health Region's

Seymour John has significant experience in developing, transitioning and delivering ICT services to health and social care organisations throughout the country. We have successfully led some of the largest ICT transitions in recent years including a GP IT Transformation Programme to 155 GP Practices in Norfolk & Waveney and an IT Transformation programme to Seven Clinical Commissioning Groups (CCG's) and 300 GP Practices in Essex for Arden and GEM CSU.

Arden and Greater East Midlands Commissioning Support Unit appointed Seymour John under a managed service arrangement via the Elis 2 Transformation Framework to implement and transition in partnership with their customers and other service providers to effectively plan and execute the transition of IT services.

Arden and GEM CSU support approximately 40, 000 desktop and laptop devices across England. Seymour John were appointed to deliver a modern desktop incorporating Windows 10 to AGEM's customers in Essex as well as Norfolk & Waveney. This incorporates 1000 CCG devices and 6000 GP devices in Essex, excluding peripherals and mobile devices and underlying infrastructure. Norfolk & Waveney incorporated around 5000 GP Devices. Most of these devices were using Windows 7 Microsoft Operating System.

The programme aims to deliver new or upgraded hardware and software to ensure all organisations remain compliant with current NHSD requirements by delivering a modern desktop incorporating Windows 10 aligned to the delivery of an overall GP IT refresh programme to include preparation for HSCN, server refresh, desktop PC and laptop refresh, network switch refresh and migration to active directory setup once migrated to the Essex domain.

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The key deliverables were:

Phase 2: - 7 Corporate CCG's, 1000 devices (Essex)

- Delivering a modern desktop incorporating Windows 10
- RAS

Phase 3: Approx. 300 GP Practices, 6000 Devices (Essex)

- Delivering a modern desktop incorporating Windows 10
- Server refresh
- Desktop/Laptop refresh
- Switch refresh
- AD migration
- Data Migration

Norfolk & Waveney GP IT Transformation: - 155 GP Sites, 5000 Devices

- Delivering a modern desktop solution incorporating Windows 10
- Migrating all N&W GP Practices to one domain

Seymour John assisted with a core implementation team which assisted with the delivery, implementation and transformation of IT services for AGCSU and their customers. These resources assisted with the programme mobilisation and delivery via the stages outlined below:

- Discovery
 - Initial Mobilisation
 - Design
 - Solution Implementation
 - Transition
 - Handover

Seymour John appointed 7 experienced consultants on the Norfolk & Waveney programme for a period of 5 months. Together, we have managed to complete the programme on time and to budget.

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Seymour John have completed an estimated 50% of the work in Essex to budget and time however, due to Covid-19 the programme has been “paused”. In it’s peak Seymour John assigned 35 of our experience consultants on the programme and we hope to complete the remaining 50% of the programme once restrictions are lifted.

Further case studies can be found on our website at the following address:

<https://www.seymourjohn.com/articles/public-sector-consultancy/c8>

3 Client Feedback

Our client feedback from this case study is below: :

Nik Watts (Arden & GEM CSU) – “Thank you for all your support during this programme. There has been a significant amount of churn to ensure milestones have been met and you have enabled us to get this programme up to a good delivery quality, rate and level of responsiveness. A shame that Covid-19 has disrupted it!”

Ketan Lad (Arden & GEM CSU) – “Thanks Sophie, I know its difficult times. As I have said before this is not a reflection on the quality of the service provided by Seymour John and going forward we will be engaging with you again.”

4 Contacts

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5 About Us

Seymour John Public Services Limited is a resources and consultancy specialist in the public sector and we help clients to:

- Develop their strategic ICT vision and plan
- Replace legacy systems, services and processes
- Exploit new technology to introduce new cloud and digital capabilities
- Respond to changing business environments

We provide advice and expertise to help organisations review their current position, evaluate the options to move forward, and then plan and deliver new solutions and change.

Since formation in 2016, we have worked with a diverse range of public and private sector clients. In the public sector we work with government departments and agencies,

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regulatory bodies, housing, universities, health (NHS) and emergency services. In the private sector we work with construction, finance including financial services, media, transport, utilities, FMCG and retail companies.

We have over 38 permanently employed, experienced people with business, information, technology and management expertise.

A large proportion of our work has come through contacts and referrals and we have actively built long-term relationships with many of our clients through our track record of successful engagement and delivery.

We are totally independent of product vendors and systems integrators. We do not undertake any form of software development and we do not resell other people's products.

We help clients to design, introduce and embed new solutions and more efficient ways of working, ensuring that the envisaged benefits of their investment are fully realised.