



CERTUS TECHNOLOGY
A s s o c i a t e s L i m i t e d

TACTIC

Support Services

G-Cloud 15 Service Definition
Document

Lot 3: Cloud support services

TACTIC Support Services

Our ancillary services are designed to support the configuration, deployment and optimisation of the TACTIC SaaS products (available on Lot 2b). While TACTIC is designed for straightforward self-implementation, Certus offers dedicated, structured support services to:

- support TACTIC implementations,
- create new system builds for new domains,
- accommodate new systems integrations requiring dedicated API support,
- and to transfer and reuse existing electronic resources.

The following sections set out support services applicable to the TACTIC SaaS products available on Lot2b. Common to all support services is a project based approach to providing these services.

Support Service Delivery

Certus recognises that service requirements vary significantly depending on the size of the organisation and the complexity of requirements. To provide customers with cost certainty, we utilise a project-based scoping methodology that includes the following phases:

Discovery & Scoping

We conduct an initial discovery exercise to assess your specific requirements, data volume, and digitisation needs. This exercise will deliver a Scope of Work that documents the project, boundaries, and the delivery.

Proposal & Estimation

Based on the scope, we produce a Work Order detailing the estimated effort. This is calculated using the Maximum Day Rates listed in our G-Cloud Rate Card. It will include defined work packages, deliverables and work products and a timeframe.

Delivery

Project delivery is the completion of the workpackages, which are offered on the most appropriate commercial basis, being either a Time & Materials basis or as Fixed Price work packages derived from our published day rates.

Support Services

The following sections detail the support service for each of the TACTIC SaaS products.

TACTIC - Training, competency and workforce management

TACTIC Training Competency and Workforce Management (TC&WM) is a modular digital platform that enables healthcare services to manage, assess, and develop their workforce using a competency-based model. To configure the system, the following must be completed:

- A set of Job Roles must be defined and the system populated with the details of the staff
- Training programmes are to be defined to include sufficient materials to meet training and competency requirements, this can be achieved by generating new materials and by translating existing resources.
- Competency assessments must be designed according to the requirements of each job role.
- A suitable data sharing agreement must be put in place.

Our implementation and onboarding team works collaboratively to configure TACTIC for your organisation and operating environment. Services are delivered by the following role types:

- Delivery Manager
- Product manager
- Interaction designer
- Content designer
- Data governance manager
- Solution Architect

Workforce Modelling

TACTIC workforce management is one of the few platforms that treats workforce capability as a dynamic system that can be formally modelled, simulated, and stress-tested over time. TACTIC's advanced workforce forecasting capability enables organisations to model the future evolution of their workforce and assess long-term service risk.

Workforce models are available for NHS diagnostic laboratories and endoscopy services, reflecting career structures and operational realities. This support

service offers the development of additional models for services or professional groups to be developed and commissioned as required.

To configure the system, the following must be completed:

- Document the nature of the existing workforce
- Capture dynamics of workforce
- Detail factors relating to attrition and retention
- Map out career pathways
- Assign progression timescales and spreads
- Collect retrospective data
- Undertake model testing

Our implementation and modelling team works collaboratively to develop TACTIC workforce models for your organisation and operating environment. Services are delivered by the following role types:

- Delivery Manager
- Data Scientist
- Principal data scientist
- Business analyst
- Data Engineer

Demand and Capacity

The TACTIC Demand & Capacity (D&C) SaaS is configured to deliver a monthly rolling forecast for NHS diagnostic services at the ICB level, driven by the published DM01 data. Customers will fully recognise that significant additional value is available where this service is driven by more granular and timely information. Support services are available to configure data input pipelines from other operational sources including NHS Trust, networks and ICBs. This D&C configuration service includes, but is not limited to:

- The administration of data sharing agreements
- The analysis and construction of new data input systems
- The adaptation of systems dynamics models to represent new D&C domains
- To construct new workforce models to forecast workforce capacity based on career pathways, staff retention and staff attrition.
- The management of system implementations

Our implementation and modelling team works collaboratively to develop TACTIC workforce models for your organisation and operating environment. Services are delivered by the following role types:

- Delivery Manager
- Data Scientist
- Principal data scientist
- Business analyst
- Data Engineer

TACTIC Peer Review Case Management

TACTIC Peer Review Case Management (PRCM) is a secure, cloud-based SaaS platform capable of supporting clinical peer review workflows. The Lot2b SaaS offering is configured for newborn Auditory Brainstem Response (ABR) testing. Certus offers support services to configure this SaaS for other clinical domains. This service includes, but is not limited to:

- The administration of data sharing agreements
- Collaborating with domain experts to construct new review workflow
- Design case data capture systems including form based case detail and the management of electronic case data
- The management of system implementations

Our implementation and modelling team works collaboratively to develop TACTIC workforce models for your organisation and operating environment. Services are delivered by the following role types:

- Delivery Manager
- Business analyst
- Data governance manager
- Product manager
- Solution Architect

Contact Us

For a scoping discussion or to request a reference quote based on our Rate Card, please contact: info@certus-tech.com.