

Digital innovation and transformation mobilisation, adoption and spread support

G-Cloud 15 | Lot 3 – Cloud Support
Service: Set Up and Migration



About us

We are the health innovation experts

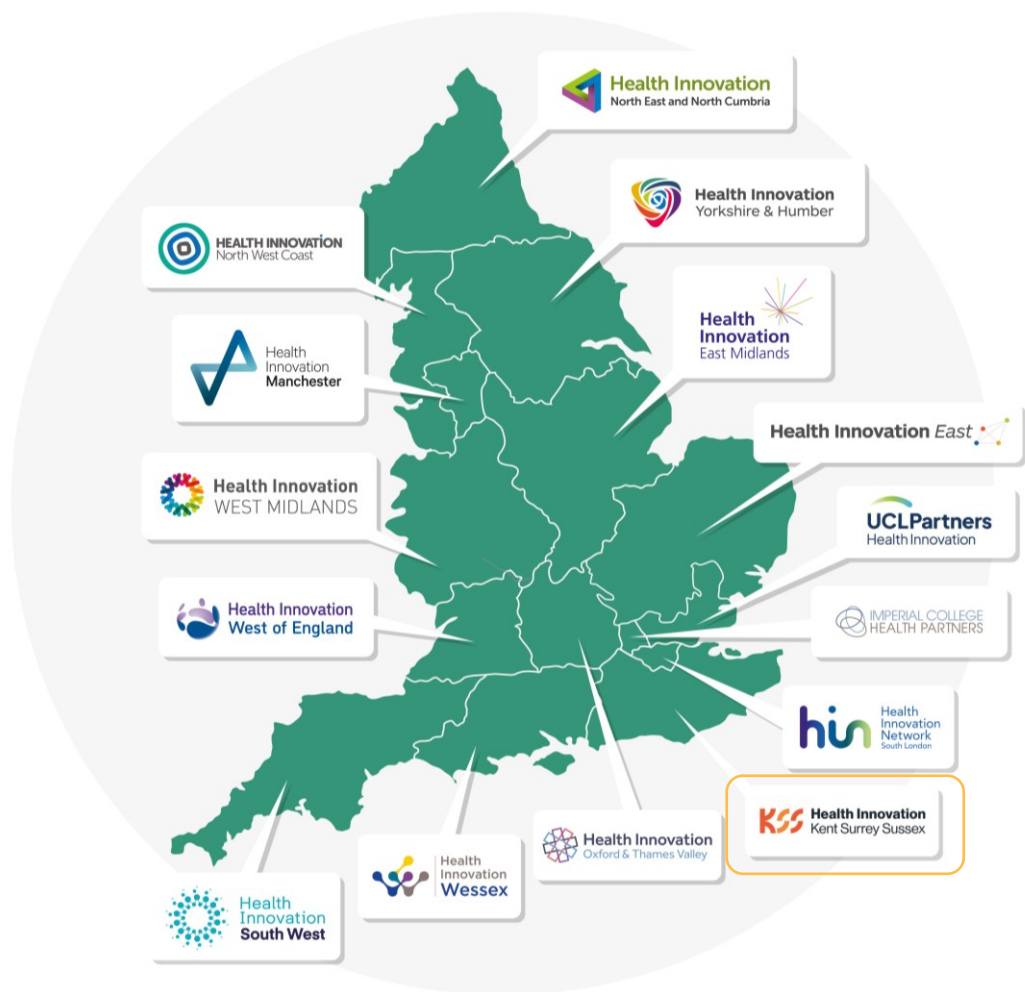
Health Innovation Kent Surrey Sussex (KSS) is one of the **15 health innovation networks** across England, established by NHS England in 2013.

We **transform lives** and **drive economic growth** by helping health and social care teams to find, test and implement new solutions to NHS challenges.

We **tackle national problems** with local understanding. And local problems, with national expertise.

This drives economic prosperity and growth in all parts of the country, and ensures that everyone benefits from innovation

Our impact comes from our ability to bring people, resources and organisations together, delivering benefits that could not be achieved alone.



Service Overview

Prepare for mobilisation

Prepare data, structures and governance

We support organisations to assess data readiness, organise information assets and establish appropriate governance arrangements to prepare digital initiatives for mobilisation.

Coordinate and engage

Mobilise stakeholders and delivery partners

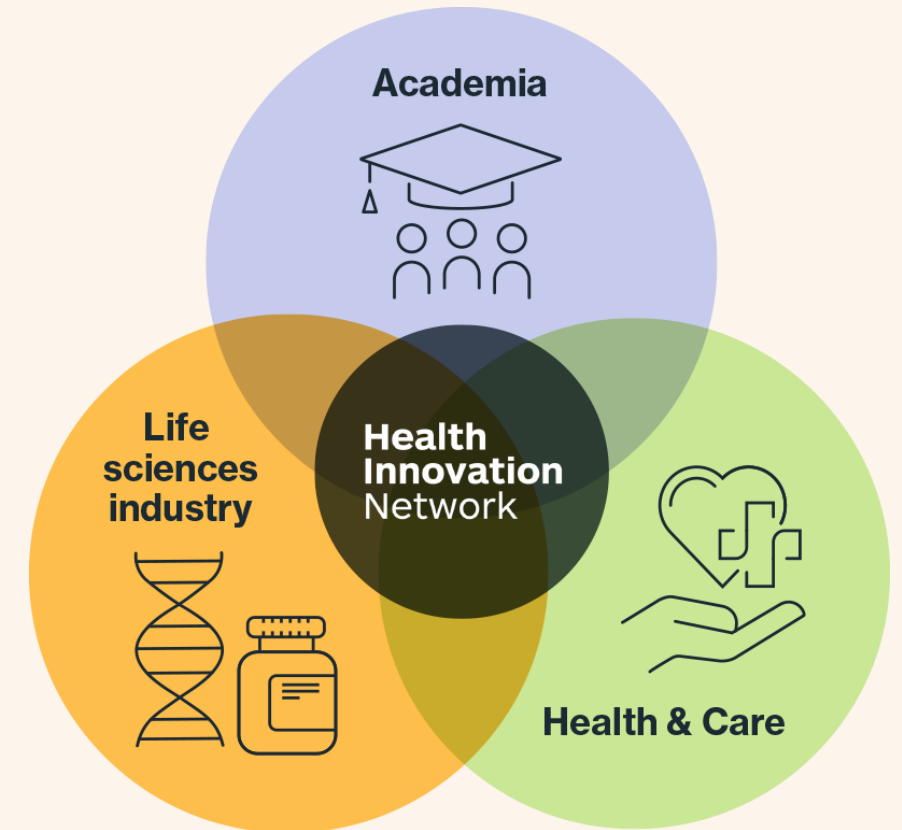
We support engagement and communication planning, mobilisation coordination and programme management to align stakeholders and delivery partners around shared objectives.

Optimise and embed change

Enable adoption, optimisation and spread

We support service optimisation and right-sizing to help organisations embed digital initiatives, improve readiness for scale and enable sustainable adoption and spread.

**All our work is delivered in partnership,
maximising the impact of innovation at
national, regional and local levels**



What the service includes



Data readiness and information auditing



Programme governance and mobilisation coordination



Information structure and data design



Service optimisation and right-sizing



Engagement and communication planning



Adoption and spread planning

Service benefits and impact



Drawing on KSS's system-level experience supporting adoption and spread of innovation across health and care.



Service scope and constraints

This service is advisory and programme-based

It does not include:

- system implementation or migration delivery
- cloud hosting or infrastructure provision
- managed cloud or application support
- security operations or testing services
- product ownership, licensing or resale

Delivery is primarily remote. On-site support may be provided by agreement

How we work

Support arrangements

- We do not provide tiered or ongoing support (first-, second- or third-line).
- Services are delivered on a project or time-limited basis within agreed scope.
- Support is provided through normal project governance, workshops and agreed points of contact.
- We do not offer support packages, SLAs, technical account managers or cloud support engineers.
- Delivery is led by subject matter experts accountable for the engagement.



Our Values



Local partners, national impact

We respond to the needs of our local system and act as one to maximise impact.

We embrace equality, diversity and inclusion

We embrace equality, diversity and inclusion in all our commissioned work and will reflect this in the development of this network.

We promote constructive challenge

We model the behaviours required to successfully deploy innovation at scale.

We are committed and accountable

We are committed to deliver the Network Strategy and Business Plan, paying attention to results and strive for continual improvement.



Our vision

To drive a healthier and more equitable society by rapidly spreading innovation and connecting people to transformative ideas.