

G-Cloud 15 Service Definition

DataBoots Ltd

*Specialist cloud support for data migration,
data solutions*

Lot 3 Cloud Support

1. Introduction	3
Company Overview	3
Value Proposition	3
Overview of the G-Cloud Service	3
Associated Services	4
Social Value	5
2. Data Protection	5
Information Assurance	5
Data Back-Up and Restoration	5
Business continuity statement/plan	6
Privacy by Design	6
3. Using the service	6
Ordering and Invoicing	6
Availability of Trial Service	6
On-Boarding, Off-Boarding, Service Migration, Scope etc.	7
Training	7
Implementation Plan	7
Service Management	7
Service Constraints	8
Service Levels	8
Outage and Maintenance Management	8
Financial Recompense Model for not Meeting Service Levels	9
4. Provision of the service	9
Customer Responsibilities	9
Technical Requirements and Client-Side Requirements	9
Outcomes/Deliverables	10
After-sales Account Management	10
Termination Process	10
5. Our experience	10
Case Studies	10
Clients	11
Contact Details	11

1. Introduction

Company Overview

DataBoots provides specialist data support to mid-enterprise level companies looking to transform their business to new systems and data architectures. We provide data solutions, including Data Quality, Governance and Migration consultation and delivery to any project, industry or company. We offer a wide range of data management strategies and deliveries for common data problems. We implement data architectures with lasting benefit to the clients we work with.

Value Proposition

Technology is rapidly evolving. Modern software solutions, SaaS products and data tools can improve customer care, delivery quality and reduce pain points and expense, ultimately improving operational health and longevity for those that manage to make the change.

However, this change is difficult. In particular, legacy systems, outdated processes and the data and data disciplines underlying both can impede the ability for organisations within the public sector to move onto better pastures.

Data Migration is particularly difficult, as it sits in a space where many of these issues collide, and compound; Data Quality issues, poor Data Governance and a general lack of strong Data Management approaches within organisations makes for very difficult - and often very specific - Data Migration challenges.

DataBoots knows these challenges well, with a curated set of public sector Data Experts, who can move at pace to explore, capture and address these issues, to ensure high quality and expedient transformation, allowing our clients to see the benefits of modern solutions sooner rather than later.

Overview of the G-Cloud Service

DataBoots offers a managed, system-agnostic, End-To-End Data Migration process. Starting with clients who have isolated a need for new systems, we work with software suppliers and the root datasets to structure out plans, resource estimates and timelines across the range of Data Migration activities and provide dedicated consultants to carry out these activities through to Go-Live of new system(s).

- Data Stock Take - Data Modelling, Requirement Gathering, Governance and Quality reporting allow for Data-Lead decision making at the inception of a transformation programme.

- Project Planning - Assessments against Data Integrations, Data Scope, Data Reports, Target Data Requirements and all of the disciplines, teams, tools and services required to carry out successful data transformation. We produce estimated timelines with milestones and milestone delivery dates, organisation structures required to address data activities, the architecture and tooling required to carry out transformation - from the early design phase through to the maintenance and adoption of the system(s) post Go-Live.
- Data Migration Build - Working with the business, we build and collate Data Mappings, Scoping Migration Build Scripting and orchestration, automated test scripts and reports that display Data Migration readiness throughout the build and test phases.
- Data Testing - We build procedures, scripts and reports that display the quality and health of Data Migration - with a focus on Data Scoping Validation, Target Data Constraint adherence, System Reconciliation and test cycle/cutover procedural importance, displaying root cause reasons for failure - displaying summary and detailed reports across the range of potential reasons. Typically, these are targeting config discrepancies, ongoing migration development considerations, or source data quality related.
- Data Quality and Cleansing - We work with the business to investigate, document and analyse Data Quality errors within source systems, and provide structures for both preventing additional Data Quality problems, and to cleanse existing ones via safely monitored and tested processes.

Associated Services

Data Discovery works - investigation of As-Is data systems, structures and quality, with reference to largest pain points and potential migration challenges.

Migration Planning and Assessment - investigation and collation of To-Be system data requirements, against which timelines, resource counts and required data disciplines can be structured.

Data Migration Build - data mapping, data scoping implementation and data migration scripting against To-Be requirements.

Data Migration Testing - procedures and scripts to monitor ongoing data migration health and Go-Live readiness with reports.

Data Reconciliation - procedures to monitor active system data state during test cycles and processes performed against source/target systems.

Cutover and Go-Live - detailed sequencing of all dependent actions and timelines required during the cutover period, and execution of applicable migration actions for Go-Live.

Aftercare Support - next step plans, securing of the data deliverable, and collation of any additional data requirements with respect to future works, ongoing Data Quality.

Social Value

We actively strive to improve standards of living within the UK by focussing on the home; ensuring the data management requirements of running social housing for the UK is to a high standard. We offer training to all our consultants on new skills, technologies and frameworks, and encourage engagement in the various challenges seen in our sector to allow our colleagues to progress and grow. We provide equal opportunities for all our staff members, and recruit internally for senior positions wherever possible.

More importantly, however, we strive to ensure this benefits the end user. Valuable data insights based on data integrity and transparency enable more concentrated stakeholder decision making, providing economic growth within the company and within the sector as a whole. With the help of modern data tooling and the use of more user-friendly software facilitated by robust data migration services, organisations will be more equipped to navigate and address the concerns and needs of their customers.

We will scope our projects by understanding the client's current employees' skill set and address the training needed via dedicated remotely set up workshops and contract related documentation, providing complementary resources where necessary.

This is to both ensure delivery of the project & proper ownership of future projects with fully self-supported and sufficient data migration, in accordance with best practise. From an employer perspective this will open new employee opportunities for resources in the high growth technical data sector.

2. Data Protection

Information Assurance

We are certified with Cyber Essentials. To comply with the policies DataBoots have implemented a strict password policy, numerous settings such as enforcing bitlocker and compliance checks (bitDefender EXE, bitlocker status).

Data Back-Up and Restoration

During the data migration process client data is continued to be stored at the client's platform. In strict accordance with our client's data policies, we request access to their data platforms.

Business continuity statement/plan

DataBoots will schedule kick off meetings, following that based on client requirement daily or weekly update meetings to ensure the quality of Migration work as it progresses meets the standard necessary to perform Data Migration to a high standard. Internal training, quality assessments and standardised transformation environments facilitate consistent delivery on all projects.

A more tailored plan can be provided to the buyer on request.

Privacy by Design

We do not take copies of any data accessible for the purposes of Data Migration, ensuring data is continued to be stored within our clients' tenancies and in accordance with our clients' data privacy policies, we would request access to these platforms.

Access to these platforms will be via agreed client mechanisms such as a dedicated VPN, VM or through customer SDP protocol. In so doing customer data will be maintained solely on the client's servers.

In the case of emails, shared discovery documents or other customer artifacts provided via other means, where these require temporary/long term access, these will be provisioned through cloud software such as SharePoint, Outlook, Teams - strictly managed in accordance with our retention policies, only for the duration of the contract term.

No customer data will be stored on local machines.

3. Using the service

Ordering and Invoicing

To discuss your requirements in more detail and place an order please contact admin@databoots.tech. Please include the nature of the project, any known details around scope/systems assumed to be in-scope, and the anticipated timelines. Assuming availability, we will initiate a kick-off call with you to understand the requirement in more granular detail.

Availability of Trial Service

We offer and would recommend a 40 day consultancy package for discovery, where we can provide more details around methodologies used, the transformation environment and reporting mechanisms, as well as example Data Quality rules and findings.

On-Boarding, Off-Boarding, Service Migration, Scope etc.

For the data discovery stage, the onboarding process involves providing a kick-off meeting to gather information on the requirement, with respect to systems, timelines and dependencies. Once an agreement has been made, as part of the relationship management monthly project calls will be established with the leadership team at DataBoots, who will manage the deliverables.

Once the migration has been completed, we will exchange all scripts, models and other documentation to the client, and include a glossary for navigation of the artefacts. Any additional requirements, such as a target data model, will need to be agreed in advance and will be accommodated within the agreed timelines where possible - but may require additional consultancy days to be agreed and ordered in advance. Towards the end of the offboarding stage DataBoots will share one of its project assigned Consultants' contact details, in case the client would have any further follow up questions regarding the shared project documentation.

Training

A Data Migration lead will be placed against the project who can inform and educate the business on Data Migration processes and current state with individual workshops organised remotely with the data team, managers or if required with the stakeholders as well. Any Data Migration training (which is sometimes required for new stock transfers into the To-Be systems etc) can be facilitated over workshops, and should be requested by emailing admin@databoots.tech. The client training is included in the daily rate fees, which are listed in the pricing documentation. We also write up training material and documentation for the content of the project.

Implementation Plan

A series of dependencies will be given during the project kick-off meeting. These will include data access methods for the consultants, a register of key SMEs and dedicated time from relevant stakeholders required to facilitate requirements gathering, review and sign off.

A detailed implementation plan can be provided to the buyer on request.

Service Management

We have a dedicated framework used in all Data Migrations that is reviewed and developed internally from lessons learned against our Data Migration offerings with all our clients. We perform Quality Assessments by Senior Leadership against all Data

Migrations to ensure quality is maintained, and that the framework is being adhered to. We believe constant communication and regular catch up calls are the pillars for constructive feedback and improvement. This is done via internal calls with Data Migration Leads, as well as ad-hoc reviews conducted against in-flight projects. The details of these reviews will be shared as part of the project work.

Project progress is reported via standardised reports, which display the point-in-time readiness of Data Migration for each Data Entity, as well a holistic summary of Migration works as a whole. Once per month, the Data Migration Lead will send out these reports to the managers and stakeholders involved, and inform of any additional circumstances or challenges, such as unmet dependencies or perceived changes to scope, to allow alignment of the consultants and the business goals.

Service Constraints

We strive to ensure that resource changes against a project are minimal during its delivery - however, we cannot guarantee that the same consultants will work on the project throughout its lifecycle. User support is available from Monday to Friday, 9:00 until 17:00 by contacting admin@databoots.tech.

Service Levels

For the data management project delivery, we offer a monthly call with the Data Migration lead with project health reports and Data Migration team stand-ups. This includes relevant internal touch points with the consultants on any outlying activity when needed. We also offer stakeholder updates in the form of quarterly calls with the senior leadership team.

On a day-to-day basis our consultants are available from 9am to 5pm, Monday to Friday. We will inform you of any annual/emergency leave of the individual consultants as and when it is booked. During critical periods, such as cutover, we will ensure the project is fully resourced and that we can work with out-of-office sociable hours if required and agreed in advance.

In case the acquired supplier services also include access and use of the DataBoots Data Quality Tool, a dedicated developer will be also assigned to the transformation project.

Outage and Maintenance Management

The largest contributor of delays when conducting Data Migration works comes from Data Quality - the improvement of which is measured up-to-daily. We project the impact of cleanse works against data entities and individual errors to highlight any concerns of timeline slippage in advance.

Financial Recompense Model for not Meeting Service Levels

We do not offer standardised recompense for not meeting service levels, as delivery quality is strictly monitored from our leadership team to ensure that deliveries are met. In the event that service levels have not been met, recompense can be discussed with the leadership team.

4. Provision of the service

Customer Responsibilities

The customer is responsible for providing data access to all relevant systems and data entities. Any additional access requirements, such as to a SharePoint site etc, should also be provided.

The customer will also provide a transformation SQL server, from which required datasets will be ingested during agreed windows.

The customer is responsible for ensuring that the transformation server, source data systems and agreed timeslots for data loading are adequate for migration and maintained. DataBoots will be responsible for informing and guiding the operations and setup of these environments/processes.

The customer is responsible for providing SMEs, Design and ensuring all planned workshops are properly attended by their data specialist and colleagues who are involved with the data migration/transformation project.

The customer is responsible for any and all decision making in relation to this deliverable; design, change requests, options papers.

The customer is responsible for review and sign off of all artefacts and procedures provided during these works; mapping, build scripts, models etc.

Technical Requirements and Client-Side Requirements

The requirements should be documented in the Order Form as agreed between both parties. Access to the client system(s) will be via agreed client mechanisms such as a dedicated VPN, VM or through customer SDP protocol. In so doing customer data will be maintained solely on the client's servers.

Outcomes/Deliverables

This service will deliver a transparent and high quality Data Migration, as measured by the % of records that are successfully migrated. Mitigating circumstances can apply (such as failures to meet Data Quality standards within source systems) - but we aim to ensure 100% of agreed record scope are migrated in accordance with agreed timelines.

Benefits include:

- Improving public sector data quality with a modern data tool
- Ensuring integrity of social housing data with lasting user benefits
- Data transformation to enable enhanced business insights & forecasts
- Dedicated Delivery Manager for the whole migration data management
- Simplify data migration challenges with comprehensive milestones & client collaboration
- Pragmatic solutions for all shape and size data strategies
- Emphasis on data testing, a key element of data migration
- Collaboration with Data Experts who are keen to address and solve data issues
- Access to a modern data tool & data technology

After-sales Account Management

After the project has been successful, DataBoots will regularly engage with relevant stakeholders on additional data activities that may enhance the deliverable. If required by the client and they are interested in establishing a long-term partnership, we could also offer the implementation of our data tool as a post 'Go-Live new system' support. For a period of year after implementation, any artifacts utilising DataBoots intellectual property can continue to do so without additional cost.

Termination Process

Specific works will be priced in accordance with our pricing document before each phase of works, with respect to Discovery, Planning and Delivery. Purchase Orders are expected to be received at least one month prior to the beginning of the subsequent phase if consultancy talent is to be retained on the project. If no such document is received by the end of a delivery phase, DataBoots will assume that ongoing engagement with DataBoots as a supplier has been terminated.

5. Our experience

Case Studies

Housing Plus Group - as part of their Data Migration to NEC, DataBoots performed a Data Migration review of the existing migration setup, improving existing test

mechanisms, processes and code structures. We worked with HPG to improve upon existing Migration Build Scripts, providing detailed error sets for continuous improvement after our placement came to an end.

L&Q Migration Cleansing - as part of their Phase 1 Data Migration to NEC, DataBoots wrote a series of Data Quality rules against the existing datasets based on Data Migration scripts and performed root-cause analysis on the Data Quality errors inhibiting migration. From workshops conducted on these results, DataBoots provided a mechanism and process for cleansing these errors, with a sign-off and review process with rollback and testing scripts for each cleanse. For low quantity errors, DataBoots oversaw the manual cleansing by the business of these records and reported on Quality readiness to meet Migration requirements. The ultimately lead to a migration success rate of 1 in 1m records migrated, with only 137 records failing migration as a result of a single record error introduced shortly before cutover.

L&Q Reconciliation - following on from Phase 1 Data Migration, DataBoots built a series of 532 Data Reconciliation Rules, that monitored data de-sync between the in-flight systems. DataBoots triaged these with the business, holding daily workshops with the Data Quality team to establish process improvements, as well as manual/scripted cleansing of unreconciled datasets.

Clients



Contact Details

If you have any other queries or requirements, please reach out to admin@databoots.tech with a summary of your question/circumstances, and we will get in touch to discuss further.