

Service Definition – Digital Systems Deployment Consultancy

1. Service Overview

This service provides consultancy-led support for the planning, assurance, and delivery of digital system deployments. The service focuses on programme governance, change management, service readiness, and risk reduction. It does not provide system hosting, system administration, or managed service operation.

2. Scope of Consultancy Services

Consultancy support may include discovery and readiness assessments, deployment planning, governance and assurance, stakeholder engagement, change and adoption support, benefits realisation planning, and post-implementation review. All delivery is advisory in nature and delivered in collaboration with client teams and system suppliers.

3. Data Backup, Restore and Disaster Recovery

This consultancy service does not host, process, or manage customer data. Responsibility for data backup, restore, and disaster recovery remains with the system supplier or hosting provider. Consultancy support is provided to review, document, and advise on business continuity and disaster recovery arrangements where required.

4. Onboarding and Offboarding

Onboarding includes confirmation of consultancy scope, working arrangements, and access to relevant documentation and stakeholders. Offboarding includes knowledge transfer, documentation handover, and support for transition to internal teams or alternative suppliers.

5. Service Constraints

The service is delivered during agreed business hours. Consultancy activity is planned in advance and aligned to programme milestones. The service does not include hands-on system configuration or operational management.

6. Service Levels and Support

Requests for consultancy support are logged and prioritised based on urgency and programme impact. Response times relate to consultancy engagement and advice provision rather than system availability or performance.

7. After-Sales and Ongoing Consultancy Support

Ongoing consultancy support may be provided following initial delivery, including service optimisation advice, lessons learned reviews, and preparation for future deployment phases. This does not include managed support services.

8. Technical Requirements

The service requires secure remote access to documentation, collaboration tools, and engagement from relevant technical, operational, and clinical stakeholders. No direct access to live systems is required unless explicitly agreed.

9. Outage and Maintenance Considerations

The consultancy service does not manage outages or maintenance. Advisory support may be provided to assist organisations in planning, communicating, and learning from outages managed by system suppliers.

10. Hosting and Data Location

The consultancy service is hosting-agnostic and does not provide infrastructure or hosting services. Hosting decisions remain the responsibility of the client and their system suppliers.

11. Access to Data on Exit

As no customer data is held as part of this consultancy service, all data access and retention remains with the client and their appointed system suppliers.

12. Security and Information Governance

The consultancy service follows industry-standard information governance practices, including confidentiality, secure handling of documentation, and least-privilege access. The service aligns with public sector and NHS governance expectations where applicable.