Service Definition Document

Supplier: BI Design Consulting Ltd.

Service: Data & Analytics Advisory, Implementation, and Support Services

Lot: Cloud Support (Lot 3)

1. What the service is

We provide end-to-end data and business intelligence (BI) consultancy, implementation, and optimisation services for public-sector organisations. Our services cover:

Advisory: Architecture design, platform reviews, capability assessments, and roadmaps

Implementation: Cloud-based data integration, modelling, and reporting solution delivery

Support & Optimisation: Ongoing performance tuning, data governance guidance, and reporting improvements

2. Data backup and disaster recovery

We work with the customer's existing cloud infrastructure and recommend best practices for data backup, restore, and disaster recovery.

Business continuity and disaster recovery (BC/DR) planning advice is provided as part of advisory services.

Implementation includes designing solutions that align with organisational BC/DR requirements.

3. Onboarding and offboarding

Onboarding includes defining objectives, access permissions, project scope, and technical requirements.

Offboarding includes knowledge transfer, documentation handover, and secure removal of temporary access credentials.

4. Service constraints

Consultancy is primarily delivered remotely, with on-site visits by agreement.

Access to existing systems, platforms, and data is required to deliver the service effectively.

Recommendations may be constrained by current infrastructure, licensing, or data quality.

Customisation is limited to what is feasible within existing customer platforms and agreed scope.

5. Service levels

Services are delivered according to agreed project timelines and milestones.

Advisory and implementation engagements are scheduled based on mutual availability.

Response times for queries are agreed in advance for each engagement.

6. After-sales support

Ongoing support and optimisation are available via the Data & Analytics Support and Optimisation Service.

This includes performance reviews, reporting enhancements, and guidance on data governance.

7. Technical requirements

Access to the customer's cloud or on-premise data platforms (Azure, Snowflake, Fabric, etc.)

Appropriate user credentials and permissions for analysis and reporting work.

8. Outage and maintenance management

Services are delivered around customer-maintained infrastructure; any planned outages or maintenance are coordinated with the customer.

Advisory services include guidance on infrastructure availability and disaster recovery planning.

9. Hosting options and locations

Services leverage customer-owned cloud or on-premise infrastructure.

All solutions respect the customer's hosting, data residency, and regulatory requirements.

10. Access to data (upon exit)

At the end of a project or engagement, all customer data analysed or processed is returned, deleted, or transferred according to customer policy.

Documentation, reports, and knowledge transfer are provided to ensure ongoing access.

11. Security

All personnel delivering services comply with BS7858:2019 screening and the Baseline Personnel Security Standard (BPSS).

Customer credentials and data are handled securely, following best practices for confidentiality and GDPR compliance.

Advisory work includes guidance on platform security, governance, and compliance.