

Data Analytics

Purpose:

Actica's Data Analytics service provides tailored Data Analytics and Business Intelligence (BI) support to Government Departments who want to securely unlock the potential of their data assets using cloud services.

Overview:

Actica's Data Analytics service supports clients as they plan, setup or apply Continual Service Improvement (CSI) to their current or envisaged Analytics service portfolios. Our experienced Analytics consultants are Microsoft™, BCS/ISEB and TOGAF qualified and have years of experience delivering Analytics and Business Intelligence support to our clients. Actica can provide adaptable support throughout the lifecycle of an engagement (i.e. the Discovery, Alpha, Beta and Live Phases) to meet a client's ongoing needs. Our analysts help organisations secure beneficial outcomes whether they are simply contemplating how best to use their data assets, have begun to develop in-house Data Analytics services, or need to realise benefits post implementation.

Planning:

- We can provide data source identification and business value characterisation services
- Data Analytics and BI Consumer group analysis of all stakeholder groups
- Data Analytics enterprise and security architecture readiness reviews
- Data Analytics solution Architecting using industry standard frameworks such as TOGAF, Atlassian JIRA, ArchiMate, Bizzdesign and SPARX
- Support the development of Green Book and JSP655 business cases for the adoption of cloud based Analytic and Business Intelligence services

Set-up and Migration:

- Design and implementation support to Data Analytics solutions using Agile methodologies
- Support the set up and migration of initial bulk and streaming data Ingestion Cloud services
- Set up data Analytics and BI Solution that use the best tools for the job. Whether it's leveraging:
 - Open source ecosystems such as Python and Hadoop
 - Industry standard tools such as Excel, RStudio and SQL server
 - Vendor specific offerings such as Azure Machine Learning, Power BI and Tableau
- Use best practice statistical and data analysis techniques to get the most out of your data
- Develop custom interactive dashboards and KPIs for all levels of your organisation using COTS solutions or bespoke web APIs

Ongoing Support:

- Data Analytics does not end with the delivery of a cloud solution or new digital solution. For example, continuous service improvements may be identified or there may be concerns that the solution is not delivering the required benefits or data insights that were expected. Actica can provide business analysts with data science backgrounds to review the original requirements and current service provision to identify any shortcomings or areas for improvement in in-service Analytics solutions.
- We can also provide a holistic assessment of the processes, people and technology currently being used, and make recommendations that will enable you to reap the full benefits of your data assets:
 - Are you using the most effective statistical methods?
 - Are you using the right machine learning model for your chosen analytics and BI applications?
 - Are you maximizing the use of all the data you have by leveraging meta data enrichment or Optical Character Recognition (OCR)?
 - Are your Business units using the provided analytic tools and dashboards the way that you were expecting?

Information Assurance:

We can provide this service for subject matter of any security classification. We employ security cleared personnel who operate with information at all levels of the Government Security Classification Policy (GSCP). Our systems are approved to hold classified information.

Pricing:

This service is priced based on anticipated resource requirement. Resources will be charged in accordance with the agreed SFIA day rates. Two pricing options are available:

- **Firm price.** The firm price will be based on the anticipated resource requirements including provision for risk. Provision for travel and subsistence cost will be made. Payment will be required against achievement of agreed milestones. Customers may request clarification of the number of days by SFIA grade for their specific deliverables, which will be confirmed by Actica for contract award.
- **Limit of liability.** The limit of liability will be agreed based on an anticipated resource requirement. Charges will then be made monthly in arrears against resource effort expended. A limit of liability will also be agreed to cover travel and subsistence. Travel and subsistence costs will be charged at cost monthly in arrears against cost incurred.

Service management details and constraints:

Our service is subject to ISO9001 certified quality controls. A lead consultant shall be appointed who will have responsibility for liaising with the client and managing the Actica team providing the required services. In addition a Project Authority will be appointed who is normally a Director within the Company who will act as the point of escalation. We support our clients on-site, via email or by telephone, during standard office hours and with a 1 business day response time to acknowledge support requests.

Data backup and recovery:

Where our staff use infrastructure and information provided by our clients, it is the clients' policies and procedures that prevail. Ordinarily, our consultants are supported by our own infrastructure up to, and including OFFICIAL, and we have facilities for higher classification information to be received, stored and transmitted. Our consultants' laptops and our corporate systems are backed up regularly and our corporate Disaster Recovery Strategy and Plan ensures that we are able to continue to provide services to our clients in any event.

On-boarding/off-boarding:

For all of our assignments we operate our standard on-boarding/mobilisation activities. At assignment closure, we undertake a review and ensure that skills have been transferred to client staff where appropriate.

Ordering and invoicing process:

Specific details of the clients requirement should be sent to cloud@actica.co.uk. Following discussions about your requirement Actica will send a fully priced proposal detailing the services to be provided. Once approved a valid purchase order should be sent to finance@actica.co.uk for processing. Once the work is completed and accepted by the client Actica will invoice the client for the work. Payment is expected within 30 days. We are able to use a range of electronic purchase and payment systems (e.g. CP&F).

Consumer responsibilities:

To liaise with the Actica Lead Consultant and ensure access to existing costing information (including current baseline contract cost models and historical data where appropriate) and key stakeholders (including from the user community and cost assurance/scrutiny community).

Contact Details

Actica Consulting Limited
4 Stirling House
Stirling Road
Surrey Research Park
Guildford
Surrey, GU2 7RF

Telephone: 01483 484090
Email: info@actica.co.uk
Website: www.actica.co.uk

Registered Office in England as above
Company Number 03396854