

Business Change Planning & Implementation

Purpose:

To provide Business Change Planning and Implementation expertise for cloud-enabled projects and programmes.

Overview:

Defining a clear plan of the business changes required to transition to, and transform with, cloud technologies and services is a challenge facing many, if not most, organisations. Typically, only a proportion of benefits can be achieved without good business change planning and implementation. We can provide experienced business change and benefits realisation practitioners who are able to tailor best practice to the specific needs of your project. The specifics of our tailored approach will form part of the clarification stage so that buyers can understand precisely what support is needed. However, to further help buyers understand the nature of the service we have included an example of a typical engagement below.

Planning:

- Definition of a single common and compelling cloud vision;
- Articulate expected 'improvements on the ground';
- Structured and rigorous approach to defining business changes;
- Use of Scaled Agile Framework (SAFe)/MSP/PRINCE2 approaches;
- Incorporate common technologies like AWS, Azure, Google Cloud, MODCloud;
- Delivery of a focused plan to drive benefits realisation from cloud technologies;
- Sector experience including Defence, Police, Fire, Health, Central Government and Local Authorities.

Set-up and Migration:

- Detailed planning, benefits valuation and management of your programme/project;
- Implementation risks and issues managed, driven by benefits priorities;
- Use of Scaled Agile Framework (SAFe)/MSP/PRINCE2 approaches;
- Progress reported articulated as business changes achieved.

Quality Assurance and Performance Testing:

- Access to a breadth of staff experience and portfolio of successful programme involvement for programme Quality Assurance
- Service designed to assure any major programme or project is "fit for purpose" by comparing against recognised cross government frameworks and industry best practise.

Ongoing Support:

- For larger or more complex programmes of business and technology-enabled change, we can supply continuous benefits management support.

Related Security Services:

- Security Strategy
- Security Risk Management
- Security Design Cyber
- Cyber Security Consultancy

Maintaining an acceptable level of Security risk is frequently a key constraint when defining an appropriate pathway for changes to or between cloud services. Our related security services can provide specialist expert security input to defining and managing these aspects before and during a transition.

Information Assurance:

Business Change Support Services can be provided for services of any Classification including OFFICIAL, SECRET and TOP SECRET. 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 information and key stakeholders

Contact Details

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