

Operational Research and Operational Analysis

Purpose:

To help you optimise business or technical processes and enable evidence-based investment decisions for cloud projects and programmes.

Overview:

We provide specialist Operational Research (OR) and Operational Analysis (OA) expertise to generate quantitative, objective evidence to support decision making within your cloud-based projects. Our services are designed to help you optimise your technical or business processes and to make better investment decisions, including generating evidence for your cloud-based business case.

A typical engagement would involve: stakeholder engagement (to bound the question, understand existing data sources and knowledge and maintain involvement, as required); design of an appropriate approach (including design of context-setting scenarios, refinement of options, selection or design of an appropriate modelling, analysis or mapping technique, as required); development, verification and validation (V&V) of the modelling and analysis work; sensitivity testing of the uncertainties, risks and assumptions to provide confidence in conclusions and formal documentation and presentation appropriate to the needs of the decision-makers.

Planning:

- Complementing Business Analysis/Business Analysts to quantify current business performance metrics and model impacts of introducing new or modified cloud-enabled digital services to support backlog prioritisation as part of agile delivery
- Focuses on people, process and technology for digital strategy and vision optimisation
- Identification, analysis and appraisal of cloud-based project options
- Detailed analysis of cost-effectiveness of cloud-based project options
- Development of and support to cloud-related business cases
- Holistic assessment of cloud-based project options
- Tailorable for Discovery, Alpha, Beta and Live Phases
- Provides OR and OA experts (including in COEIA and OASP)
- Use of both Hard and Soft OA and OR techniques

Set-up and Migration:

- Develop programme plans, roadmaps and transition plans
- Transition planning and support to assist transition
- Address security and performance/quality of service
- Verification and validation of modelling and analysis work
- Conduct cost benchmarking to identify potential areas for improvement

Ongoing Support:

- Supports requirements, gap analysis and business process optimisation
- Ensure compliance with Digital by Default standard
- Maximise the realisation of benefits from cloud migration
- Partnership working and skills transfer to enhance your capability

Information Assurance:

Our operational research and analysis services can be undertaken for any 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 information and key stakeholders.

Contact Details

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