

Technical Architecture, Solution Architecture & Service Design

Purpose:

To create, maintain or change the architecture and design of digital ICT services.

Overview:

Public sector organisations are increasingly architecting and designing their own ICT services rather than outsourcing to a third party. This service provides highly experienced architects and designers to work as part of the customer team in the delivery of such services.

The service is highly flexible and can be tailored to:

- Different solution complexities from straightforward to highly complex including those with stringent security, performance or availability requirements.
- Enable creation of brand new services or change existing services.
- Work with different delivery methods including Waterfall, Spiral, RAD and Agile.
- Create solutions based on private, community, public or hybrid clouds.
- Meet the differing needs of the Discovery, Alpha, Beta, Live and Retirement phases of service design.
- Utilise both commercial and Open Source technologies.

Actica has experience of solution architecture, technical architecture and systems design for a wide range of public sector organisations including central government, local government, criminal justice and defence.

Planning:

- Enable creation of brand new services or change existing services;
- Definition of system and service requirements from user requirements;
- Design solutions for private, community, public or hybrid cloud services, including systems integration approaches;
- Utilise both commercial and open source technologies across IaaS, PaaS and SaaS;
- Multiple delivery methods including Waterfall, Spiral, RAD and Agile.

Set-up and Migration:

- Enable creation of brand new services or change existing services;
- Utilise both commercial and open source technologies;
- Understand and manage service transition risks;
- Enable integration of cloud services with legacy systems;
- Work with different delivery methods including Waterfall, Spiral, RAD and Agile.

Ongoing Support:

- Supports differing needs of Discovery, Alpha, Beta, Live and Retirement Phases.

Security Services:

- Enable security strategy and risk inclusion within technical architecture
- Enable inclusion of security aspects within service requirements and service designs
- Design secure solutions based on proven NCSC designs, or with innovation where needed
- Understand and explain information risk, technical mitigations and residual risk to the Organisation
- Include cyber security aspects within architecture and designs

Information Assurance:

Technical Architecture and System Design can be produced for services of 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 provide access to any departmental specific architecture or design standards/frameworks and/or non-industry standard tooling.

Contact Details

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