

Business Change & Transformation

Purpose:

To enable the business changes required to maximise benefits from cloud technology and deliver the vision for digital transformation and change.

Overview:

Actica provides expert resources to enable the changes to business operations, people, process, information, technology and facilities required to maximise the benefits from cloud technology. We help our clients ensure smooth transition, business continuity and measurable benefits realisation, whether they are simply contemplating the move to cloud-based working, have begun to transition, are concerned about business transformation progress or need to derive value from the cloud post-migration. We work flexibly to provide a balance of strategic advice, consultancy and delivery support that is scaled to your organisation's needs, goals and resource commitments.

The core of our service is the development of change strategies and Target Operating Models, leading to the definition and implementation of new services and changes to business models and organisational structures, compliant with the Government Digital Service standards and user-centric, agile ways of working. We are experienced in supporting clients transition effectively to Private, Public and Hybrid cloud models.

We work closely with our clients to understand the implications of any planned changes then design transition, migration and rollout strategies which will ensure minimal disruption to 'business as usual' services. Our toolkit of best practice includes most framework approaches including Managing Successful Programmes (MSP), the Scaled Agile Framework (SAFe), Lean Start-Up, ISEB Business Analysis, Lean/Six Sigma and the APMG/Change Management Institute Body of Knowledge. We have a proven track record with a client list that includes numerous central government departments (e.g. MOD, MoJ, Home Office and DfE), Local Government and the wider public sector (e.g. Police, Fire and NHS).

Planning:

- Define a Target Operating Model (TOM) that exploits cloud services
- Rigorous 'As-is' and 'To-be' analyses and roadmap development
- Business analysis, including current, target and transition state mapping
- Incorporates Agile product development as part of required business changes
- Technical service transition planning (including for SaaS and PaaS)
- Implementation and rollout design and planning, including Business Impact Assessment

Set-up and Migration:

- Provide support to assist transition
- Careful stakeholder management and communication to ensure successful transition
- HR and TUPE expertise, ensuring people issues are resolved effectively

Quality Assurance and Performance Testing:

- Conduct quality assurance and performance testing for the service
- Ensure compliance with GDS Digital Service Standard and Technology Code of Practice

Training:

- Training Needs Analysis (TNA), training development and delivery

Related Security Services

- Security Strategy
- Security Risk Management
- Cyber Security Consultancy

Enhancing your organisation's security posture or maintaining current levels of Information Assurance during a transition to or between cloud services is frequently an important benefit category. Our related security services can provide specialist security related input to defining and managing these aspects.

Information Assurance:

Our services can be provided at any classification.

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 client 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

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