

Readiness for Service

Purpose:

To assess the readiness of your cloud project to enter service.

Overview:

As you reach the stage where your cloud project is about to go-live, Actica's Readiness for Service consultancy will provide you with an independent review of the health of your cloud project. Our experience of conducting OGC Gateway Reviews for critical projects will ensure that the health of your project is independently and robustly reviewed and reported. Our service is applicable to private, community, public and hybrid cloud models.

Quality Assurance and Performance Testing:

- Check that the current phase of the contract is properly completed and documented;
- Check that the business case is still valid and that anticipated benefits are likely to be delivered;
- Ensure that there are processes, procedures, management arrangements and controls in place to ensure the long-term success of the project;
- Check that there are feasible and tested contingency and reversion arrangements in place;
- Confirm that the necessary resources are in place going forward and that there are agreed plans for training, communication, roll-out, production release and support as required;
- Confirm that defects or incomplete works have been identified and recorded and that an agreed action plan is in place to address them.
- Enable Programme Sponsors to be assured of smooth service migration
- Determine whether all necessary testing has been done and ensure relevant security accreditation has been achieved
- Demonstrate compliance with Digital Services Standard and Technology Code of Practice
- Azure, AWS, Google Cloud, MODCloud, OEHE, VIX.

Information Assurance:

Readiness Assessment Services can be provided 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 ensure access to existing information and key stakeholders.

Contact Details

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