

Public Sector Cloud Service Management

Purpose:

To aid the transition to and management of cloud services in a multi-vendor end-to-end service environment.

Overview:

Our clients need to manage and integrate an increasingly complex mix of cloud and non-cloud services as they transition their current service portfolios. They must ensure meaningful and high quality services are continually delivered to users, which will require them to develop and maintain:

- A deep understanding of the managed services, their supporting contracts and their technical and service management inter-relationships;
- Strong service integration, management and governance functions.

Furthermore, in the face of ever increasing headcount pressure, growing user expectation and an increasingly dynamic 'evergreen' environment, our clients need to ensure they are performing their service integration, management and governance functions efficiently and flexibly, and that they can prioritise their resource according to business risk and benefit.

The Public Sector Cloud Service Management service provides wide ranging support to aid Central and Local Government organisations to meet these challenges.

Planning:

- Help clients to gain a deep understanding of managed services, supporting contracts and technical and service management inter-relationships
- Provide expertise on service integration, management and governance functions
- Produce functional blueprint definition, defining required roles, responsibilities and relationships
- Perform 'as-is' and 'to-be' gap analysis and options assessment
- Define operating model and organisation in detail
- Process design and implementation using ITIL, COBIT
- Azure, AWS, Google Cloud

Set-up and Migration:

- Audit existing systems
- Develop and implement programme plans and roadmaps
- Plan transition and provide support to assist transition
- Service management transition planning, support and change management
- Design and implementation of end-to-end (E2E) performance analysis capability
- Design and implementation of performance and supplier governance

Quality Assurance and Performance Testing:

- Address quality assurance and performance testing for the service
- Demonstrate benefit through Continual Service Improvement

Ongoing Support:

- Conduct of maturity assessments, incorporating best practice e.g. CMMI
- Maximise the realisation of benefits from cloud migration
- Partnership working and skills transfer to enhance your capability

Information Assurance:

We can provide this service for subject matter of any security 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 costing information (including current baseline contract cost models and historical data where appropriate) and key stakeholders (including from the user community and cost assurance/scrutiny community).

Contact Details

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