

Business Analysis

Purpose:

To support your adoption of cloud technologies by eliciting your business needs, requirements and practical changes to deliver the desired outcomes.

Overview:

In line with the DDAT Business Analysis definition, Actica can provide small or large scale Business Analysis support to projects and programmes looking to ensure that they maximise the potential of adopting cloud-based solutions. Our experienced Business Analysts are BCS/ISEB and TOGAF qualified and have years of experience delivering value-adding Business Analysis to our clients. Actica can provide adaptable support throughout the agile lifecycle of an engagement (i.e. the Discovery, Alpha, Beta and Live Phases) to meet a client's ongoing needs. Our analysts help organisations secure beneficial outcomes whether they are simply contemplating the move to cloud-based working, have begun to transition, are concerned about business transformation progress, or need to realise benefits after moving to the cloud.

The core of our service is the development of change strategies and Target Operating Models (TOMs), leading to the definition and implementation of new services and changes to business models and organisational structures. Our TOMs incorporate compliance with the Digital by Default Standard, the Government Service Manual and associated user-centric, Agile ways of working.

We understand that the people aspect of change is crucial and place stakeholder engagement and communications at the centre of our Business Analysis approach. In our experience this is critical if our clients are to derive value from our support since it enables stakeholders to understand and commit to their part in any required change. We also tailor our products to the audience to assist with communications, thereby assisting SROs, Senior Sponsors and line managers tasked with leading change.

Key points for Planning:

- Comprehensive Business Analysis compatible with DDAT roles to analyse business problems, define business objectives, drivers and vision
- Requirements elicitation, definition, prioritisation, documentation and Verification and Validation (V&V)
- User needs analysis, user research, user story, user journey development
- As-is and target state mapping (people, process modelling and technology)
- Technology and business roadmaps to achieve TOM
- Incorporates Agile product development as part of required business changes
- Technical service design and transition planning (including IaaS, PaaS and SaaS)
- Includes Business Readiness and Business and Change impact assessments
- Exploits both Systems Engineering and Business Analysis disciplines and principles

Key points for Set-up and Migration:

- Develop and implement project and programme plans
- Transition planning and support to assist transition
- Conduct cost benchmarking to identify potential areas for improvement
- Compatible with Agile or traditional Waterfall delivery approaches
- Ensure compliance with Digital by Default standard and GDS Service Manual

Key points for Ongoing Support:

- Provide ongoing support through Live phase to ensure benefits realisation from cloud migration
- Partnership working and skills transfer to enhance your capability
- Can include Training Needs Analysis (TNA), training development and delivery

Related Security Services

- Security Strategy
- Security Risk Management
- Security Design Cyber
- Cyber Security Consultancy

Security, like other cross cutting aspects such as Service Management, is frequently a key consideration when defining solution requirements and solution architectures. Our related security services can provide specialist security related input to defining and managing these aspects.

Information Assurance:

Business Analysis Services can be provided at any classification including SECRET and TOP SECRET. We employ cleared personnel who operate 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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