

User, Business, System and Service Requirements Development

Purpose:

To help ensure that the cloud service provided is appropriate to the users' needs and wider business constraints, and can enter live service in a timely fashion.

Overview:

Selecting the most appropriate adoption route for new technologies such as cloud depends upon fully understanding the underpinning operational, user (and related service) needs and constraints. This service provides the client with comprehensive requirements definition and acceptance documentation (at the User, System or Service level) that fully articulates the project's scope and the "problem" space. Our expert requirements managers can work in either a traditional waterfall methodology, Agile project delivery or supporting hybrid approaches. Our track record as trusted, client-side advisors to major defence programmes means that we are able to blend our change and transformation expertise with practical understanding of the As-Is technical C4ISR environment. We have worked on most major defence network, application and infrastructure projects including Overtask/Jackdaw, MODNET, Skynet, Emporium, Fixed Networks, Bowman/Morpheus, IEP, Cyber Monitoring and J1/J4 IOS logistics systems.

Our background in defence and security means we are used to producing the required artefacts in the format expected. We are adept at integrating our work with wider tooling and enterprise architecture formats such as ArchiMate modelling in Bizzdesign and requirements capture in Atlassian JIRA. We are also experienced in the development of requirements as part of Agile projects, including those delivered in compliance with the Government Service Manual.

Planning:

- User Research and Requirements capture to understand operational, business and user needs
- Outputs in URD/SRD format and/or User Journeys, Pain Points and Personas
- Perform analysis to develop options assessment criteria
- Integrate with tooling and enterprise architecture formats (e.g. ArchiMate in Bizzdesign or SPARX EA)
- Manage requirements in Atlassian JIRA or other packages as necessary

Set-up and Migration:

- Support development and implementation of programme plans, roadmaps and transition plans
- Manage and monitor existing and newly identified requirements
- Support migration by producing Integrated Test, Evaluation and Acceptance plans (ITEAP), including development of Verification and Validation Matrices
- Provide a user needs baseline against which project completion can be judged
- Conduct benchmarking to identify potential areas for improvement

Ongoing Support:

- Support for Through Life Management Plans (TLMP)
- Provide ongoing operational support as necessary to realise operational or user benefits
- Maximise the realisation of benefits from cloud migration
- Partnership working and skills transfer to enhance your capability

Related Security Services

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

Security Requirements for defence and secure systems require the combination of wider best practice with an understanding of more specialised threat environments, departmental and international security

standards. Our related security services can rapidly develop an appropriate set of non-functional requirements.

Information Assurance:

User, system and service requirements 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) including OFFICIAL, SECRET and TOP SECRET. 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 technical information and key stakeholders (including from the user community and technical assurance community).

Contact Details

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