

CIVICA



G-Cloud 15 Service Definition Document

Digital Services

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1. Cloud Digital Services

1.1 Introduction

This is the Service Definition Document for Civica UK Ltd (Civica) Cloud Digital Services under the G-Cloud Framework.

1.2 Overview of Services

Civica offers the following services to help Buyers to plan and implement their cloud-based strategy.

Service	Service Description
Strategic Service Design and Roadmap Service	Deploys our proven, structured, service design expertise to clearly define target audience, core functionalities, feasibility, and purpose of a new service. Creates a clear roadmap for bringing the service to life, ensures alignment with people's needs, technology enablers/constraints, business processes, strategic objectives. Sets the stage for successful design, implementation, delivery.
Rapid Prototyping	A swift solution for bringing initial ideas to life and visualising concepts/interactions. UX designers collaborate closely with stakeholders to design a proof-of-concept, showcasing what your service could look like using wireframes/prototypes. Designers/developers gain a user-validated direction to work on, ensuring the final product meets user expectations and stakeholder objectives.
Discovery	Our GDS and CDDO aligned Discovery service is the first step in determining the purpose, scope, and viability of a digital service. It focusses on understanding user needs, motivations and goals and exploring potential technical solutions. Discovery outputs set the approach for subsequent Alpha and Beta implementation.
Alpha Beta Live Application Delivery Service	Aligned to GDS Service Manual our Alpha Beta Live Application Delivery Service is an agile, user centred approach to delivering modern, secure, scalable, cloud-first applications. Solving whole problems for users and underpinned by AI enabled research, design and development processes, we rapidly deliver services which delight users.
Cloud Managed Application Services	A highly experienced application managed service (AMS) for your existing cloud estate including applications, databases, and platforms, liberating internal resources, and delivering excellent business value. Our ITIL-aligned support covers open source and proprietary stacks (Java/.NET) and extend across IaaS, PaaS, and SaaS providing comprehensive managed services under tight SLAs.

1.3 Use of Subcontractors and Partners

The above services are delivered by Civica UK Ltd. Depending on the Buyer requirement we may operate with other Civica group companies including Civica NI Limited. Civica NI Limited is registered in Northern Ireland at 10 Weavers Court, Belfast, BT12 5GH.

2. Detailed Descriptions

2.1 Strategic Service Design and Roadmap Service

Service Features and Benefits

Features	Benefits
• Proven service design framework, aligned to GDS, and UCD best-practice • Multiskilled Service Design capability, NN/g, APMG, and BCS-certified practitioners • Multidisciplinary teams comprising User Research, Design, Business Analysis and Change • Mixed method user research and testing ensures in-depth insights • Holistic service/interaction/content design approach ensures usable and inclusive services • BA tools enable comprehensive understanding of processes/policies, reqs, constraints, technology • Change considered at every phase of transformation, enabling adoption • Agile methodologies underpinning our approach, enabling responsiveness • Collaborative, user-centred approach keeps users and stakeholders central to change/transformation • Tangible, evidence-based artefacts: service blueprints, Service Roadmap, journeys, prototypes	• Plan services that deliver business outcomes by meeting user needs • Reduced delivery risk and time-to-value • Define business benefits, understand how to measure, and realise them • Prioritisation to understand impact of opportunities/identify where to focus first • Achieve alignment across teams delivers the service with shared vision • Empower/engage users/stakeholders by fostering shared understanding of service and roadmap • Holistic user experience: create joined-up end-to-end experiences for users • Multidisciplinary: make efficient and effective use of resources and technology • Achieve efficiency and consistency through reuse of insights, principles, frameworks • Develop in-house capability through collaboration, skills, and knowledge sharing

Scope

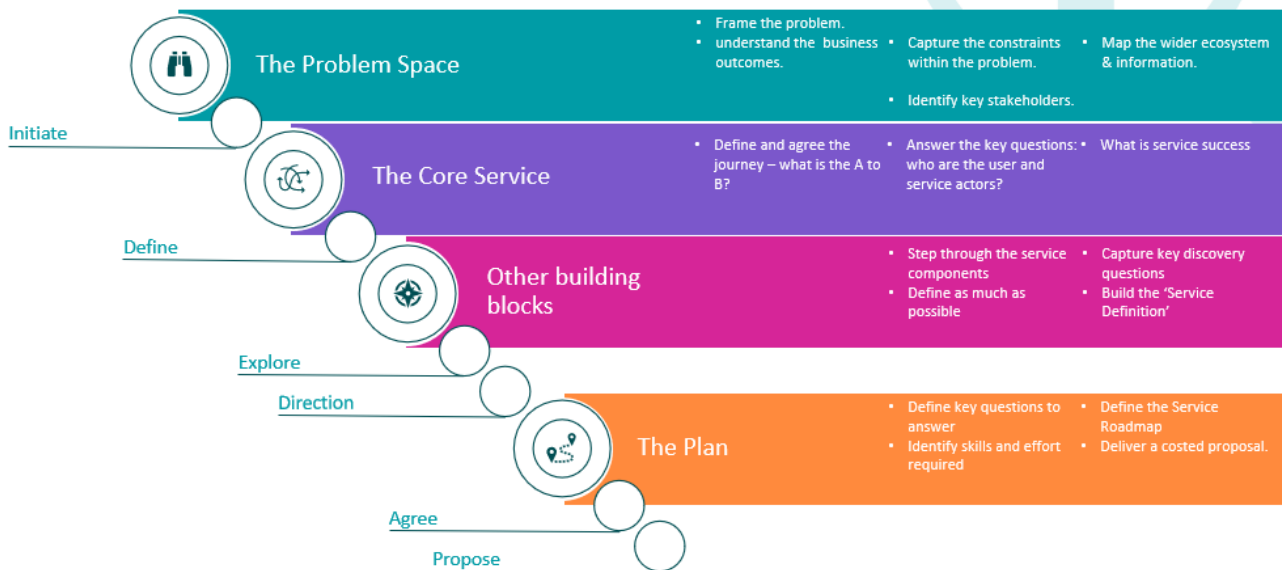


Service design is a people-centred, collaborative, and multidisciplinary approach that orchestrates user interactions, processes, technology, and data within complex systems to deliver value through effective user experiences. Often, these elements are considered in isolation rather than as part of an interconnected, end-to-end service.

Our Strategic Service Design and Roadmap Service addresses this by creating a holistic view of your service - encompassing the customer journey, frontstage interactions, and backstage business processes - while fostering a shared understanding of how to bring the service to life.

Project Approach

Strategic Service design/Roadmapping



A typical Strategic Service Design and Roadmap engagement consists of a series of collaborative workshops focussed on tackling the following areas:

Phase	Description
The Problem Space	Frame the problem, understand the business outcomes, capture the constraints within the problem, identify key stakeholders, map the wider ecosystem & information.
The Core Service	Define and agree the journey – what are the triggers and outcomes? Answer the key questions: who are the user and service actors? What is service success, what does 'Good' look like?
Other building blocks	Step through the service components, define as much as possible, capture key discovery questions, build the 'Service Definition'.
The Plan	Define the key questions to be answered through Discovery research, identify skills and effort required to move forward, define the Service Roadmap, deliver a clear plan for the next step.

Expected Buyer Outcomes

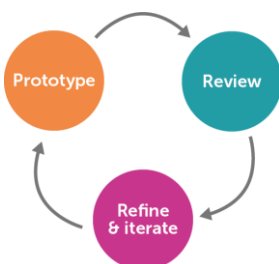
- Concise, compelling and visually engaging service definition documentation.
- A transparent roadmap outlining the steps to bring the service to fruition.
- Mutual understanding of objectives and clear direction for subsequent actions.
- Delivery of tools and artifacts for effective communication, fostering buy-in, and driving momentum.
- Insight into key challenges and a strategic approach to address them, reducing risk and time to value.

2.2 Rapid Prototyping Service

Service Features and Benefits

Features	Benefits
- Use existing data/service knowledge to identify target areas to prototype - Establishing the key user journey to be prototyped with stakeholders - UX Designers produce lo-fi to hi-fi prototypes, depending on need - High-fidelity prototypes will include interactions where applicable - UX Designers follow best industry practices when designing - UX Designers follow best practice accessibility standards when designing - Prototype provided to showcase 'look and feel' and gain buy-in	- Focus brought to key areas to improve for maximum impact - Quickly visualise what your new service/product could look like - Brings initial design ideas and digital products to life - No need to spend time and money on development costs - Cost-effective way to quickly test feasibility of designs with users - Intuitive user interface - Demonstrate simple interactions - Gain a new service/product perspective - Increase buy-in from other stakeholders including sales and bids team - Identify design or user journey issues at an early stage

Scope



Our Rapid Prototyping Service is designed to quickly transform initial design concepts into tangible, interactive prototypes that demonstrate how your service or product could look and function. These prototypes can be used internally to build alignment or externally to support sales and bid teams in securing stakeholder buy-in.

Please note that this service complements, rather than replaces, our comprehensive User-Centred Design offering.

Project Approach

Phase	Description
Initiate	- Gain an overview of the product or service, reviewing existing research and service information/analytics. - Confirm users of the service; business and user objectives; and audience/situation the prototype is going to be used for. - Agree user journey to be prototyped and which screens (to ensure suggested screens are feasible within the time constraints).
Prototype	- UX Designers produce the prototype using industry best practise and with accessibility in mind. - Prototyping approached aligned to Buyer technology and design collateral. Team experienced in Axure, Figma UXPin and Adobe XD for wireframing. - Consideration of your existing brand guidelines and design system. - Due to the quick turnaround of the prototype, the UX Designer will need regular access to key stakeholders should questions arise as they are creating it.
Collaborate and share	- Walkthrough and share the rapid prototype with stakeholders. - Suggest next steps in the user-centred design journey.



Added Value and Innovations

The UX Designer will be supported by a multidisciplinary User-Centred Design (UCD) team, comprising accredited specialists in User Research, Service Design, Interaction and Content Design, Change Management, and Business Analysis, alongside colleagues with deep technical expertise. This collaborative environment ensures that rapid prototyping can draw on diverse perspectives, share ideas, and receive informed feedback from experienced professionals across the team.

Expected Buyer Outcomes

- A rapid prototype showcasing the 'look and feel' of your product or service.
- Your initial design ideas brought to life.
- A better understanding across your team for the vision of the product or service.
- Increased buy-in from stakeholders and users engaged through the design process.
- Next steps in your user-centred design journey.

2.3 Discovery Service

Service Features and Benefits

Features	Benefits
• User research-led Discovery with users and stakeholders • Expert-led research techniques including workshops, interviews, and observation • Identification and definition of service vision, objectives and KPIs • Exploration of technical constraints, options, and opportunities • Analysis of existing landscape, artefacts, data, and materials • Low/high fidelity prototyping to support clarity and user understanding • GDS compliant approach and outputs to inform Alpha phase • Agile, iterative delivery approach to Discovery • Discovery outputs: user journeys, user stories, personas, empathy maps, wireframes/prototypes • Agnostic cloud partners: Certifications with AWS, Azure	• User centred: digital services focussed on what users need • Inclusive: users, strategy, policy, dependencies and technical all considered • Alpha ready: outputs prepared to support swift/effective transition into Alpha • Reduce risk: determine need and viability early and efficiently • Flexible: adjust research methods and priorities based on needs • Benefit focus: identify and measure important metrics for successful change • Improved accuracy: informed estimates generated for Alpha • Experience: 15+ years public sector service build experience • Secure: security cleared staff • Standards compliance: compliance with GDS, NCSC, ISO 27001/9001/14001

Scope



Our Discovery Service enables organisations to explore and define the need for cloud-based digital services before committing budget, time, and resources to Alpha and Beta phases. The objective is to validate whether a genuine need exists and, if so, to outline the anticipated scope, resources, approach, risks, and constraints, as well as establish clear success criteria. This process considers both single-service delivery and strategic cloud adoption for multiple services.

Aligned with Government Digital Service (GDS) and Service Manual Discovery principles, the service includes:

- Establishing the vision and objectives for the service.
- Identifying KPIs to measure success and value.
- Reviewing existing data, materials, and analysis.
- Conducting user research through workshops, interviews, surveys, ethnographic and heuristic methods.
- Exploring technical constraints and assessing cloud platform opportunities.
- Identifying risks and issues.
- Outlining roles, effort, and key challenges for Alpha.

Typical outputs may include a service vision, user story backlog, personas, user journeys, wireframes, accessibility approach, risk/dependency log, Alpha resource plan, and technical options overview

Project Approach

A typical Cloud Discovery engagement consists of the following phases.

Phase	Description
Inception	• Confirm user and stakeholder availability, location, and engagement so that a practical user engagement plan can be agreed. • Agree with the Buyer the user engagement plan and methods depending on volume, availability, and nature of the users. • Prepare materials for user engagement and Discovery outputs, based on our user research templates successfully applied to previous Discoveries. • Inception is typically less than 1 week in duration.
Discovery Iterations	• This phase lasts between 4 and 8 weeks and focuses on exploring the problem space by developing a view of the current landscape and the challenges ahead for any services and platforms. • Building on existing documentation/knowledge, we use qualitative, quantitative, and mixed method user research to capture user needs and frustrations across the service journey, as well as insights into business process and technology constraints and opportunities. • Lead collaborative research analysis sessions to yield insights that inform evidence-based decisions validating with users throughout to ensure we are solving the whole problem for the users. • Explore technical options and constraints we'll face when building and delivering the service through feasibility studies and rapid lo-fi solution design and testing. • Capture risks and dependencies to move forward aware of the key challenges to solve in Alpha. • Generate estimates and outline an approach for Alpha. • Collate an overview of the Discovery findings in a report/presentation.
Output Presentation and Transfer	• Share evidence-based recommendations that ensure the delivery successful outcomes appropriate to the business context and lifecycle phase of the project. • Detail the efficient and effective transition from Discovery to Alpha supported by discovery outputs and outcomes.

Added Value and Innovations

- Skilled, blended teams - our diverse team of certified practitioners brings T-shaped expertise across User Research, UX, Accessibility, Business Analysis, and Technology Architecture. This breadth enables seamless collaboration and added value beyond individual specialisms.
- Experience across the GDS lifecycle - we have extensive experience delivering across the full GDS service lifecycle. Our proven capability provides practical insight from Discovery through Alpha and beyond, helping identify challenges and opportunities early.
- Full-service capability - beyond understanding user needs, we offer expertise in innovation, best-practice delivery, cloud and application architecture, automation, and managed services - enhancing and complementing our Discovery offering.
- Proven, GDS-aligned methodology - our mature, GDS-aligned approach has been successfully applied to over 40 Discovery and Alpha projects, including recent engagements with central government and public sector organisations.
- Security and compliance expertise - we have extensive experience delivering projects that meet UK Government protective marking requirements, operating at and above Official-Sensitive levels, and adhering to NCSC cloud security principles.

Expected Buyer Outcomes

Our Discovery service delivers:

- Early, informed insight to enable decisions on whether to proceed with investment in a digital service in the cloud.
- An approach that values and focusses on user needs.
- Comprehensive inclusion of all aspects of a potential service, from a single supplier with experience of full lifecycle delivery.
- Flexible Discovery scope and delivery to prioritise value within timeframes and budget.
- Informed plans, estimates and biggest challenges for subsequent Alpha phase.
- Compliance with GDS Service Standard, TCOP and Service Manual Discovery principles.

2.4 Alpha Beta Live Application Delivery Service

Service Features and Benefits

Features	Benefits
• End to end service design solving whole problems for users • User-centred agile development aligned to GDS Alpha Beta Live phases • Accelerated delivery empowered by AI enabled research, design/development processes • Leverage and reuse existing services and platforms • Incremental delivery approach delivering early and frequent value minimises risk • Optimal implementation/integration of IaaS, PaaS and SaaS • Open standards for APIs, data, and software • Modern, efficient Continuous Integration pipelines and test automation	• Scalable: repeatable, configurable environments, services provisioned on demand • Cost savings: cloud IaaS and PaaS services sized efficiently • Time to value: rapid initiation and early usable outcomes • Reduced risk: early delivery of working software • Quality assurance: test automation enhances service quality and consistency • Secure: security cleared staff, PASF/List-X certified physical offices • Standards compliance: compliance with GDS, NCSC, ISO 27001/9001/14001

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|---|--|
| <ul style="list-style-type: none"> • Repeatable, consistent, scalable deployment using DevOps principles • Cloud services: containers, Serverless, AI, Machine Learning, IoT, databases | <ul style="list-style-type: none"> • Solutions: portals, web apps, digital services, legacy integration, application modernisation • Products: content management systems (CMS), enterprise content management (ECM) |
|---|--|

Scope



This service helps organisations implement user-centred digital services aligned with GDS Service Standards, while leveraging cloud platforms and modern delivery practices to accelerate delivery and value.

Our approach combines Infrastructure-as-a-Service (IaaS), Platform-as-a-Service (PaaS), and Software-as-a-Service (SaaS) components to rapidly deliver minimum viable products (MVPs), prototypes, and proofs-of-concept during Alpha, and to expedite full-scale delivery during Beta. We integrate AI-enabled research and design processes to enhance user insight, automate testing, and optimise solution development. Where appropriate, we incorporate low-code solutions (e.g. Power Platform (PowerApps, Power Automate, Power BI) within the M365 ecosystem) to streamline workflows, enable rapid configuration, and reduce development overhead.

The service adheres to Government Digital Service Standards and NCSC security principles, including solutions requiring secure PSN connectivity. Our cloud delivery capability spans:

- Automated infrastructure configuration using Azure Resource Manager (ARM), Terraform, and Ansible.
- Managed database services (SQL Server, PostgreSQL, MongoDB).
- Identity and access management via Azure Active Directory.
- Application hosting through Azure Web Apps and container orchestration with Azure Kubernetes Service (AKS).
- Low-code development using PowerApps and Logic Apps for rapid solution delivery.
- Continuous integration and deployment pipelines with Azure DevOps.
- AI and machine learning services including Azure Cognitive Services and AWS SageMaker.
- Advanced analytics and reporting through Power BI and Elastic Stack.

This blended approach combines cloud-native development, low-code platforms, and AI-driven innovation to deliver secure, scalable, and user-focused digital services.

Project Approach

Phase	Description
Alpha	• Validate and De-risk - test assumptions from Discovery through user research, prototyping, and feasibility checks to reduce risk before Beta. • Three Phases: • Inception: Align team, prioritise risks, plan experiments. • Iterations: Build/test prototypes, refine user needs, explore technical options. • Conclusion: Define MVP scope, Beta backlog, delivery plan, pass assurance gates, share knowledge and insights. • Evidence-Based Decision Making - gather insights to confirm the solution meets user needs, is technically feasible, and cost-effective. • Comprehensive Outputs - deliver refined user needs, service blueprint, prototypes, high-level design, Beta backlog, and Alpha assessment pack. • Compliance and Standards - ensure alignment with GDS Service Standard, Technology Code of Practice, and accessibility requirements.

Beta	• Build and Iterate for Real Users - transition from Alpha prototypes to a working service through agile sprints, continuous user research, and stakeholder engagement. Begin with <i>private beta</i> for early adopters, then progress to <i>public beta</i> once confident in usability and scalability. • Deliver MVP and Scale Rapidly - develop and refine the Minimum Viable Product (MVP) incrementally, leveraging cloud-native components and automation tools (e.g. ARM templates, Terraform) to ensure repeatability, resilience, and rapid scaling. • Integrate AI and Low-Code Solutions - incorporate AI-enabled testing, analytics, and optimisation to improve user experience and performance. Use Microsoft Power Platform (PowerApps, Power Automate, Power BI) within M365 to accelerate delivery, streamline workflows, and reduce development overhead. • Continuous Testing and Assurance - validate usability, accessibility, security, and technical feasibility through iterative testing. Monitor KPIs and user feedback to optimise configuration and ensure compliance with GDS Service Standards and NCSC security principles. • Prepare for Live Service - define operational readiness, support models, and change management plans. Complete GDS Beta Assessment and assurance activities to enable a smooth transition to the Live phase.
Live	• Operate & Continuously Improve - this phase focuses on running the service sustainably while iterating based on user feedback, performance data and changing needs. Improvements are evidence-based, tested for accessibility and quality assured. • Maintain a Strategic Roadmap - we work with you to maintain and evolve a roadmap that reflects emerging opportunities, risks, policy changes, and user needs - ensuring the service remains relevant and effective over time. • Managed Service & Support - we offer a comprehensive managed service to maintain, support, and optimise live service components, including monitoring KPIs, managing incidents, and ensuring compliance with security and performance standards.

Added Value and Innovations



As a full-service supplier, Civica brings deep expertise in cloud technologies and modern delivery practices to maximise the effectiveness of your investment. Beyond core application delivery, we offer a suite of complementary capabilities including case management, automation, and learning solutions that enhance cloud-based services.

Our professional services extend to digital transformation consultancy, data strategy, advanced analytics and insights, and user experience design. We also specialise in Microsoft 365 and Dynamics 365 platforms, enabling low-code and AI-driven approaches to accelerate delivery and optimise workflows.

We have extensive experience delivering projects that comply with UK Government protective marking requirements, operating at/above Official-Sensitive, and meeting NCSC cloud security principles.

Expected Buyer Outcomes

Our Alpha, Beta, and Live Application Delivery Service delivers:

- Rapid and efficient delivery of MVPs, pilots, and full-service implementations.
- Strategic exploitation of cloud investment, ensuring best-practice implementation and maximum value.
- Highly scalable and flexible cloud applications, supporting future growth and change through APIs and modular design.
- Digital services fully compliant with GDS Alpha and Beta service assessments.
- Robust security and compliance, aligned with NCSC cloud security principles and UK Government standards.

2.5 Cloud Managed Application Support Service

Service Features and Benefits

Features	Benefits
- Underpinned by tailored and guaranteed Service Level Agreements (SLAs) - ITIL aligned services NCSC cyber security standards, Cyber Essentials+ - Security assured ISO27001 certification, DV, SC and BPSS vetted staff - Cloud partners and certifications with AWS, Azure, and private/community cloud - Tools: Jenkins, Git, Selenium, Maven, Ansible, Azure DevOps - Manage key cloud services including IaaS, PaaS, and SaaS - Technology agnostic: C#, .Net, Java, PHP, DevOps, databases, and encryption - Managed service including Service Desk, regular reporting, and service reviews - Service includes Incident, Problem, Change Management and Request Fulfilment - Major and minor enhancements/developments to your applications and cloud environments	- Fast and efficient resolution of your IT problems - Delivers process and performance improvement generating optimisation, savings, and efficiencies - Qualified staff with experience of Government, Police, Defence, security - Proactive security patching resulting in the best available protections - Maximise performance and availability of your critical IT systems - Responsive to business change e.g. scalability, new services - Maintain information security (Official, SECRET), IL1 to IL4 - Standards compliance with GDPR, GDS, NCSC, ISO 27001/9001/14001/20000 - Expertise: Microsoft Gold, AWS Partner, Agile, ITIL, design, implementation, testing - Delivers an independent, technology focused perspective and continuous improvement methodology

Scope

The managed application support service offers ITIL-aligned support service and processes for applications with agreed SLAs comprising:

- Four levels of service: Core, Enhanced, Bespoke and 24*7.
- 1st to 3rd line support.
- AI-assisted Incident & Problem Management through to resolution.
- Operational support, management & maintenance, including proactive security patching.
- Application, platform and system evolutionary development and enhancements, extending the lifetime of your key IT systems and enhancing ROI.
- Change support and release management.
- FinOps, minimising platform costs and increasing sustainability.
- Applications (e.g. legacy, modern, portals), platforms (e.g. on-premises, Azure, AWS, Claritas, Windows, Linux, UNIX) across multiple technology stacks (e.g. MS, .Net, Java, PHP), performance and security monitoring, databases (e.g. SQL, MySQL, Postgres), integration, continuous integration, DevOps pipelines, containerisation and FinOps.

Service Approach

Our approach to each of the components of the service is as follows:

- Service Design - this sets the framework for the experience the end users receive on a day-to-day basis, and ultimately their perception of the application solution. We adopt a toolbox approach to service design. The activity is interactive and engaging, which results in a package that brings together best value components from our service catalogue, together with any Buyer-specific options that may be needed.

- Service Transition - our tried and tested approach to service transition is based on our Service Transition Framework. This is aligned with ITIL® and is backed by our ISO 9001 and ISO 20000 certificated Service Management System. The transition plan covers key activities and critical paths, identification, and mitigation of risks through to a governance process that ensures all parties agree the service is “ready for live service”.
- Service Operation - our second- and third-line service desk is staffed by a team of experienced engineers who work on resolving incidents and problems. This means we never have ownership issues or suffer delays resulting from knowledge transfer gaps or communication problems. We use monitoring tools to ensure performance and security is maintained. We use a Service Management tool or Azure DevOps to support our delivery of day-to-day activities relating to incident, event, and problem management.
- Service Improvement - we maintain accreditation to ISO9001 and ISO20000, which ensures a continuous improvement process is in place. These improvements apply not only to our own processes, but to all systems and services we support.

Service Desk



The Service Desk operates as the central point of contact between users and the service team on a day-to-day basis for reporting incidents and as an interface for other service management activities such as problem, change and release management. The Service Hours relative to your service are dependent on the Service Level you select, which are detailed below.

Levels	Service Desk Availability
Core	9am to 5pm Mon to Fri excluding English public holidays. Typical systems utilising this are systems supporting business processes which only take place during normal office hours (e.g. reporting systems).
Enhanced	8am to 6:00pm Mon to Fri, excluding public holidays. This extended-hours model is targeted at Buyers requiring cover for a flexible working day, systems supporting business processes which only take place during normal office hours.
Bespoke	A customised set of service hours that meets unique business requirements
24*7	Full 24*7*365 support service suitable for public facing business critical applications, e.g. business critical systems such as payment solutions, security systems or systems providing 24*7 functionality to the business or public.

Civica offers a full range of support services from 1st line support through to specialist fault finding and fixing, plus application enhancements. The table below sets out the available services.

Level	Description
First Line	The direct interface between the system users and the service team, which will be able to resolve simple queries, incidents, and service requests. It will pass information and details for incidents requiring second- and third-line interventions to the appropriate service team.
Second Line	Enables an escalation for incidents that cannot be resolved by first line support team. Main tasks include: further investigation to determine incident resolution and/or workaround; updates to other non-code related updates, such as configuration files, system parameters; providing feedback of information to first line to enable greater first line call resolution; the functional escalation of incidents to third line support team.
Third Line	This will be responsible for the resolution of incidents and problems that cannot be resolved by second line support. This is usually a fundamental problem with one or more parts of the system e.g. software, hardware, data, or network infrastructure. It involves fixing bugs, automation, and scripting of recurrent incident resolutions, fixing data-related incidents, and implementing enhancements to the application or associated infrastructure.

Operational Support

A team of experienced and knowledgeable Service Engineers will be available to support the application and ensure service resilience and continuity. The team will be sized to provide cover for leave and sickness ensuring continuous support cover is available. The team will be fully trained in both the operation of your application(s) and the underlying technologies and design of your application(s) ensuring rapid resolution of issues arising and cost-effective enhancement delivery. The Business-as-Usual Service will be delivered from our offices and use our standard ITIL®-aligned processes, will provide the following:



- Incident Management - we will manage, investigate, and resolve all incidents arising from the system.
- Problem Management - we will manage and resolve software bugs found in the system.
- Change Management - we will manage any agreed system changes and integrate our processes with any Buyer-specific processes e.g. a Change Advisory Board.
- Service Validation and Test - we will undertake validation and test activities to ensure that required changes are appropriately tested prior to being deployed to the live environment.
- Release and Deployment Management - we will manage and deploy releases that are required to deliver one or more changes including fixes related to problems in the system.
- Service Level Management - we will assign a Service Delivery Manager (SDM) who will undertake Service Level Management. This will include our standard monthly Service Report covering Incident & Request trends, Problem Management, Enhancement planning, risks, and recommendations to improve the service as appropriate. Our SDM will participate in quarterly Service Reviews with appropriate members of the Buyer's team.

Incident Service Levels

This is the most critical area of service design as it contractually defines the end user service in terms of incident response and resolution. Our response time offerings are based on the priority assigned to an incident, which in turn is based on the impact and urgency of the incident, that we agree at the point the incident is raised. These are typically as follows:

Priority	Description
Level 1 - Critical	The reported problem causes a halt to the Buyer's core business processes and no work-around is available.
Level 2 - Major	The reported problem causes degradation of the Buyer's core business processes and no reasonable work-around exists.
Level 3 - Intermediate	The reported problem impacts the Buyer's operational environment. It does not affect core business processes. A work-around is available
Level 4 - Minor	A non-critical problem is causing some disruption with little or no impact on the Buyer's operation.

For the Core and Enhanced services, our incident handling times against the above priorities are shown below and are measured within the agreed service hours.

Priority	Actions	Priority 1 - Critical	Priority 2 - Major	Priority 3 - Intermediate	Priority 4 - Minor
Core	Initial Response	1 hour	2 hours	2 hours	2 hours
	Updates every	2 hours	1 day	2 days	5 days
	Target Resolution	1 day	2 days	8 days	20 days
Enhanced	Initial Response	15 min	30 min	1 hour	1 hour
	Updates every	1 hour	2 hours	1 day	2 days
	Target Resolution	4 hours	8 hours	4 days	10 days

Incident priorities and response/resolution times may also be tailored to meet specific business needs.

Problems can be raised when the cause of an incident cannot be immediately established and rectified, for example, an incident is raised and resolved via a work around, but the underlying cause or problem requires a software update. Problems are also raised by our support team as part of proactive analysis of the solution behaviour. Priorities are assigned to problems from the above table, considering the impact and urgency of the problem and the availability of suitable workarounds.

Transition, on-boarding and Discovery Process



We operate a planning and on-boarding process to transition your applications into our support beginning with this discovery process:

- Reviewing existing documentation, which is the speediest and most cost-effective manner for us to understand the scope and scale of your existing solution.
- Gap analysis of what your current document set provides and the information we require to support your system.
- Understanding what the system does from a business perspective, so we can understand its nature and how business critical it is, which will help determine the level of support you require.
- Establishing the key architectural components, their purpose and state, so that we can plan the knowledge transfer requirements to understand thoroughly and on-board.
- Establishing what your security needs are so that we can include any special considerations required outside of the standard offering. For example, UK eyes only, or detailed and comprehensive auditing.
- Establishing what administrative and system procedures are in place to ensure we plan for and follow them as part of the service.
- Review a code sample to establish code quality and gain and understanding of the size and complexity of the system. This will help define the resources required to support the system.

We anticipate that the process of transferring knowledge from the incumbent supplier may take two to four weeks and this view will be refined following Discovery. During the on-boarding process, we will undertake agreed corrections to deficiencies in the documentation, identified in the gap analysis performed as part of discovery. During the On-boarding process our engineers will thoroughly familiarise themselves with the application.

Discovery and on-boarding will include reviewing the existing configuration of the system and its supporting documentation. We will also work with appropriate Buyer resources to:

- Agree and setup the service to meet the Buyer's needs and follow agreed processes.
- Establish remote access across the internet to the platforms/systems.
- Arrange the setup of appropriate login credentials.
- Agreed points of contact and communication plan.
- Address any service-specific licenses to be provided by the Buyer.
- Confirm that there are no restrictions on connecting our equipment to the Buyer's systems via secure connections.

Expected Buyer Outcomes

Feature	Description
Surety & flexibility of support delivery	We have been delivering support and maintenance services for over 20+ years, across a wide portfolio of applications. We have well established processes that are aligned with ITIL®, accredited to ISO20000, and backed by our ISO 9001 Quality Management System. Our experience includes mission

	and business critical systems, secure solutions (ISO27001) and complex application environments. We have the flexibility to respond to peaks in demand of our Buyers, by supplying additional engineers from our team. We currently provide support systems across a range of over 40 different Buyers.
Acceptable risk	Civica's Service team will use our tried-and-tested Knowledge Management approach to ensure that system knowledge is not at risk from an individual leaving and that the System can continue to be supported during periods where an individual is unavailable (e.g. through holiday or other type of leave).
Proven transition methods	A significant number of the systems that we support were not developed by us. We have a proven on-boarding process that enables us to take on these systems, keep them operating and improve them over time.
Technical expertise	Our service engineers are technical experts in their own right with many years of software solution delivery experience. In addition to our service engineers, we are able to call on the corporate knowledge base and engineering expertise of a further 50+ engineers, if required.
Enhancements	We have the capacity, expertise, and long-standing experience to deliver enhancements to the supported systems, whether following a roadmap or on an ad-hoc basis. We are able to flex the team size according to the enhancement pipeline by calling in engineers from the Civica engineering pool.
Delivers major changes without compromising service	Most of the services that we support have ongoing streams of development. Where fast-paced, high-volume change is required, our services join forces with our project delivery teams to ensure that we deliver the required changes without compromising your service.
Support of high-profile and business-critical systems	We have a 20+ year track record of successfully delivering managed services for high-profile and business-critical systems, which fall into these categories: • Critical Buyer service solutions like Food Standards Agency bespoke solutions. • Systems handling sensitive or secure data such as for Home Office and Police. • Systems supporting business operations such as a SharePoint based knowledge management system for Defra. • Business critical systems providing internal IT functions for a large engineering company. • Business critical solutions such as asset management and roadside sign management solutions for the Highways Agency.

3. About Civica

3.1 Overview

New policies, advances in technology, restrictive budgets and rapidly changing cyber security risks put increasing pressure on government, while citizen expectations of your services continue to rise.

Our mission is to accelerate the digital transformation of public services, helping you create data-centric, secure solutions and intelligent, AI-driven services built around your goals, budgets and the needs of the citizens you serve. All with minimal disruption. All with expert support. For over 20 years, our focus has been exclusively on central government and defence, establishing a track record of lasting impact. We understand your drive to strengthen critical change programmes, driving better outcomes for citizens, businesses and communities, and value for money for taxpayers. We can turn your imperatives into reality. Faster.

3.2 Core Propositions

Civica's Central Government & Defence (CGD) Division's core offerings comprise:

Expertise on Demand



We share our knowledge, tools and approaches to build centres of excellence and enduring capability within your teams. Whether you require individuals or high-performing autonomous teams, we provide public sector domain experts who understand your challenges and have solved them before.

Intelligent Solutions



We design and build AI-driven intelligent software solutions using trusted data to transform your services. Alongside your teams, we create exceptional citizen experiences, modernise your software, integrate or deploy leading SaaS solutions, or build new intelligent solutions, improving efficiencies and reducing the cost to serve.

Managed Services



Once live, we ensure your systems deliver maximum value and return on investment, adapting as policy changes, technology evolves, cyber threats grow and user needs shift. We can manage your new solution or support your existing tech stack, minimising operating costs as we go.

3.3 Civica Innovations

Civica identifies and develops technology innovations to complement its mission of transforming the way its Buyers work, enabling them to drive improved outcomes for UK citizens, e.g.:

- Machine-based identity verification to improve the user experience in public sector pension management.
- Using advanced technologies to address voting decline by improving citizen engagement.
- Using innovative image processing AI to optimise passenger flow and improve passenger experience and safety at a regional airport

Our innovation labs provide a facility to co-create new ideas and technologies with a Buyer. Our innovation champions help promote and apply advanced technologies such as artificial intelligence, machine learning and augmented and virtual reality, to public service delivery. Peer-group sessions with Buyers have helped fuel the innovation focus, to mutual benefit.

3.4 Full List of G-Cloud Services

This is the list of GCloud service categories provided by Civica's Central Government & Defence (CGD) Business Unit:

- Managed Hosting Services for Azure, AWS and Civica private cloud.
- Cloud professional services covering:
 - Application Transformation
 - Digital Services
 - Change Management
 - Data Management, Data Architecture, Data Analytics and Data Engineering
 - Microsoft (M365, Power Platform and D365)

3.5 Other Framework Agreements

Civica's Central Government & Defence Business Unit operates through the following frameworks.

Framework	Description
GCloud 14 (RM1557.14)	Lots 1, 2, 3 and 4.
Technology Services 3 (RM6100)	Lot 1 Technology Strategy & Services Design; Lot 2 Transition & Transformation; Lot 3 Operational; Lot 4 Programmes & Large Projects.
Technology Services 4 (RM6190)	Lot 1 Technology and Digital Consultancy Services; Lot 2 Transition and SIAM; Lot 5 and 5a Application and Data Management.
Digital Specialists & Programmes (RM6263)	Lot 1 - Capability-based or delivery of multiple projects covered under an overarching strategic service objectives using PPM frameworks.
Software Design & Implementation (RM6193)	Lot 1.
Digital Outcomes 6 (RM1043.8)	Lots 1 to 3.
Digital Outcomes and Specialists 7 (RM1043.9)	Lot 1 - Digital Outcomes; Lot 2 - Digital Capability & Delivery Partner; Lot 3 - End User Services; Lot 4 - User Research Studios & Participants.
Big Data & Analytics (RM6195)	Lot 1: Design, Build & Run Services; Lot 2: Commercial Off-The-Shelf (COTS) Software.
Artificial Intelligence (RM6200)	Discovery and consultancy services related to artificial intelligence (AI), implementation and support of AI systems, end-to-end partnerships, and AI technologies.

3.6 How to Obtain Further Information

For further information please see our website at www.civica.com or contact us on 0333 321 4914.