

**G-Cloud 15**

# **Workplace Solutions: Knowledge & Information Management**



**Atos**

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# 1. What is Knowledge & Information Management?

The way we work has changed, and so has the way we find, create, use, and share knowledge and the information necessary to do our jobs. The challenge organisations face is to make the processes involved as reliable and frictionless as possible.

Within government organisations Knowledge and Information practices are paramount due to the nature of the business and the way information is transferred and used with other government entities, partners, and the public. Atos' extensive work with government defence, healthcare, infrastructure, and utilities organisations, as well as with the national archives, positions us as a perfect government partner.

Atos' Knowledge & Information Management (KIM) approach and accelerators draw on industry best practice and our specialist expertise. Our proven, people-centred, evaluative methodology spans strategy, governance, technology and organisational culture to deliver a well-structured knowledge and information framework. We improve KIM quality and capability, including developing new skills and ways of working.

This offer includes assessment, evaluation and creation of a high-level roadmap. We provide options for upskilling and capability building to enable the client to access and exploit their information and knowledge for business benefit. It can be flexed to meet specific business needs, with both scope and timeframes identified from the outset.

Assessment and recommendations:

- An in-depth audit of “current state” KIM practices, policies, processes and behaviours
- A review of the quality, completeness, accuracy, and accessibility of organisational information and records
- An evaluation of knowledge retention and transfer processes and practices
- An evaluation of tooling and approach to support knowledge sharing
- Recommendations to build KIM capability – to consider tailored priorities and KPIs (part of future change planning)
- Mapping against a best practice KIM maturity model
- High-level roadmap to achieve the defined “future state” including:
  - KIM strategy approach to effectively manage information, knowledge and records across the business
  - KIM information governance framework assessment and recommendations to meet compliance, privacy, and security obligations
- Outline of actionable transition states to deliver organisational change.

As a key digital workplace service, KIM can be woven into other digital transformation services that impact the effective handling of knowledge and information from strategic planning through to targeted delivery. This includes migration to new platforms, introduction of new technologies, hybrid workplace assessments and operating model improvements.



## 2. What does it deliver?

The Atos Knowledge & Information Management service enables organisations to gain a holistic picture of their current information-handling and knowledge-sharing frameworks and arrangements. We provide options for prioritisation and a roadmap to reach the desired state, and to support this approach, we use our Four Box Model methodology, as shown in Figure 1 below.

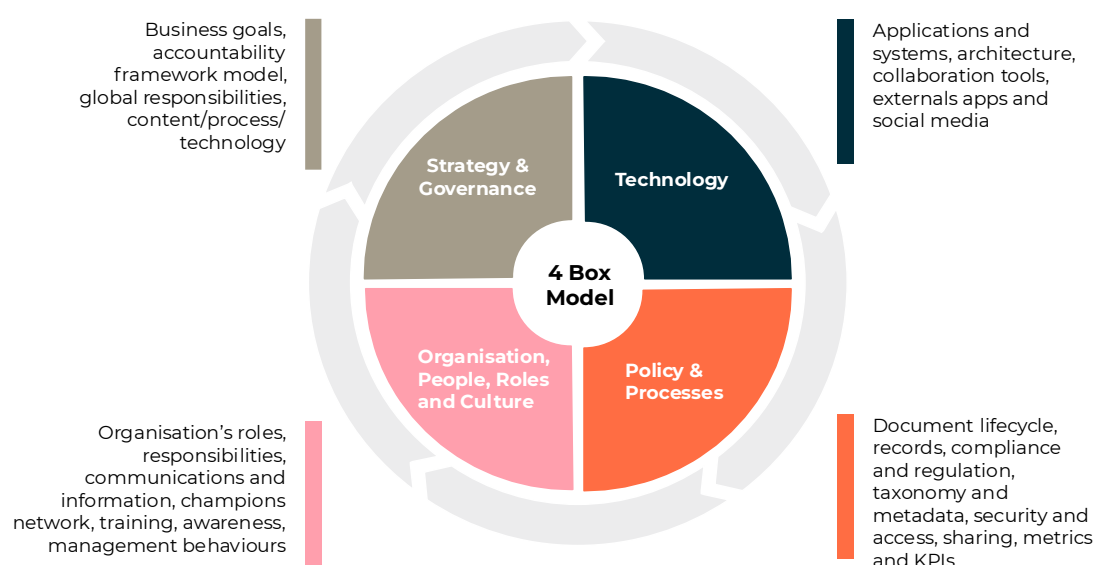


Figure 1: Atos' Four Box Model

This approach can support and enable a smooth and effective transformation journey by targeting:

- An understanding of current KIM challenges and the capability gap, and options to address this gap
- Focus on improved ways of working across all organisational tiers to maximise business benefit
- Enabling staff to have access to the information they need to do their jobs
- Best practice KIM policies and processes aligned against strategy
- A KIM governance approach and framework to promote compliance and secure quality information for effective exploitation, e.g. as a key foundation for Big Data and Analytics implementation
- Protection of organisational knowledge and corporate memory for future use.



### 3. What technology does it use?

This offer is tooling-agnostic but can be used when evaluating existing client platforms and tooling. Recommendations may enable the client to consider tooling improvements, often in alignment with other digital transformation planning. Typically, a KIM evaluation will include or utilise the following:

- Windows Network Shares or other Windows File Structures (Local, SAN, etc.)
- On-premise file platforms such as OpenText Content Server, iManage FileSite, SharePoint Service, etc.
- Cloud File Storage including M365 (OneDrive, SharePoint Online), Google Cloud, Dropbox, etc.
- Records and Knowledge Management applications and software, e.g. OpenText, Confluence
- Communication & collaboration tools, e.g. MS Teams and Zoom, knowledge bases, chatbots
- Content Archiving Solutions.



## 4. What terms apply?

To the fullest extent permitted under G-Cloud 15 Framework Agreement and the Call-Off Contract, Atos will provide the Services in accordance with the Atos Supplier Terms (which will include, but may not be limited to , the Supplier Acceptable Use Policy, Supplier Data Processing Agreement, Supplier Specific Shared Responsibility Model, Supplier SLAs and Supplier Licence Terms and any applicable Third-Party Terms outlined in this Service Description document and the Order Form) and this Service Description document.

For clarity:

- Atos Supplier Terms may be modified in accordance with the provisions of the Call-Off Contract, and remain effective except where expressly overridden.
- Hyperlinks included in the Atos Supplier Terms and Service Description document remain effective where they point to Atos' or the relevant Third-Party Terms or documents. Should a hyperlink cease to function, Atos will work with the client to update it through the agreed procedure.



## 5. Termination

Termination shall be in accordance with:

- The G-Cloud 15 Framework terms and conditions
- Any terms agreed within the Order Form of the relevant Call-Off Contract
- For this specific service, by default Atos ask for at least thirty (30) days prior written notice of termination without cause.

Atos commits to the continued provision of services for the duration of the Call-Off Contract subject to the terms and conditions of the G-Cloud 15 Framework Agreement, the Call-Off Contract, the Atos Supplier Terms and the applicable Third Party Agreements (as defined in the Atos Supplier Terms and indicated in the Order Form) related thereto.



## 6. How do I order?

Please contact our team at: [gcloud@atos.net](mailto:gcloud@atos.net)

- We will prepare a quotation for your review, including any applicable volume discounts
- Once the quotation is agreed, we will issue the necessary documentation (as required by the G-Cloud Framework) and request a purchase order from you
- Upon receipt of your purchase order, we will configure the services in line with the agreed requirements. Where applicable, you will also receive access to our self-service portal to begin provisioning services
- If you are a new customer, you may need to complete additional 'new supplier' forms
- Invoices will be issued to you and to Crown Commercial Service (CCS), quoting the purchase order number, for the services procured
- We will also submit the required monthly management information reports to Government Procurement.



# 7. Glossary

| Term | Definition                         |
|------|------------------------------------|
| KIM  | Knowledge & Information Management |
| KPI  | Key Performance Indicator          |
| SaaS | Software as a Service              |



## 8. Why Atos

Atos has been a trusted partner on every G-Cloud iteration since the framework began, helping public sector organisations modernise with confidence. We combine global expertise with deep UK experience, delivering secure, scalable cloud solutions that meet the highest government standards.

As Europe's leading provider of cloud and cybersecurity services, Atos offers end-to-end capabilities - from migration and hosting to SaaS and consultancy - supported by UK delivery centres and strategic partnerships with hyperscalers.

Our focus on innovation, sustainability, and social value ensures that customers not only achieve operational excellence but also contribute to a greener, fairer future. With Atos, you gain a proven partner committed to driving efficiency, resilience, and transformation across public service.



## About Atos

Atos Group is a global leader in digital transformation with c. 67,000 employees and annual revenue of c. €10 billion, operating in 61 countries under two brands – Atos for services and Eviden for products. European number one in cybersecurity, cloud and high-performance computing, Atos Group is committed to a secure and decarbonized future and provides tailored AI-powered, end-to-end solutions for all industries. Atos Group is the brand under which Atos SE (Societas Europaea) operates. Atos SE is listed on Euronext Paris.

The purpose of Atos Group is to help design the future of the information space. Its expertise and services support the development of knowledge, education and research in a multicultural approach and contribute to the development of scientific and technological excellence. Across the world, the Group enables its customers and employees, and members of societies at large to live, work and develop sustainably, in a safe and secure information space.

Learn more at: [atos.net](https://atos.net)