

Service Design and Customer Experience (CX) Mapping

Lot 3 - Cloud Support

G-Cloud 15 Service Definition Document

CACI

**Crown
Commercial
Service**

RM1557.15



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1. We deliver where it matters

WE EMPOWER PEOPLE-CENTRED DIGITAL TRANSFORMATION

CACI enable our clients to achieve meaningful and lasting transformation by blending the power of deep research, data, and audience insights, with user-centred service design and end-to-end technical implementation. Our mission is to work with our clients to deliver digital services that transform lives and society for the better.

We deliver in-line with internationally recognised standards, from quality management (**ISO 9001**), security (**ISO 27001**), user-centred design (**ISO 9241-210**), to service management (**ISO 20000**), and sustainability (**ISO 14001**).

We have a long and successful track record of working with and delivering successful outcomes for the public sector, be that central government, local authorities, or arms-length bodies and agencies. Our clients know they can rely on us to deliver where it matters, demonstrated by our impeccable record of passing GOV.UK assessments, first time.



2. The CACI Difference

WE DELIVER EXPERIENCES AND MEANINGFUL CHANGE POWERED BY DATA, INSIGHT, AND TECHNOLOGY



Team of
BIMA Hot
100 winners

250+

Awards



4.7 /5

Avg. client
score

100%

GOV.UK assessment
pass rate

Service design experts





"The team have been open, collaborative and expert in their approach and delivery - truly engaged in the work... and always available to help us, guide us, and provide a piece of expert advice."





Cabinet Office

"You were instrumental in helping us achieve our project goals on time and within budget. Attention to detail, problem solving abilities, and proactive approach to addressing challenges – truly impressive."

"You brought us on a journey with a user centred and design process that focussed on that important aspect of getting accessibility right. We have great feedback from our users, we believe it only gets better from here."



3. Description of Service

SERVICE DESIGN AND CUSTOMER EXPERIENCE (CX) MAPPING

Our Service Design team crafts exceptional, inclusive digital experiences using a human-centred, holistic approach. Our approach focuses on understanding users through research to map seamless customer journeys.

With an interdisciplinary mindset, we bridge organisational silos and enhance processes, systems, and structures to create differentiated and enhanced customer and employee experiences underpinned by our EVIDENCE framework.

From strategy to execution, we embed service design thinking across your organisation beyond digital transformation. Our expertise shapes digital and informs physical ecosystems around your users' needs, engaging customers, empowering employees, and delivering business value.

As a leading service design agency, we're the right partner for organisations looking for human-centred, results-driven digital services and wider transformation.

Typical activities:

- End-to-end customer and user journey mapping across all channels to uncover pain points and opportunities
- Data, technology, operational workflows and capabilities analysis and synthesis.
- Design of *as-is* and *to-be* Service Blueprints, that provide a strategic vision for your services.
- Co-iteration with stakeholders to gain organisation-wide buy-in and alignment with strategic objectives
- Service design training and framework development for lasting impact
- Roadmap development including prioritised initiatives, channels, content, and capabilities.

4. Features and Benefits

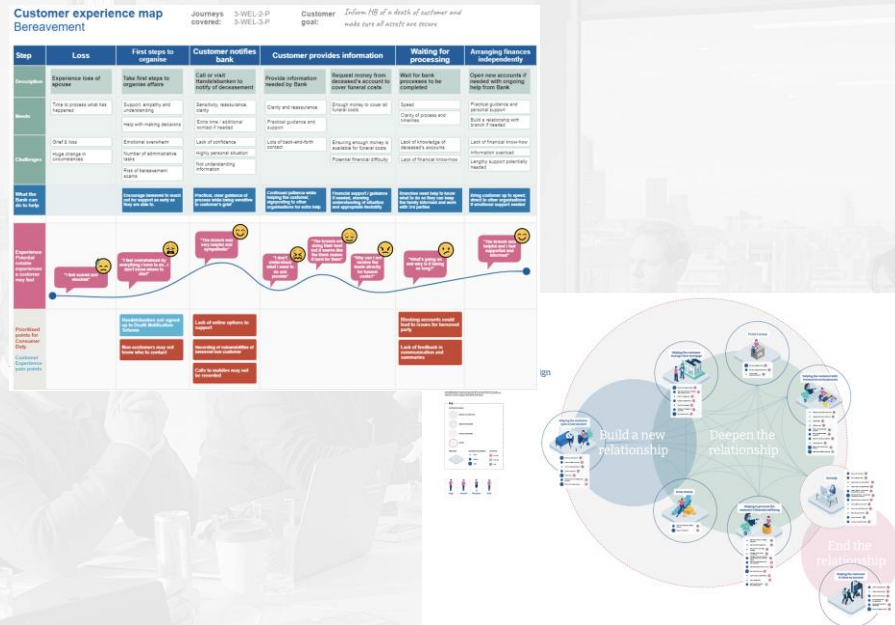
Features

- Map end-to-end customer journeys across multiple channels informed by data/insight
- Identify operational, technology, data, or skills gaps/opportunities to be addressed
- Mapping of Service Blueprints for the as-is and to-be future state
- Articulate a strategic vision/roadmap connecting initiatives, channels, content, and capabilities
- Tackle complex business challenges with a collaborative/co-design approach
- Full customer experience/service design lifecycle from strategy to execution
- Grow your team's service design capability through training/knowledge transfer
- Transparent agile delivery approach whether remote, in-person, or hybrid
- Aligned to GDS Service Standards and ISO 9241-210 user-centred methodologies
- Security vetted and cleared team (BPSS, SC, and NPPV3)

Benefits

- Bridge silos to unite teams around customer, employee, and user needs
- Identify and redesign operational pain points, improving business efficiency
- Connect digital transformation to measurable business impact and value
- Create seamless, omnichannel customer experiences
- Improve customer acquisition and retention, while reducing complaints
- Align stakeholders around key strategy and technology decisions
- Raise design/digital maturity and build a culture of innovation/improvement
- Pass GDS/GOV.UK Service Assessments first-time at all Alpha/Beta/Live stages
- A highly-experienced CX/Service Design team with a proven track record
- Data/security in-line with Cyber Essentials Plus and ISO 27001

5. Example Handelsbanken



"Your work will remain a legacy and be a strong foundation for all of us in the team, as well as the many others we have worked with across the bank, to continue to build on..."

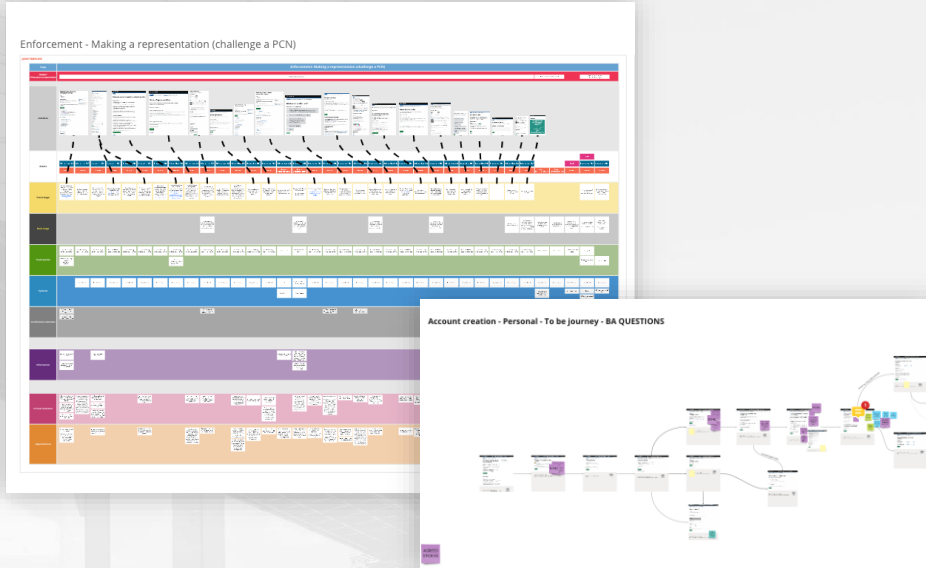
Our Mission

Within 9 months we embedded Service Design as a discipline across the bank, leading to improved customer experiences and services that meet the requirements of Consumer Duty.

What We Did

- 60+ interviews with customers and stakeholders to gain insight into customer journeys through the lens of vulnerability
- Mapped 99 customer journeys for 54 products/services with a journey atlas to connect them together
- Embedded service design thinking and enhanced capability through a training programme for 100+ bank staff
- Provided a customer centred design 'Knowledge Base' of pain points and solutions with methodologies and a toolkit for the future

5. Example



"CACI are a truly professional organisation. We were very fortunate to have one of their small teams work with us to oversee our programme of work. Their work is to a very high standard. The team were very pro-active in recommending new approaches and improved solutions. Equally they responded well to client needs, adapting to our pace and rhythm, as necessary.."

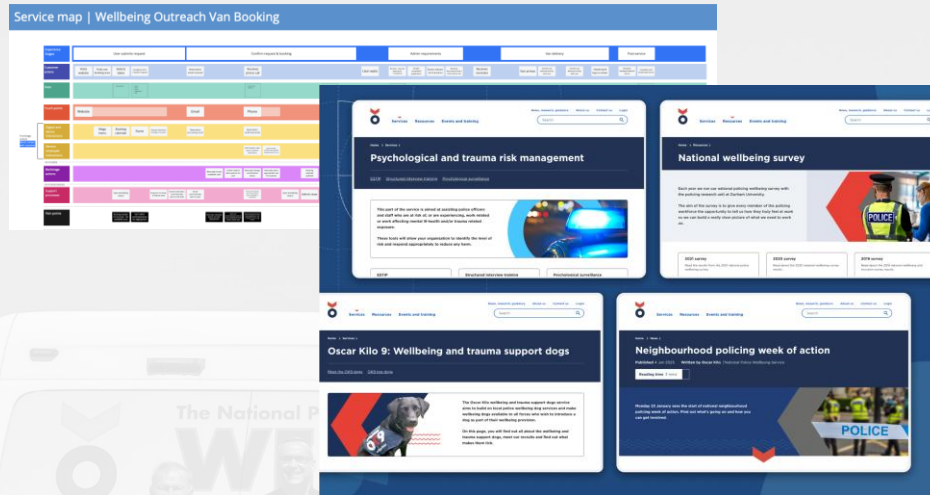
Our Mission

Re-imagine the service design for the Dartford Crossing to ensure a seamless, joined up customer experience, informed by user-centred research and customer insight.

What We Did

- Conducted ~180 depth-interviews with different personas and ran ethnography observation in call-centres
- Embedded service design standards and knowledge transfer across a multi-disciplinary team involved in delivery
- Led the development of detailed service blueprints for as-is and to-be states, with prototypes for the future service
- Led a successful Discovery and Alpha phase, with the service assessment being passed first-time

5. Example



"People are extremely pleased across the organisation. You took us on this journey with the user centred design process and focusing on accessibility. Seeing it in action is such a change in the way people work across the organisation."

Our Mission

Understand the experiences/needs/pain-points of police who require wellbeing services, so we can transform Oscar Kilo into a hub of findable, accessible information.

What We Did

- Conducted user research and contextual inquiry with police officers, and SMEs from within Oscar Kilo to better understand different customer journeys specific to wellbeing services
- Developed service maps to identify gaps and opportunities in improving end-to-end journeys across all service delivery stages
- Developed a roadmap for embedding the technology and operational change needed to facilitate improved user outcomes
- Ultimately delivered full digital transformation, encompassing strategy and execution of a new service design

5. Example



Civil Service Fast Stream



"I'm really impressed with the way CACI manages the project in an agile way. They're flexible, fluid, and responsive to requirements as they arise. What's more, they do all of this in a positive, friendly fashion. It's been a great experience, and they conduct themselves well."

Our Mission

Improve the diversity of candidates successfully passing Fast Stream into the Civil Service through user-centred service design to deliver more inclusive services for assessments leading to better outcomes.

What We Did

- Facilitated research with candidates and subject matter experts to understand blockers to service improvement
- Created customer journeys informed by inclusive design principles, to digitally transform the service in the wake of the pandemic
- Led a successful Discovery, Alpha, Beta, and Live service which passed service assessments at each stage
- Our service design recommendations led to a more inclusive service, driving up success rates of underrepresented candidates by 72%, recognised by the Service Design Network Awards

6. Implementation plan

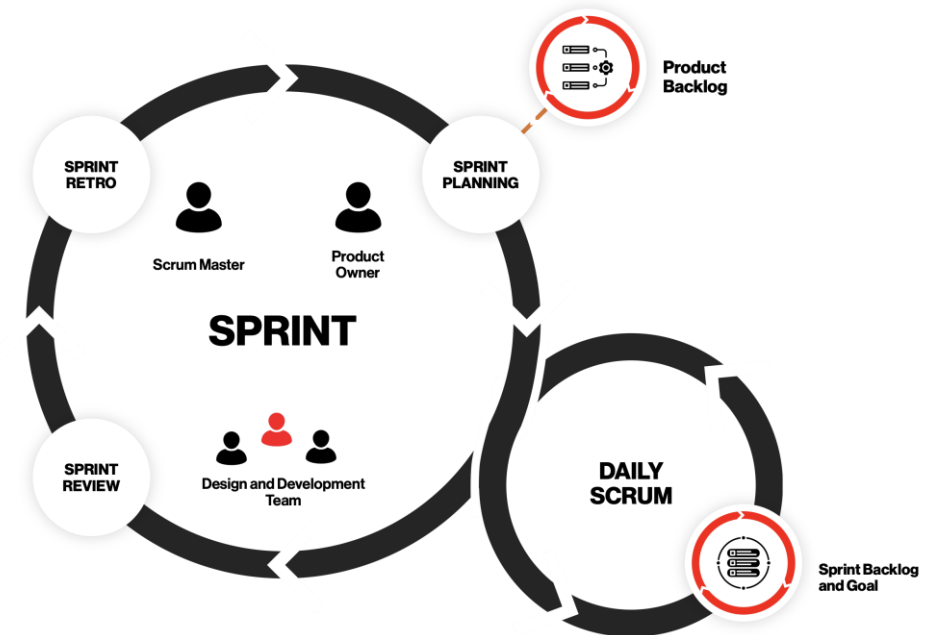
AGILE DELIVERY SITS AT THE HEART OF OUR ISO 9001 QUALITY MANAGEMENT SYSTEM

CACI has an excellent track record of delivering on time and to budget, enabled in part by our Agile methodology. This aligns with GOV.UK's Service Standards and Technology Code of Practice, placing user needs at the core to solve full problems holistically.

Our approach to Agile is pragmatic; We adopt recognised Agile methods like Scrum and Kanban and adapt it to your preferred ways of working, based on what you are familiar and comfortable with. We can adjust the cadence and location of ceremonies and the tools (Teams/Miro/Jira etc.) to ensure transparency and visibility and ultimately maximise stakeholder engagement and buy-in.

With any data processing as part of delivery, we adopt privacy by-design principles, and assure data security by following our ISO 27001 ISMS.

At the start of any G-Cloud project we will work with your team to understand, agree and implement the most effective approach. In the early stages we will draw up an implementation plan/roadmap outlining our approach and highlighting key milestones/releases, dependencies and risks.



7. Information Assurance and Security

WE ARE ISO 27001 AND CYBER ESSENTIALS PLUS CERTIFIED

Security management

CACI is committed to ensuring its people, processes, data and technologies are secured in line with industry best practice. CACI maintains an Information Security Management System certified to ISO/IEC 27001 by a UKAS accredited auditor (BSI), the scope of which covers all of CACI's services. Our Cyber Essentials certification covers the entirety of CACI's business.

Quality and service management

CACI maintains Quality and Service Management Systems certified to ISO 9001 and ISO 20000 by a UKAS accredited auditor (LRQA), covering the entirety of our cloud support services. Our Security, Quality and Compliance Officer reports monthly to executive board level on all aspects of these management systems.

Business continuity

CACI implements and maintains Business Continuity arrangements aligned to ISO 22301 for the entirety of the cloud support services we provide to our clients. We have established policies and procedures in place which are adapted and extended to meet the requirements of this service. All changes in risk or interested parties' requirements are reflected in procedures across the business alongside a commitment to continual improvement and industry best practice.

Staff vetting

Our staff are vetted at minimum to BPSS, with a large pool of SC and NPPV3 cleared resources.

8. Testing and Quality Assurance

QUALITY IS EVERYONE'S RESPONSIBILITY AT CACI

Ensuring that quality is baked in

Quality Assurance (QA) is everyone's responsibility at CACI, but we also have a dedicated QA function. Following our ISO 9001 certified quality management system, QA is baked into every step and quality gates are placed at every stage. By placing QA at the forefront delivery processes, we guarantee that the necessary measurement, analysis and continual improvements occur, helping us to deliver better products and services through a clearly documented risk-management process.

Specialist QA services

We provide comprehensive QA services covering all functional and non-functional requirements. Unit, system, integration, reliability, recoverability, accessibility, usability, and performance testing are all available as part of our service offering.

Alignment with organisational needs

Where the customer's quality and performance requirements are not fully defined, CACI can provide experienced business analysts and technical subject matter experts to help develop them in alignment with organisational needs to a testable state. We can provide the full range of these services or assist and support customers in planning and executing their own quality assurance and performance test cycles.

9. Technical Requirements, Onboarding, and Offboarding

TAKING A CLIENT CENTRIC APPROACH

Technical requirements

There are no technical pre-requisites for using CACI services.

- We mostly use web-based solutions that are accessible by everyone
- We are open to various collaboration tools based on each project/client's requirements
- We can take on support, maintenance and enhancement of existing workloads
- We can design, build and/or migrate for new workloads, in the cloud or on-prem.

Onboarding

- A project/delivery manager will be appointed when needed.
- CACI has a proven flexible approach based on ITIL and ISO 20000
- Our support team is ITIL trained
- We adapt our ITIL based process to be customer centred to meet the customer needs
- Access to a range of different specialist skill sets as when required.
- Onboard the customer to our ITSM tool or use the clients own tooling
- Use of CACI specialist tooling to model complex organisational relationships
- Knowledge Transfer

Offboarding

- A project manager can be appointed when needed.
- CACI will provide an exit plan
- Ensure transfer of knowledgebase
- Provide knowledge training to incoming provider

10. After Sales Support

SUPPORTING OUR CLIENTS THROUGH THE ENTIRE DELIVERY LIFECYCLE

Customer engagement

Our account managers work proactively with customers to develop their service, to influence application design and to share their experiences and suggestions. CACI's goal is to maintain and enhance services by building long-term productive relationships with its clients and 3rd party suppliers. We schedule regular account meetings with our customers to provide a framework for review, planning and to facilitate structured two-way feedback.

We work across sectors delivering diverse projects, products and services. This experience can support customers on new projects, advise on best practice and innovation, provide introductions to peers, and facilitate discussion on common issues.

Adding value

In addition, we can facilitate knowledge sharing sessions on a range of subjects

- Accessibility and inclusive design
- Embedding user-centred design thinking into your organisation
- Making better use of data and analytics
- Focused sessions with partners on relevant technical solutions

11. Service Levels

ITIL BASED SERVICE MANAGEMENT

CACI provides ITIL service management capabilities alongside integrated DevOps support. Details of the support offered are below:

- Core business hours support as standard. (9:00 – 17:00)
- Optional 24x7x365 extended business hours support (by agreement and additional cost)
- Email, phone and web support channels
- Comprehensive standard SLAs adaptable or extendable to meet specific business requirements
- Monthly service reporting and reviews

Response times

Our standard Service Level Agreement (SLA) includes average response times to high priority (P1 / P2) enquiries within 30 minutes and 1 hour for P3 and P4 (within office and extended hours).

Customers typically purchase out-of-hours cover for P1 and P2 only, however, CACI offer enhanced out-of-hours cover where needed. Many of the workloads we support are genuine 24x7x365 services supporting business critical functionality.

12. Business Continuity And Disaster Recovery

OUR BUSINESS-CRITICAL INFORMATION AND SYSTEMS ARE BACKED UP DAILY

CACI has established policies and procedures in place which can be adapted and extend to meet the requirements of our service. In addition to the service specific systems and resources, our plans cover all CACI corporate and business unit systems and resources.

- Comprehensive range of back up and BCDR options are available, to meet the most demanding RTO and RPO requirements
- Suitable as part of a 22301 standard BCDR plan
- Can be platform standard, bespoke or combination of the two to meet the requirement
- Backed by 24/7 support team of cloud specialists
- CACI Support service also aligns to 22301 standards
- We can support BCDR exercises to an agreed schedule and scope
- We can provide ISO 22301 lead implementer resource

13. Ordering and Invoicing Process

CACI PRIDES ITSELF ON BEING EASY TO DO BUSINESS WITH

With this in mind, we take an Agile approach to all our engagements, working closely with customers and their stakeholders to design and deliver services in an iterative manner. This enables us to meet specific requirements as well as delivering value and benefit for our customers as early as possible.

Prior to the delivery commencing, we will work with the customer to agree the outcomes for the engagement, including:

- Defining the success criteria and ensuring the commercials align
- Agreeing specific deliverables for the engagement
- Agreeing the specific ways of working and governance for the engagement
- Understanding the security constraints and ensuring the relevant clearances are in place
- Defining and agreeing the team size/resourcing required
- Putting the commercials in place in line with the G-Cloud framework.

We will then produce a statement of work which contains a Services Supply Agreement, detailing the scope of work and the associated price. For details about our standard invoicing process, please refer to the Terms and Conditions document.

14. Pricing Overview

WE OFFER FLEXIBLE PRICING MODELS TO ENSURE VALUE FOR MONEY

- After actively engaging with our customers to make sure our solution is the right fit, we offer a flexible commercial solution to ensure value for money. We have three typical models, namely Time & Materials, Fixed Price or Managed Service based. The following table provides more detail.
- Full details and pricing can be found within CACI's Pricing Document and published Lot 3 - Cloud Support Rate Card. These show the range and cost of expertise.

Model	Detail
Time and Materials (T&M)	T&M is appropriate where the requirements need further elaboration and are subject to change, or where customer consumption of certain elements, such as Architect or DevOps resource is variable. T&M is typically calculated on day rate using the published Lot 3 - Cloud Support Rate Card
Fixed Price (FP)	Fixed pricing can be offered when the statement of work requirements are clearly defined and agreed by both parties. This necessitates the availability of mature and accurate input documents so that the amount of effort to achieve the project deliverables can be calculated. In addition, any project risks, issues, assumptions or dependencies need to be stated and measured. Pricing is available on request and is based upon the day rates shown in the published Lot 3 - Cloud Support Rate Card.
Managed Service (MS)	Managed Services are typically delivered via CACI's 24x7, 3-tier technical support working within our ITIL aligned Service Management system. Pricing is tailored to meet the customer's Service Level Requirements and is based upon the day rates shown in the published Lot 3 - Cloud Support Rate Card.

We look forward to working with you

CACI

Note: This document has been created and shared for the sole purpose of G-Cloud buyers to evaluate CACI as a supplier. Copying or sharing for any other purpose than the aforementioned is prohibited without the prior consent of CACI Ltd.



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