

BAE Systems

Intelligent Lead Assessment Service (ILAS)

ILAS Support - Service Definition Document

1 Introduction

BAE Systems is a defence company with a long history of driving successful innovation in massively complex integrated systems. The successful adoption of our Intelligent Lead Assessment Service (ILAS) software and cloud services is best achieved with changes to the way an organisation works, affecting people, process and technology aspects both internally and externally. We therefore provide a portfolio of advisory, delivery and engineering, Data and Digital services, to support our ILAS customers in managing change within their organisations and ecosystems as they define and implement a strategy for the use of ILAS.

BAE Systems can provide support services for BAE Systems Intelligent Lead Assessment Service (ILAS), an advanced analysis platform that detects, prioritises and monitors risk, using proprietary inference technology. BAE Systems can provide assistance with planning, domain capture, set up and migration, integration, testing, training, and ongoing support.

2 Support Services

ILAS Support Services includes the following key features, which are described in detail below:

- Expert tradecraft capture and mapping
- Multiple operating environments, cloud, hybrid and on premise
- Business analysis, feasibility assessment, cloud solution planning and guidance
- Installation, integration and configuration
- Data quality assessment and cleansing
- Training on how to navigate ILAS
- Quality assurance testing
- Helpdesk support

2.1.1 Expert Tradecraft capture and mapping

BAE Systems consultants and tradecraft analysts will organise and host structured sessions to discuss, capture and codify customer-owned tradecraft from Subject Matter Experts (SMEs) within your business. Where this tradecraft is additive to existing captured tradecraft, BAE Systems consultants will integrate the SME views and processes, sharing other organisational knowledge and best practice from across the industry.

2.1.2 Multiple operating environments, cloud, hybrid and on premise

ILAS has been designed to be flexible in its deployment options. BAE Systems consultants will discuss customers' requirements and the infrastructure options available to design and specify the most appropriate deployment solution.

2.1.3 Business analysis, feasibility assessment, ILAS solution planning and guidance

BAE Systems consultants will work with your team to conduct feasibility assessments, and to map ILAS and the benefits it delivers to your own business value framework - highlighting its demonstrable improvements to reducing business risk, increasing team productivity and reducing the cost of delivering analysis services. BAE Systems consultants can also advise and support changes in operating model, team structure and integration with wider processes to maximise the value of ILAS to your organisation, and ensure smooth and impactful usage of the capability.

2.1.4 Installation, integration and configuration assistance

BAE Systems' ILAS implementation team deliver a fast, fully managed service that will install ILAS within the supplied environments, integrate it with the necessary authentication, audit and data source systems and configure it as agreed in the tradecraft capture and mapping stages. The outcome of this is a live, fully integrated, production-grade installation, tested and ready for operational use. BAE Systems is flexible in its implementation approach, adapting to complex brownfield technical landscapes, and working with existing and legacy systems.

2.1.5 Data quality assessment and rectification

During tradecraft capture and while integrating ILAS, BAE Systems consultants and engineers will assess the quality of source data to ensure that ILAS can perform as expected and that output analysis is accurate and consistent. Where possible BAE Systems consultants will advise of remedial actions to data that would improve the output and may supply custom data processing pipelines as part of integrating the data if agreed.

2.1.6 Training on how to navigate ILAS

ILAS has been designed to be exceptionally user friendly and presents its output in easy to understand visualisations via its user interface. Alongside this, BAE Systems deliver software orientation and training workshops as part of successful deployment as well as providing appropriate ad-hoc training if agreed. Training materials will also be provided as part of this work.

2.1.7 Quality assurance testing

ILAS has product integrity checks to ensure the consistency of its output – ensuring you are confident in its analysis. BAE Systems consultants can discuss and specify additional quality assurance testing that may be required where customers need assurance for necessary approvals.

2.1.8 Helpdesk support

The responsive ILAS support team is available 0900-1700 UTC (or UTC+1 during daylight saving) on Business Days. Support outside of these times can be agreed as the customer requires.

