

Valcon G-Cloud Lot 3 Service Definition

Data Catalogue Vendor Support

[Set Up and Migration | Data auditing and organising, Data information structure design]

Version 1.0

1. About Us

Valcon is a leading European consultancy specialising in AI and data-driven business transformation, with a growing and established presence in the UK. A trusted partner to major organisations including multiple UK Government departments and public sector agencies. Valcon connects strategy and operations, helping organisations create value in their transformation programmes.

With over 1,750 consultants across Europe, Valcon brings deep expertise across data, AI, technology and consulting. In the UK, Valcon works with clients across financial services, public sector, retail, industrials and infrastructure. Valcon is backed by private equity firm Rivean Capital.

2. Service Description

A secure, ITIL-aligned Data Catalogue Vendor Managed Service for UK public sector organisations, enabling AI-ready data, business glossary, metadata management, data lineage and governance. Delivered on UK-hosted cloud platforms, supporting data standards, compliance, analytics, interoperability and trusted data sharing.

Features

- Vendor-managed data catalogue support on UK-approved cloud platforms
- ITIL-aligned incident, problem, change and release management
- Metadata, lineage and business glossary configuration and management
- Secure cloud infrastructure with monitoring, patching and resilience
- Configured APIs and integrations for enterprise data ecosystems
- Role-based access control and security policy enforcement
- Support for structured and unstructured data assets
- Continuous service improvement and proactive capacity management
- Monthly reporting, service reviews and SLA management
- Multi-cloud support across Azure, AWS and GCP environments

Benefits

- Accelerates delivery of AI-ready, discoverable and trusted data
- Improves data governance, quality and regulatory compliance
- Reduces operational burden through vendor-managed service delivery
- Enables consistent business language across the organisation
- Enhances data transparency, lineage and accountability
- Supports advanced analytics and AI adoption at scale
- Minimises service risk with proven ITIL best practices
- Improves availability, performance and service continuity
- Enables faster onboarding of users and data assets
- Supports cross-government data sharing and interoperability

3. Approach

Delivery follows a structured, Information Technology Infrastructure Library (ITIL)-aligned managed service lifecycle designed to support AI-ready data, resilience and compliance for UK government organisations.

Phase 1: Service Initiation and Onboarding

The service begins with mobilisation and onboarding, including environment adoption, baseline configuration, knowledge transfer and creation of a tailored service runbook. Cloud infrastructure is established on approved hyperscalers (Azure, AWS or GCP) with security policies aligned to UK public sector requirements, General Data Protection Regulation (GDPR) and organisational Data Protection Impact Assessments (DPIAs). The data catalogue platform is provisioned and integrated with existing data sources.

Key Deliverables: Service mobilisation plan, onboarding checklist, cloud environments established, service runbook, communication and escalation plan, access controls configured.

Phase 2: Service Design and Configuration

A High-Level Design (HLD) is produced to define how the data catalogue service will operate within the enterprise landscape, covering architecture, integrations, data flows, security, privacy (including DPIA considerations), operating model, and alignment to AI-ready data principles, while remaining aligned to organisational standards rather than low-level configuration.

The HLD is reviewed and approved through the appropriate governance forums (e.g. Design Authority, Architecture Governance Board), providing formal authorisation to proceed and ensuring the solution is compliant, secure, supportable, and fit for purpose.

The data catalogue is configured to support metadata management, data lineage, business glossaries and common data models. Role-based access controls, audit logging and monitoring are implemented. Configuration management includes data assets, environments and integrations, ensuring the platform supports AI-ready data principles such as standardised metadata, traceability and quality indicators.

Key Deliverables: Configured data catalogue platform, metadata and lineage models, business glossary, integration configurations, configuration management records.

Phase 3: Service Transition and Go-Live

Formal public-sector change, release, and configuration management processes are applied to transition the service into live operation, ensuring alignment with mandated governance controls, audit requirements, and service acceptance criteria.

Acceptance testing is completed and service levels are agreed (SLAs). Operational monitoring, incident management and escalation paths are activated.

Key Deliverables: Release and deployment plan, change records, acceptance sign-off, live service readiness report.

Phase 4: Service Operation and Support

Ongoing Tier 2/3 managed service support covers incident, problem and service request management, capacity and availability management, and security patching. Monthly service reporting and reviews provide transparency against SLAs and Key Performance Indicators (KPIs).

Key Deliverables: SLA monitoring reports, incident and problem records, monthly operational reports, service review outputs.

Phase 5: Continual Service Improvement

A continual improvement backlog is maintained using ITIL and Plan–Do–Check–Act (PDCA) principles. Enhancements focus on improving data usability, governance maturity and readiness for advanced analytics and AI, ensuring the service evolves with organisational and regulatory change.

Key Deliverables: Continual improvement backlog, improvement recommendations, roadmap updates and service optimisation actions.

4. Effort and Cost

Effort will be determined collaboratively between the Valcon and the client based on the skills mix and scope required.

Please refer to the Pricing Document for current rates.

- Rate card prices are exclusive of VAT.
- Expenses are recharged at cost and supported by receipts.
- Expenses may include reasonable travel, accommodation, and subsistence costs.
- The payment schedule will follow milestone completions as agreed in the Statement of Work.

5. Assumptions

The successful delivery of the engagement depends on assumptions and dependencies jointly agreed between the Valcon and the client.

- These may include (but are not limited to):
- Access to required stakeholders, systems, or information
- Timely decisions and approvals
- Availability of resources and infrastructure
- Defined governance and communication processes

All assumptions and dependencies will be recorded and validated as part of the Statement of Work (SoW).