

Valcon G-Cloud Lot 3 Service Definition

Go-Live Management/Readiness

[Set Up and Migration, Project management and governance | Other]

Version 1.0

1. About Us

Valcon is a leading European consultancy specialising in AI and data-driven business transformation. A trusted partner for multiple European enterprises, Valcon's 1650 skilled consultants are experts at connecting the critical links between strategy and operations, helping organisations create value in their transformation programmes. Valcon's four core capabilities are data, AI, technology and consulting. Valcon's clients include large organisations across multiple sectors, including financial services, retail, public sector, industrials and infrastructure. Valcon is backed by private equity firm, Rivean Capital.

2. Service Description

A systematic approach to efficiently and safely implement a new IT solution in real-time and reduce the likelihood the change will unexpectedly disrupt business operations. Our framework is tailored to your business context. Our tools and techniques have been tried, tested and refined in the field.

Features

- Assess Business and IT readiness to go live
- Go live implementation steps meticulously sequenced, timed and refined
- Defined go live management roles and responsibilities
- Go live management real-time communication plan
- Governance framework before, during and after go live
- Tools and techniques shaped by real world implementations
- Transition to live service
- Post live key system events are monitored

Benefits

- Reduces likelihood go live causes unexpected disruption to BAU
- Readiness assessment objectively informs decision-making
- Implementation team collaborate to build the go live plan
- Responsibility for real-time decision-making is clearly defined
- Rehearsals uncover unknowns, refine the plan and reduce risk
- Rehearsals benefit the implementation team and command team
- Structured and managed handover to live service

3. Approach

Depending on the scale and scope of the new IT solution, preparation for go live could take between 3 and 6 months.

Assessment of readiness to go live by the delivery project is actually less important than by those who will use and support the solution day-to-day. We assess the impact of go live on all stakeholders, particularly business users and IT who must be ready to accept, operate and support the change. We formally reassess readiness every week against measurable criteria categorised by: the solution; data; business users; IT operations; support; hypercare; and, go live preparations.

To transition systematically and safely from the old solution to the new requires a sequenced plan. To create this we facilitate collaborative dialogue among the technicians and engineers who understand the existing and new systems. We conduct rehearsals, ideally using representative non-production environments, to test the plan, uncover unknowns, and refine the sequence and timing. Rehearsals also enable the technicians and the 'Cutover' team supervising implementation to practice concise and efficient

communications. This is critical because go live happens in real-time, often within a given timeframe when business operations can most conveniently be interrupted.

Decisions to authorise starting, continuing and concluding go live could have significant business impact and therefore must be clearly defined, formally conducted and recorded. The decision to start go live is a business decision, as is the decision at the end of implementation whether to go ahead with the new solution or rollback to the original because significant issues have emerged. Our governance framework spans the entire period before, during and after go live.

The artefacts we produce throughout go live create an audit trail of decisions and events which serve the business as a record and reference. Our tools, techniques and documentation have been tried, tested and refined in the field over many years.

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 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).