

AGILE ARCHITECTURE

Service Definition
G-Cloud 15

REPLY

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TABLE of CONTENTS

SERVICE DEFINITION	1
TABLE OF CONTENTS	2
SERVICE DESCRIPTION	3
ONBOARDING	7
KICK-OFF MEETING	7
ACCOUNT MANAGEMENT	7
<i>DESIGNATED ACCOUNT MANAGER</i>	7
<i>FORTNIGHTLY REVIEW MEETING</i>	7
OFFBOARDING	7
ACCESS TO DATA	7
SECURITY	8
PERSONNEL SECURITY	8
INFORMATION SECURITY	8
PHYSICAL SECURITY	8
TRAINING & KNOWLEDGE TRANSFER	9
ORDERING AND INVOICING PROCESS	10
CUSTOMER RESPONSIBILITIES	11
TECHNICAL AND CLIENT-SIDE REQUIREMENTS	11
OUTCOMES AND DELIVERABLES	11
ABOUT REPLY	12



SERVICE DESCRIPTION

Our Agile Architecture service provides your architecture team with the tools, framework and approaches required to operate effectively in a fast-paced Agile delivery environment.

The Reply Agile Architecture Framework has been developed, continuously improved and tested at many of our clients over the last decade. The lightweight nature of the framework ensures that architecture teams can ensure technology design and assurance to delivery squads without becoming a bottleneck to change.

The framework is highly flexible and can be tailored to meet the needs of your specific organisation and ways-of-working but it is best applied in an iterative delivery operating model such as Agile. The associated training content and delivery support material is adaptable by industry, audience, and organisational context.

This service is effective in supporting organisations looking to establish a new architecture practice within an Agile delivery environment or for existing architecture teams looking to transition from sequential operating models to more iterative delivery.

FEATURES

Our service combines strategic assessment, organisational analysis and enablement to provide an aligned ways of ways of working and a clear path to delivering architecture artefacts, processes and guidance in an agile environment.

Our Agile Architecture service provides the architecture team with the tools, processes and behavioural coaching required to establish, embed and run an optimised and high-value architecture function. The core features of the service are centred around the Reply Agile Architecture Framework and include:

Agile Architecture Framework:

Practical Toolkits & Templates

We have industry tested, Agile-friendly architecture templates that provide coverage across the technology change lifecycle. These are built to be detailed enough to provide guidance on solution options, technology design & decisions as well as direction to delivery squads, whilst also being lightweight enough to avoid slowing down the change process. The framework provides a guide to when and how to use these templates in the software delivery lifecycle.

Agile Architecture Principles

We come with a proven set of Agile Architecture principles, that can be adopted as-is or tailored to meet the specific needs of your organisation. We will also provide guidance and support on the adoption of these in the day-to-day Agile Architecture ways-of-working.

Agile Architecture Processes:

Agile Architecture Operating Model

We come with a proposed Agile Architecture Operating Model that focuses on the role of design assurance and solution architecture within the broader change lifecycle. As it is very rare for an organisation to work with a single delivery model, the Agile Architecture Operating Model provides a reference for providing



architectural coverage to Product Initiatives, Project Teams and larger-scale Programmes. The Agile Architecture Operating Model can be tailored to meet the specific needs of your organisation.

Agile Architecture Governance Blueprint

The Agile Architecture Governance Model provides a solid approach to balance solution quality and maximisation of re-use with the need to delivery business value at pace. The blueprint centres on setting up 'community-based' governance processes wrapped by regular Architecture Review sessions. These bring the combined experience of the team together (included all non-functional areas) to provide review, input and challenge to solution designs, options and technology decisions. It also offers a regular opportunity to identify technology patterns, standards and design dependencies across workstreams.

Emergent Design and Intentional Architecture Techniques

Respecting that flexibility is key in an Agile delivery environment, we have a proven approach to emergent designs and intentional architectures that work on the basis that 'things will change along the way'. Our techniques for emergent design and solution decision making are at the heart of our Agile Architecture service.

Associated Behavioural Coaching:

Agile Architecture Coaching and Mentorship

This service will ensure that your architecture team is comfortable with delivering architecture within an Agile organisation, whether that is colleagues that are familiar with an iterative-delivery environment or more architects that are more well-versed in more traditional delivery methods (i.e. Waterfall).

Continuous Learning Focus

We have tailorable 'brownbag' sessions and can advise on other suitable training materials the architecture team may benefit from. We also understand how Agile delivery has evolved over many years is rarely a 'one-size fits all' methodology. As part of this service, you will have access to our latest thinking and thought leadership in the Agile Architecture space.

Use Cases for Successful Implementations

We have sanitised reference cases that demonstrate how we have implemented our Agile Architecture Framework and Coaching for our customers and can be used as an accelerator in adopting the framework and approach.

BENEFITS

Establishing a new 'Agile-aligned' architecture practice or transitioning an existing architecture team to this delivery approach enables organisations to further unlock the benefits moving to Agile ways-of-working.

By adopting and embedding an Agile Architecture approach to technology governance and design organisations can expect to see the following benefits:

Faster Time to Market for Change:



Design assurance and technology governance processes that align more with iterative delivery means that there are fewer bottlenecks created in the change lifecycle. It also enables easier course-correction through emergent design techniques where 'things are uncovered along the way'.

Reduction in Delivery Risk:

With Agile Architects embedded in delivery teams they will have closer ties to the Squads implementation change. This ensures that the architecture designs will be closer in proximity to the business problem. This feedback loop ensures that solutions are more likely to fit the purpose for the problem they are aiming to solve and reduces the chances of technical blockers being introduced to the delivery lifecycle. It also provides a strong capability to better manage technical debt and as this can be tackled incrementally and avoid a build-up that later requires significant effort to resolve.

Improved Colleague Engagement

By being part of the delivery teams that are unlocking the business value, architect team members gain high engagement and motivation levels. This approach to architecture also creates a close alignment between the business, architecture and engineering functions.

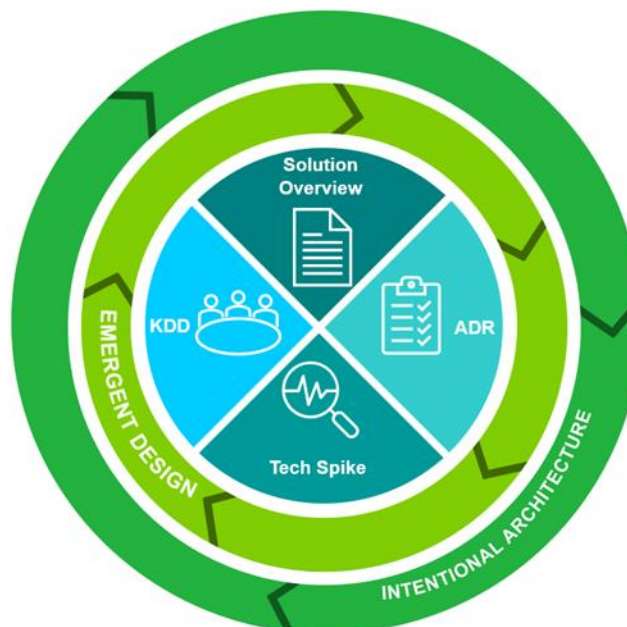
Practical, Hands-on Delivery:

You will benefit from our combination of tailored training and team-based coaching to ensure that the teams get the help and structure that they need. Role-specific training based on the context of your organisation can also be applied to ensure effective transition to more Agile ways-of-working for the architect team members.

WHAT THE SERVICE INCLUDES

The service includes:

1. The implementation and adoption of the Retail Reply Agile Architecture Framework (or the parts of the framework your organisation deems most appropriate if requested). The Retail Reply Agile Architecture Framework includes a number of tools, templates and principles as well as ways-of-working guidance. The core of the framework is provided below for reference:





2. A reference Agile Architecture Operating Model that can be tailored and used as an accelerator in adopting the new architecture approach. It also encompasses an Agile Architecture Governance Blueprint that forms the basis of technology design, options and decision-making processes.
3. In addition, the service will provide your organisation with the required Agile Architecture coaching, mentorship and support. This will take the form of scheduled training and 'brownbag' session along with practical 'on the ground' support where needed.
4. Agile Architecture consulting services. Any additional architecture team members that you need to provide architecture support to in-flight or planned initiatives. These resources may take the form of a separate time and materials-based agreement.

WHY THIS MATTERS

The role the architect plays in delivery of change is ever-present but has become less obvious in recent times. With the advent of new technologies (such as AI) and expected pace of change becoming faster, architects will be one of the most important roles in supporting organisations navigate this technology landscape. In order to continue to play an effective role in providing high-quality technology design and guidance in this environment, architecture practices need to evolve to align with more modern and fast-paced delivery approaches. This service enables organisations to maintain a streamlined and effective architecture presence and avoid architecture functions as being likened to 'ivory towers' that add little value.



ONBOARDING

Kick-Off Meeting

When we start an engagement with a new client, we begin with a workshop introducing the team (from both Reply and the client), the project objectives, and our anticipated timelines and approach. This workshop is most impactful when the majority of client stakeholders involved in the project are present and involved (either in person or remotely). Where this is impossible, we can hold separate sessions with teams that cannot participate in the kick-off workshop to ensure all stakeholders are engaged and bought into the project's objectives.

Account Management

Designated Account Manager

Each client has a designated Account Manager, who will be the main point of contact throughout the engagement. This individual is responsible for ensuring that delivery progresses and is executed to the standards that Reply and our clients expect.

Fortnightly review meeting

Alongside regular ceremonies and informal daily interaction between the Reply project team and the client, we hold formal review meetings with key stakeholders, usually fortnightly. This includes critical client stakeholders, senior Reply project team members, and the Reply Account Manager. Where appropriate, these meetings will consist of a review of work completed and demonstrations or walk-throughs of deliverables.

Offboarding

Where an engagement continues to completion, unless the client requests an extension or new engagement, all client IT, documents, artefacts and deliverables will be returned to the client. Our team will ensure a complete handover of data and knowledge to client staff. An ongoing support or retained advisory service may be implemented where appropriate to provide additional continuity.

Access to Data

Ensuring secure access to client data upon exit is paramount to maintaining confidentiality and integrity. We begin by conducting a comprehensive inventory of all client data stored within our systems, encrypting it both in transit and at rest using industry-standard protocols. Strict access controls and authentication mechanisms are implemented to restrict access to authorized personnel only, with permissions regularly reviewed and updated. Client data is segregated from other data within our systems, ensuring isolation and protection. Upon exit, all access rights to client data are promptly revoked, including user account deactivation and permission removal. If requested, we securely delete or anonymise client data in accordance with retention policies and regulatory requirements. Detailed documentation and audit trails of data access are maintained, providing transparency and accountability. Before exiting, we verify with the client that all necessary data access has been revoked. Finally, we adhere to legal and regulatory obligations regarding data protection and privacy, ensuring compliance with contractual agreements and applicable laws such as GDPR or HIPAA. Through these measures, we ensure that client data remains secure throughout the exit process, mitigating the risk of unauthorized access or data breaches.



SECURITY

Personnel Security

As a Specialist Cloud Service, the capability being offered is not limited to specific Impact levels (as it is not infrastructure, software or a platform) and can be used, subject to personal Security Clearance levels. Reply consultants are mostly Security Cleared (SC), some have higher-level Developed Vetting (DV) clearances. We also have a pool of NPPV3 Consultants for Policing work. The majority of our work for both public and private sector clients is at IL2 but we work in the Official, Secret and Top-Secret domains. Our hard and soft information security processes have been designed and approved by independent CESG CLAS accredited consultants.

Information Security

We are ISO27001, Cyber Essentials certified and our Quality Assurance processes are based upon and compliant with our ISO 9001 accreditation. Our Information Security processes are directly guided by our ISO27001 accreditation. We shall adhere to local information and other security policies and will apply local Security Operating Procedures (SyOPs) as may exist. If such do not exist we shall apply our own SyOPs.

Physical Security

The Main Reply Office (London, UK) is a Police Accredited Secure Facility (PASF) with access controls for each point of entry. All Laptops/Phones must be stored securely overnight. When working on a client-site our consultants adhere to client security policies.



TRAINING & KNOWLEDGE TRANSFER

We enable customer teams throughout delivery by embedding knowledge transfer alongside implementation activities. Training is aligned to organisational roles, ensuring relevance for finance users, operational staff, and system administrators.

Knowledge transfer is delivered through:

- A train-the-trainer approach to establish internal subject matter experts.
- Technical training for administrators covering configuration, security roles, and integrations.
- Walkthroughs of system design, data structures, and operational processes.
- Provision of comprehensive documentation, including user guides and runbooks.

Formal training is supported by ongoing access to expert guidance during delivery and early life support. Where required, refresher sessions or additional enablement can be provided to support organisational change or onboarding of new users.



ORDERING AND INVOICING PROCESS

To begin the process, please contact glue.frameworks@reply.com with details of your organisation, role and high-level requirements.

Our Framework Manager will connect you to our experts and from here we will organise an introductory discussion to go into more detail and shape a proposed engagement that suits your needs.

We invoice for both fixed price and time and materials engagements one month in arrears. For fixed price engagements, this takes place upon completion of the deliverable(s), or in stages, if the size of the engagement is greater than £40,000 excluding VAT.

Payment terms are 30 days net of receipt of invoice.



CUSTOMER RESPONSIBILITIES

To deliver our responsibilities as a partner, we require the following:

- Full access to systems and data that are relevant to the specific project
- Reasonable and timely access to key stakeholders and internal SMEs for information gathering, requirements definition and other critical tasks associated with the delivery of our outputs

Technical and Client-Side Requirements

Other than the system access specified above, there are no specific technical or client-side requirements that would limit our capacity to begin work.

Outcomes and Deliverables

Our engagement's specific outcomes and deliverables will be determined during the scoping phase before beginning the project based on your goals and objectives and the level of depth you require. These will include:

- Workshop(s) to discuss and assess the existing architectural design
- Detailed assessment of design with identification of risks and opportunities
- Report with recommendations and proposed action plan



ABOUT REPLY

Reply is a company that specialises in Consulting, Systems Integration and Digital Services with a focus on the conception, design and implementation of solutions based on the new communication channels and digital media.

Reply partners with key industrial groups in defining and developing business models made possible by the new technological and communication paradigms such as Artificial Intelligence, Big Data, Cloud Computing, Digital Communication, the Internet of Things and Mobile and Social Networking. In so doing, it aims to optimise and integrate processes, applications and devices.

Reply's offer is aimed at fostering the success of its customers through the introduction of innovation along the whole economic digital chain. Given its knowledge of specific solutions and due to a consolidated experience, Reply addresses the main core issues of the various industrial sectors.

Through its network of specialist companies, Reply supports some of Europe's leading industrial groups in Telco & Media, Industry & Services, Banks & Insurance, and Public Administration to define and develop business models, suited to the new paradigms of Artificial Intelligence, Big Data, Cloud Computing, Digital Media and the Internet of Things.

We make innovation happen.

We started with a small team and a purpose: to help the digital revolution happen. Today, we are a team of more than 14,600 people in 16 different countries but we still have the same DNA, made up of agile, vertical task forces and an inner passion for innovation.

We are a decentralised network of specialised companies.

Among Replyers, you will find passionate geeks, visionary strategists, and creative minds, each with sharp skills in a specific business, who cooperate together and never stop learning from each other.

Make forward, act sustainably.

We know a sustainable future is possible and technology can be a strong asset to reach it. As leaders in digital transformation, we push for change and operate in full accordance with the highest ethical standards and with respect for the rights of future generations