

DISCOVERY AS A SERVICE

Service Definition

G-Cloud 15

REPLY

38 Grosvenor Gardens - London SW1W 0EB - United Kingdom - tel +44 (0) 207 730 6000 - fax +44 (0) 207 259 8600
info@reply.com

www.reply.com



TABLE OF CONTENTS

DISCOVERY AS A SERVICE	1
SERVICE DEFINITION	1
TABLE OF CONTENTS	2
SERVICE DESCRIPTION	3
ONBOARDING	5
KICK-OFF MEETING	5
ACCOUNT MANAGEMENT	5
<i>DESIGNATED ACCOUNT MANAGER</i>	5
<i>FORTNIGHTLY REVIEW MEETING</i>	5
OFFBOARDING	5
ACCESS TO DATA	5
SECURITY	6
PERSONNEL SECURITY	6
INFORMATION SECURITY	6
PHYSICAL SECURITY	6
TRAINING & KNOWLEDGE TRANSFER	7
ORDERING AND INVOICING PROCESS	8
CUSTOMER RESPONSIBILITIES	9
TECHNICAL AND CLIENT-SIDE REQUIREMENTS	9
OUTCOMES AND DELIVERABLES	9
ABOUT REPLY	10



SERVICE DESCRIPTION

We provide Discovery as a service to understand users and their needs. Within this service, we identify users, analyse existing systems, develop user personas, and map out user journeys to address needs effectively. Overall, we explain the problem to be solved and the benefits of the cloud solution.

Problem definition

- Outline the challenges within the existing system(s)
- Quantify the impact of these challenges on productivity, efficiency, and user satisfaction
- Identify specific pain points and bottlenecks
- Highlight the potential risks and consequences of not addressing these challenges
- Define clear objectives and goals for the discovery initiative to guide the development process

Identifying user needs

- Conduct stakeholder interviews and workshops to identify key users and their objectives
- Create user personas to represent different user groups and their goals within the existing system
- Prioritise user needs based on their importance to the overall success of the discovery service
- Identify stakeholders and decision-makers who will be involved in the development and implementation process

Understanding user context

- Map out the entire user journey to understand the context in which users interact with the existing system
- Identify pain points and opportunities for improvement throughout the user journey
- Consider external factors such as industry trends, market dynamics, and user behaviour patterns.
- Analyse user feedback and behaviour data to gain insights into user preferences and needs
- Develop user scenarios to simulate different usage scenarios and validate design decisions

Identify cross-department and non-government service interactions.

- Identify all relevant departments and external service providers that interact with the existing system
- Analyse the flow of information and data between different departments and external stakeholders
- Identify opportunities for collaboration and integration to streamline processes and improve efficiency
- Consider potential challenges and barriers to cross-departmental and inter-agency collaboration
- Develop strategies to enhance communication and coordination between different stakeholders and departments

Complete accessibility requirements analysis of current and potential user groups

- Conduct a comprehensive audit of the existing system to assess its compliance with accessibility standards and regulations.
- Identify potential barriers to accessibility for users with disabilities and diverse needs.
- Prioritise accessibility enhancements based on their impact on user experience and legal requirements
- Engage with user advocacy groups and experts to gather feedback and insights on accessibility issues.
- Develop a plan to address accessibility requirements for current and potential user groups.



Constraint analysis

- Review existing legislation, contracts, and regulations that may impact the development and implementation of the discovery system.
- Assess the current technology and systems infrastructure to identify potential constraints and limitations.
- Analyse budgetary constraints and resource limitations that may affect the scope and timeline of the project.
- Consider organisational culture and stakeholder attitudes towards change as potential constraints.
- Develop strategies to mitigate constraints and minimise their impact on the discovery initiative.

Analysis of existing processes

- Document and analyse existing discovery processes and workflows to identify inefficiencies and bottlenecks
- Identify the rationale behind existing processes and decisions to understand their purpose and effectiveness
- Evaluate the usability of current tools and technologies used for Discovery
- Identify opportunities for process optimisation and automation to improve efficiency and effectiveness
- Develop a roadmap for implementing recommended improvements in phases

Detailed Improvement Analysis

- Prioritise improvement initiatives based on their impact on user experience, efficiency, and organisational goals
- Develop detailed plans for each improvement initiative, including timelines, resource requirements, and success criteria.
- Conduct a cost-benefit analysis to evaluate the potential ROI of each improvement initiative.
- Consider potential risks and challenges associated with implementing improvements and developing mitigation strategies.
- Provide recommendations for further development phases based on the findings of the improvement analysis.

Open advice on proceeding with development or alternative approaches

- Provide objective advice on the best approach for proceeding with the development of the discovery system.
- Consider budget, timeline, organisational readiness, and stakeholder buy-in.
- Evaluate alternative approaches, such as outsourcing or off-the-shelf solutions, and their potential benefits and drawbacks.
- Guide how to mitigate risks and ensure successful implementation of the chosen approach.
- Remain open to feedback and suggestions from stakeholders and be flexible in adapting the approach as needed.

Publicity support with blog posts, show and tell, and press releases.

- Develop a comprehensive communication strategy to raise awareness of the discovery initiative.
- Create engaging content such as blog posts, show-and-tell sessions, and press releases highlighting key milestones and achievements.
- Engage with stakeholders and the broader community through social media and other channels.
- Showcase user success stories and testimonials to demonstrate the impact of the discovery system.
- Collaborate with marketing and communications teams to amplify the message and reach a wider audience.



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