

DATA MATURITY ASSESSMENT

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



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SERVICE DESCRIPTION

Understanding your organisation's level of data maturity is foundational to unlocking its full potential in today's data-driven landscape. At Reply, drawing upon our extensive experience spanning both public and private sectors, we have experienced specialists providing comprehensive Data Maturity Assessments (DMA).

Most departments and larger organisations will have completed initial DMA for a selected area in 2023, as requested by CDDO. We can assist with initiating DMA, expanding the scope into new areas or comprehensively completing the DMA for the organisation. We can also assist with continual assessment.

We provide invaluable assistance throughout the entire process and work closely with you; from conducting assessments to reporting results and communicating findings. By closely examining the alignment of your data capabilities with your organisation's strategies, priorities, KPIs, and objectives, we can pinpoint appropriate target maturity levels and recommend priority initiatives to propel your data capabilities forward strategically.

We can also serve as a dynamic knowledge-sharing hub, fostering collaboration between government entities and the private sector to drive innovation and disseminate best practices. Leveraging frameworks honed through real-world industry use cases, we can expedite delivery while ensuring a nuanced understanding of your organisation's current data maturity. Importantly, our expertise in data regulations and the intricacies of the public sector landscape allows us to mitigate risks effectively, ensuring compliance and safeguarding sensitive data.

At their core, our Data Maturity Assessments are about providing actionable insights, fostering collaboration, and laying the groundwork for sustainable growth and innovation in the ever-evolving data landscape.

How can we help?

A roadmap aligned with business objectives: We can help clients refine priorities and establish a roadmap that aligns closely with their business objectives. By evaluating the current state of data maturity and understanding the strategic goals, Reply ensures that the DMA process contributes directly to advancing the organisation's overall objectives.

Define scope, focus and resources: We can help define the scope, focus, and resource requirements for each priority area identified within the Data Maturity Assessment, ensuring that efforts are efficiently allocated and targeted toward areas where improvement will yield the most significant impact.

Assessment delivery: We provide comprehensive assistance throughout the entire DMA process, from conducting assessments to generating detailed reports and effectively communicating results. We ensure that the findings are presented clearly and comprehensively, empowering stakeholders to make informed decisions based on actionable insights derived from the assessment outcomes.

Robust evidence gathering: To assess an organisation's data maturity accurately, we gather evidence through a combination of interviews and review of pertinent information. A holistic approach, we ensure that all aspects of data management are evaluated, providing a robust foundation for informed decision-making and strategic planning.

Alignment with priorities, KPIs, and objectives: We evaluate the alignment of data maturity with the organisation's overarching strategies, priorities, key performance indicators (KPIs), and objectives. By ensuring coherence between data initiatives and broader organisational goals, Reply facilitates the development of data-driven strategies that drive tangible business outcomes.

Appropriate target maturity levels and priority initiatives: Based on assessment outcomes, we can identify the most suitable target maturity levels for the organisation and recommend priority initiatives to



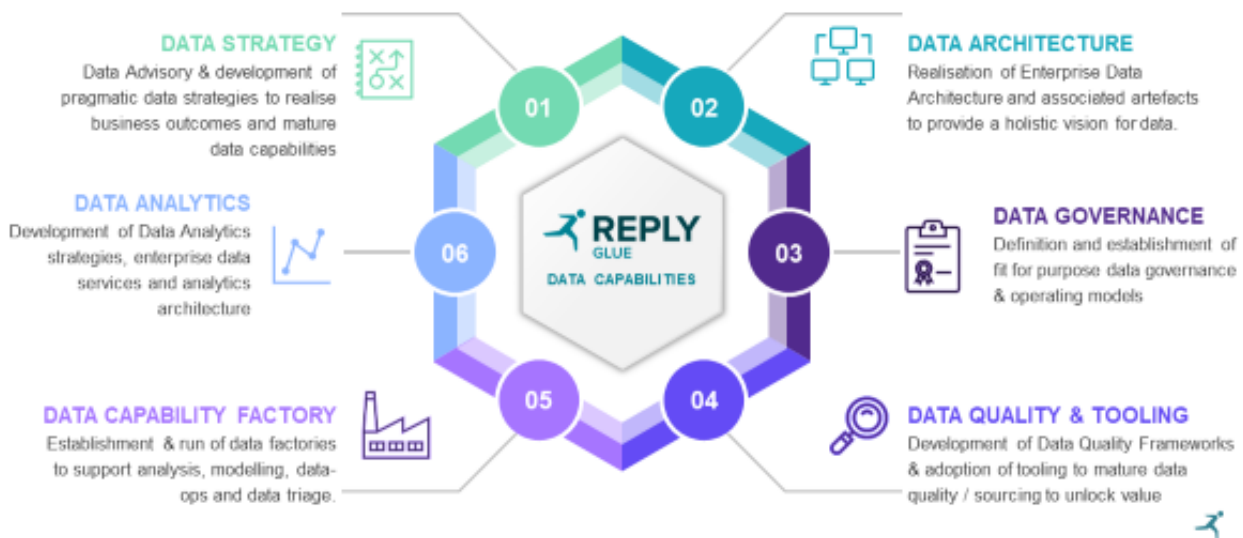
bridge the gap between the current and desired states. This strategic guidance enables organisations to focus their efforts on initiatives that will yield the most significant improvements in data maturity and operational effectiveness.

Sharing knowledge across government and private clients: Reply fosters a culture of knowledge sharing by reflecting on DMA experiences and insights gained from engagements across various government and private sector clients. This collaborative approach ensures that best practices are shared, lessons learned are leveraged, and innovation is cultivated, benefiting both current and future clients.

DMA experience across public and private sector: As a trusted delivery partner with extensive experience in Data Maturity Assessment across both public and private sectors, we bring a wealth of expertise to every engagement. We have a proven track record which ensures that clients receive tailored solutions that are grounded in real-world experience and best practices, driving measurable results and organisational growth.

OUR DATA CAPABILITIES

ENABLING ORGANISATIONS TO REALISE VALUE FROM THEIR DATA THROUGH EFFECTIVE ARCHITECTURE, GOVERNANCE AND ENABLEMENT





OUR DATA ACCELERATORS

ESTABLISHED METHODOLOGIES, TOOLKITS AND FRAMEWORKS TO RAPIDLY MATURE ORGANISATIONS AND ADDRESS THEIR DATA CHALLENGES



Service Features and Benefits Summary

FEATURES	BENEFITS
Refining priorities and roadmap for DMA aligned with business objectives	Clear prioritised roadmap for DMA across the organisation
Define scope, focus and resources required per priority area	Expertise to minimise the workload of DMA on your staff
Assistance with delivering the assessments, reporting and communicating results	Accelerated delivery through frameworks developed with real industry use cases
Gathering evidence through interviewing and review of information	Comprehensive line-by-line understanding of maturity of current data capabilities
Assessing alignment with the organisation's strategies, priorities, KPIs and objectives	Our expertise in data regulations and government standards reduces risks
Identifying appropriate target maturity levels and recommending priority initiatives	Actionable insights to inform your data strategy.
Reflecting and sharing knowledge across government and our private clients	Facilitating cross government and industry collaboration and knowledge transfer upskilling
Delivery partner with DMA experience across public and private sector	Leads to better data to improve decisions
Can help with benchmarking performance	Leads to improved public services
Can help with continual assessment	Leads to greater efficiency, security



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