

ENTERPRISE ARCHITECTURE FUNCTION ESTABLISHMENT AND IMPROVEMENT

Service Definition
G-Cloud 15

REPLY

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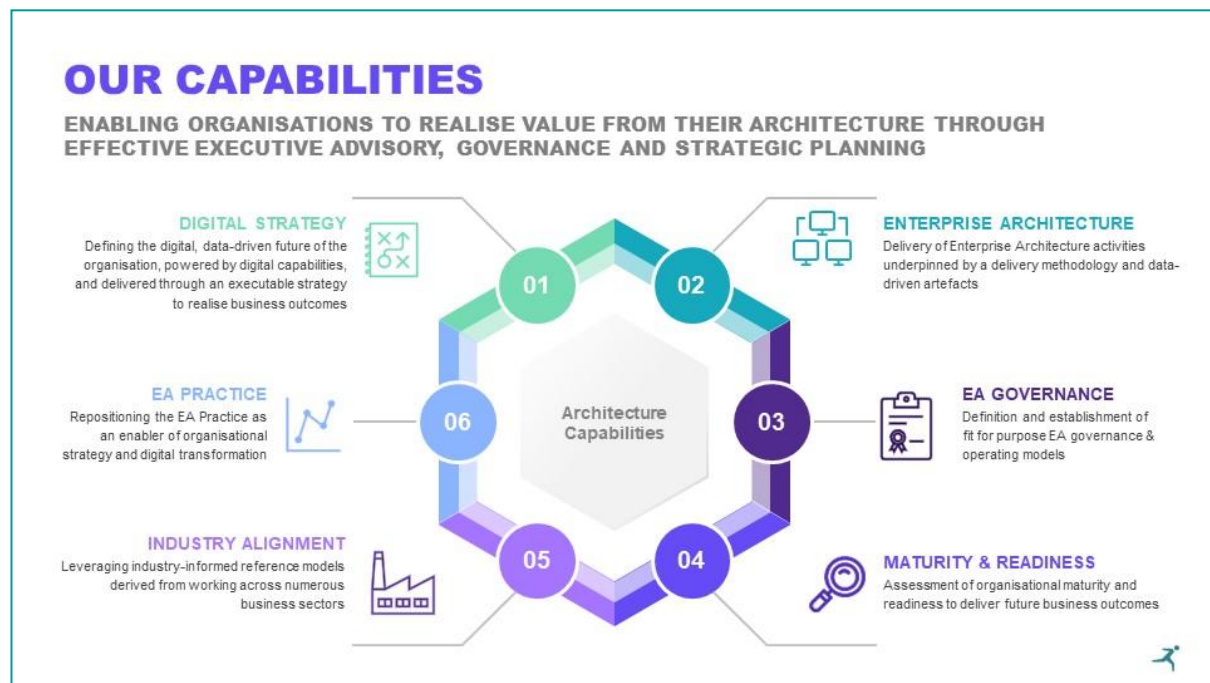
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SERVICE DESCRIPTION

Our Enterprise Architecture (EA) Function Establishment and Improvement service is tailored to help organisations to sustainably establish, improve, or expand their Enterprise Architecture function, providing it with the right tools and expertise to embark on the journey to flourish from being useful, to helpful, to influential.

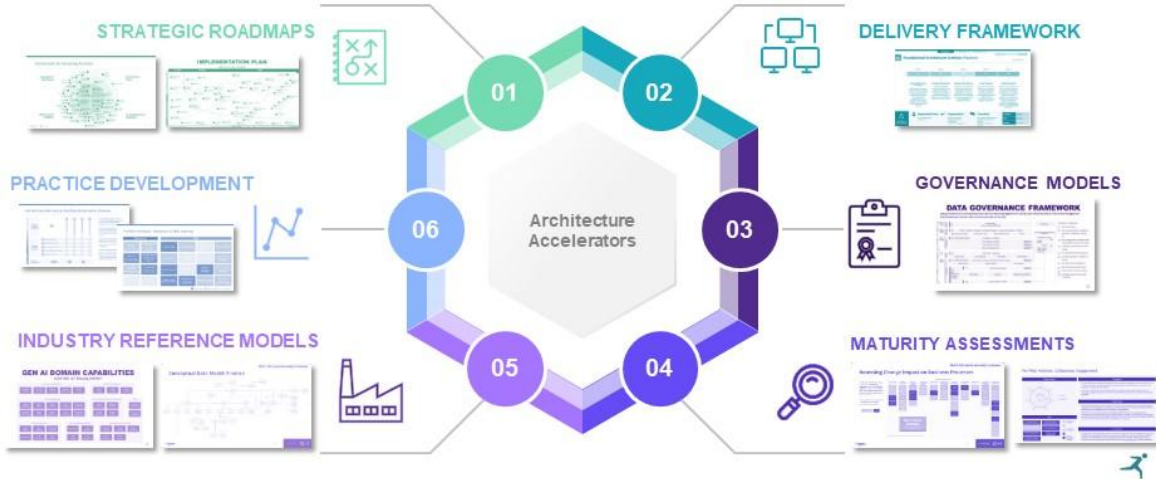
We endow your EA function with intelligence to generate compelling, data-driven, insightful architecture views, from application footprints, to capability development (covering data, technology, process and people), to drilling-architecture dashboards navigating across different architecture landscapes and levels, to user and/or customer journeys; attaining visibility, transparency, and accomplishing clear and effective communication to the business, senior leadership and stakeholders, demonstrating both a thorough addressing of their needs and concerns, and sound knowledge of the composition of your organisation's fabric; whilst keeping a direct line of sight between strategy, architecture and the different DDaT implementation programmes. Our service can also assist your organisation on how to adopt, implement and establish EA governance, bringing confidence on architecture coherence and assurance.



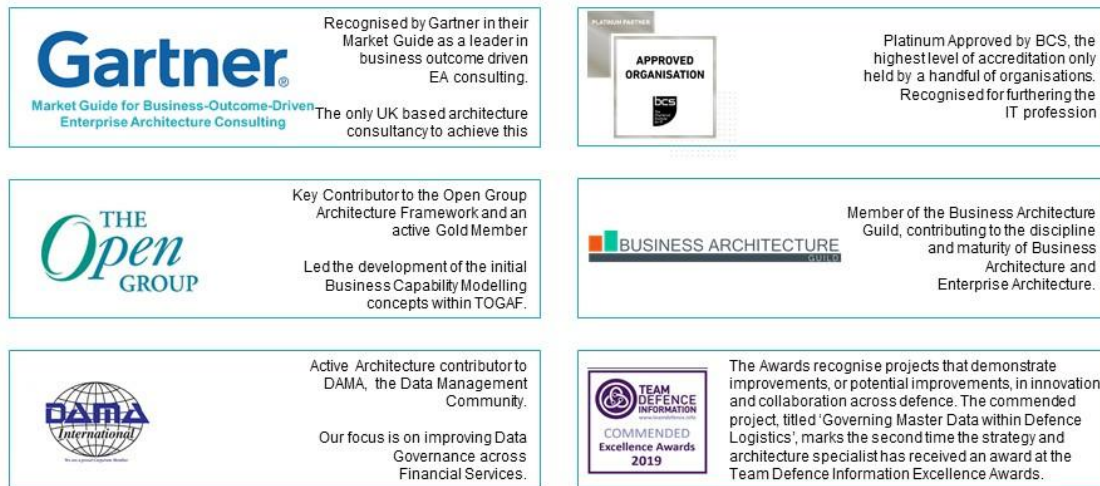


OUR ACCELERATORS

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



RECOGNISED AS ARCHITECTURE LEADERS



Service Features and Benefits

FEATURES

Implementation of suitable tailored EA frameworks

We implement suitable tailored Enterprise Architecture (EA) frameworks such as TOGAF or Zachman, providing your organisation with a structured approach to

BENEFITS

Establishes a common language and approach for managing DDaT architecture

Our service establishes a common language and approach for managing DDaT architecture, facilitating collaboration and alignment across teams and departments.



manage your EA Repository and support a line of sight from strategy to implementation.	
Defines governance structures, processes, channels and tools Our service helps your organisation to devise and establish the structures, mechanisms and protocols that will assist in maintaining architectural coherence and enable architecture assurance.	Improved collaboration across teams facilitating more effective decision-making This will enact a complete knowledge of organisational structure that will set a confident direction, and facilitate informed and effective decision-making on selecting and prioritising DDaT initiatives.
Data-driven, holistic, compelling, insightful and drilling views Our service empowers your EA function with the intelligence to generate these as well as the relevant metrics to measure improvement and closeness in achieving desirable business outcomes. These invaluable insights will also support effective communication and informed decision-making to evolve your DDaT initiatives.	Powerful and effective communication addressing business needs and stakeholders' concerns Supported by invaluable insights that remove ambiguity and uphold a clear and complete knowledge of your organisational structure and fabric, on which firm leadership and a confident direction on how to evolve your DDaT initiatives can and will set.
Assessment of existing EA services and capabilities using established models We can assess the maturity of your EA function, identifying strengths, weaknesses, and opportunities for improvement to enhance effectiveness whilst fostering sustainable growth.	Helps prioritise investments in EA development Our service focuses on sustainable growth of your EA function allowing it to embark on the maturity journey from being helpful, into becoming useful, and eventually influential; ensuring that your EA function evolves in line with best practices and regulatory requirements.
Identifies areas for improvement and/or restructure in existing EA services From adopting pragmatic methods to manage your EA function, to elevating the offered business value, to reaching and expanding to audiences that can enrich your EA delivery.	Ensures continuous improvement following best practices By providing visibility on what needs to be addressed and determining true best practices, establishing EA metrics to measure effectiveness and efficiency of EA services, and by prioritising EA efforts to focus on the on the right activities.
Aligns and redesigns EA services to the organisation needs By adopting a data-driven approach based on defining and monitoring EA metrics that measure the business value offered, the stakeholder satisfaction and the consumption levels of the EA services.	Builds internal expertise in EA At a sustainable pace that allows your EA function to build-on lucid, intelligible and compelling communication to key stakeholders on the composition and evolution of your organisation estate, whilst gaining agility to deliver the needed DDaT initiatives.
Workshops, seminars, and coaching on EA principles, frameworks, and tools We conduct workshops, seminars, and coaching sessions on EA fundamentals and specialisations that empower your teams	Empowers EA teams to aptly manage and evolve architecture Our service endows your EA teams with the expertise and knowledge needed to ensure that your architecture function elevates its business value and remains agile,



with the knowledge and skills needed to drive architecture excellence.	adaptable, and responsive to changing business needs.
Guidance in selecting, implementing and using suitable EA tools Our service provides a comprehensive guidance covering aspects such as usability; support of frameworks and standards; ability to create/import/share models and artefacts; robust repository; tailored metamodel; administrative capabilities for control, security and collaboration; integration to a wider and automated EA ecosystem.	Apt management of architectural assets through EA tools and automation By adopting the right tools that enable the capture and analysis of information and context across different architecture landscapes and domains (Business, Application, Data and Technology) that effectively supports informed decision-making to evolve in line with strategy.
Establishes sound and adaptable EA governance Our flexible approach ensures that your EA function builds a consistent and coherent knowledge of the structure and composition of your organisation whilst striking a balance between control and innovation.	Endows confidence in EA function and its complete organisation view By sustainably growing your EA function, focusing on enriching your EA services and making them insightful to different stakeholders, growing from helpful to useful to influential.
Digital Enablement and User-centric Service Transformation Our service provides your EA function with solid support to successfully unlock digital transformation, drive sustainable change, and deliver user-centric services, by enriching EA services, extending their reach to broader audiences, and underpinning the required flexibility to quickly adopt new technologies.	EA function evolves in line with organisation needs and regulations Our service ensures that your EA function builds and nurtures a clear line of sight with your organisation needs and regulations, whilst providing the flexibility and adaptability needed to respond to changing business and regulatory requirements.
Security, Business, Data, Information, Infrastructure, Application and Integration Reference Models We develop reference models that give you the needed traceability and line of sight between strategy and architecture, design and implementation; providing you with a comprehensive framework for managing your DDaT architecture effectively.	Ensures sound systems and processes compliant with regulation Our service equips your EA function with the visibility of dependencies between systems, process and projects; providing alignment between strategy and architecture, ensuring implementation is in line with objectives and regulation, whilst minimising risks.



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