

PRODUCT DEVELOPMENT AND SERVICE MANAGEMENT

Service Definition
G-Cloud 15

REPLY

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SERVICE DESCRIPTION

Product development and service management combine rigorous development processes with ITIL-aligned service management techniques through the use of our Glue Reply GDS Framework. Our services satisfy changing client needs and performance expectations by prioritising solid development, thorough testing, incremental enhancements, and continuous support. Our structured approach, which focuses on simplicity, dependability, and flexibility, enables us to provide superior digital services that promote user satisfaction and operational excellence.

Features

- Product strategy, innovation and development
- Agile and lean product delivery methodologies
- Experienced at delivery custom software solutions for government clients
- User-Centric Design ensuring we keep the user at the heart of the products we develop.
- Advanced Technologies Integration through our Integrations Practice
- Dedicated Quality Assurance and Testing capability

Service Management:

- ITIL-Aligned Processes implementing IT Service management best practice
- Service Lifecycle Management
- Change Management
- Incident and Problem Management
- Performance Metrics and KPI Analysis

Benefits

Aligned IT development goals to organisational objectives: Through effective stakeholder management, research, and collaboration, Glue Reply ensures that developed products and IT services meet intended business and strategic outcomes, tailored specifically to the unique challenges and requirements of government agencies

Enhanced decision making: Glue Reply provides development insights from experienced full stack developers and DevOps engineers, ensuring effective development and resolution on service-related inefficiencies, while adhering to compliance and security standards relevant to government organisations.

Optimised IT services to meet internal and external user needs for increased customer satisfaction: With a focus on continuous learning and development, Glue Reply fosters a product development and service management culture that encourages innovation and efficiency, scalable to meet the increasing demands of government agencies while optimizing resource utilisation.

Challenges

Inconsistent Quality Assurance

Without structured development processes and comprehensive testing, organisations risk delivering products and services with unreliable performance and functionality, leading to dissatisfaction among users and stakeholders. Glue Reply's specialised solutions, tailored to the needs of government agencies, ensure that products and services undergo thorough testing and meet stringent quality standards, addressing specific challenges unique to the public sector.



Lack of Alignment with Organisational Goals

Absence of IT development alignment with organisational objectives may result in misdirected efforts and investments, leading to the creation of solutions that do not address critical business needs or strategic priorities effectively. By showcasing Glue Reply's expertise in compliance and security standards relevant to government organisations, organisations can ensure that their IT development goals are closely aligned with regulatory requirements, addressing critical business needs and strategic priorities effectively.

Limited Innovation and Adaptability

Without a culture emphasizing continuous improvement and flexibility, organisations may struggle to innovate and adapt to evolving market demands, hindering their ability to stay competitive and meet changing customer expectations. Glue Reply's customisable solutions for government use cases enable organizations to innovate and adapt to evolving market demands, leveraging citizen-centric design principles and the latest technologies to deliver user-friendly interfaces and inclusive digital services.

Increased Risk of Security Breaches

Failure to adhere to compliance and security standards leaves organisations vulnerable to cybersecurity threats and regulatory penalties, jeopardizing sensitive data and undermining trust with clients and partners. With Glue Reply's seamless integration capabilities with existing government systems and platforms, organisations can mitigate the risk of security breaches by ensuring interoperability and data exchange without disruption, while maintaining data privacy and regulatory compliance.

Resource Inefficiency and Operational Bottlenecks

Without specialist resourcing pools and ready service tools, organisations may face challenges in scaling their operations, managing talent effectively, and responding promptly to customer needs, resulting in inefficient resource allocation and operational bottlenecks. Through collaboration and partnership with Glue Reply, organisations can leverage its proven track record of successful implementation of digital solutions for government agencies, optimising resource utilisation, and achieving operational efficiency, even amidst increasing demands.

Our Approach

Development Processes

Our product development begins with a rigorous process that emphasizes robust coding and comprehensive testing. This ensures the reliability and performance of our digital services. We follow a systematic approach to software development, adhering to industry best practices and leveraging agile methodologies for iterative development.

Requirements Gathering

We engage stakeholders and end-users to capture detailed requirements and expectations, ensuring that our services align with user needs.

Design and Prototyping

Our development team creates detailed design specifications and prototypes to visualize the service and gather feedback early in the process.

Agile Development

We adopt agile principles to facilitate iterative development, enabling us to respond swiftly to changing requirements and incorporate user feedback efficiently.



Iterative Improvements

Continuous improvement is integral to our approach. We implement iterative development cycles that allow us to refine and enhance our services based on user feedback and evolving requirements. This iterative process fosters flexibility and adaptability, ensuring that our products remain relevant and effective over time.

User Testing and Feedback

We conduct regular user testing and gather feedback to identify areas for improvement and prioritize feature enhancements.

Continuous Integration and Deployment (CI/CD)

Our development pipeline includes CI/CD practices, enabling automated testing and deployment to deliver updates seamlessly and efficiently.

Service Management

Service management is essential for delivering reliable and sustainable digital services. We align our practices with ITIL (Information Technology Infrastructure Library) standards to ensure efficient service delivery, incident management, and service continuity.

ITIL-Aligned Operations

Our ITIL-aligned operations focus on ensuring the smooth and efficient delivery of digital services. Activities include:

- Service Monitoring
- Capacity Management
- Availability Management

Incident Management

Our incident management process is designed to minimize service disruptions and restore normal operations swiftly. Activities include:

- Incident Identification
- Incident Prioritization
- Resolution and Closure

Support

Our dedicated support team provides comprehensive assistance to users, ensuring a positive experience and timely issue resolution. Activities include:

- Service Desk
- Problem Diagnosis
- User Guidance



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