

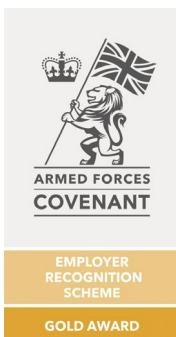


G-Cloud 15

Service Delivery Management



Crown
Commercial
Service
Supplier



Service Delivery Management

SA Group provides service delivery management services tailored to the client's needs. We have a proven service delivery management track record in successfully delivering projects and programmes of various sizes, technologies, domains & platforms including cloud-based projects and migration of classified systems.

Our consultants have the experience your business needs to enact the end-to-end cloud journey. We will ensure integration with existing systems and processes as well as making the necessary recommendations to enable future growth.

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| <ol style="list-style-type: none"> 1. Effective management of resources, interdependencies, risks, issues, quality & benefits 2. Ensure programmes & projects are delivered using industry best practice methods 3. Enables informed, effective & robust decision making 4. Provides effective benefits management to maintain strategic alignment with objectives 5. Service Delivery Management link to organisational policy and procedures supports implementation | <ol style="list-style-type: none"> 6. Clear service management delivery plan ensures successful rollout 7. Increases stakeholder confidence in achieving desired outcomes and realising benefits 8. Qualified specialists ensure Service Delivery Management delivery 9. Planning and control through formal project documentation and management 10. Sustainable approach to delivery throughout full project life cycle |
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Our list of services:

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| <ol style="list-style-type: none"> 1. End to end management of Programmes and Projects 2. Highly experienced service delivery managers 3. Stakeholder analysis and engagement 4. Project specifications aligned to project deliverables outcomes 5. Delivery plans directed towards achieving strategic objectives and business benefits | <ol style="list-style-type: none"> 6. Risk management performed in accordance with best practice (e.g. MoR) 7. Adaptable to scale, domain & delivery environment 8. Timely appropriate governance, escalation and decision making facilitation and assurance 9. Knowledge transfer and development of client staff 10. Coaching/mentoring of key client resources for a sustainable future |
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Planning services

Helping you implement cloud hosting or cloud software

This service is targeted towards the early stages of a project. We will assist your business with planning the cloud strategy and ensure you are fully prepared for your cloud journey.

Moving to a Cloud hosted environment can be a significant technical and business change which requires effective project and programme management controls. SA Group's management input can assure the smooth transition to or between Cloud-based service offerings, whilst minimising your business risk and protecting the benefits realisation.

SA Group can deploy best practice in programme and project management (PRINCE2, MSP, APMP, MoP, MoB, MoR, Agile PM & PgM, DSDM, SAFe), benefits management, risk management, scheduling, quality and assurance, stakeholder and communications management, programme definition, Network architecture, Solution architecture, Security Architecture, Security assurance, test and acceptance planning and project initiation.

We will work with your organisation to develop, define and implement suitable governance, controls and management and reporting regimes to initiate and plan your digital project or programme in line with Secure by Design (SbD) and NIST 800 standards.

We have expertise in digital transformation in the public sector and combine this with practical experience of assisting projects and programmes in the planning phase to meet the requirements of the Digital Services Standard and Technology Code of Practice.

Setup and migration

SA Group will provide end-to-end setup and migration incorporating discovery, assessment, migration planning, migration and testing, test and acceptance assurance, test planning and deployment. This will include a clear presentation of the roadmap for transition with a succinct explanation of the current system, solution and how to implement including effective procurement options. During transition migration either to or between cloud services, strong project and programme management controls must be in place to keep deliver on track and maintain alignment with the objectives of the business and keep strategic focus.

SA Group can provide advice on best practice across the full spectrum of project and programme management using PRINCE2, MSP, APMP, MoP, MoB, MoR, Agile PM & PgM, DSDM to help ensure that change initiatives keep to schedule. This can include support across some or all of the following areas: benefits management, risk management, scheduling, quality and assurance, stakeholder and communications management, governance, monitoring and control and reporting.

Our highly qualified and experienced consultants can offer further support and advice in the area of Service Management, Test & Assurance Network architecture, Solution architecture, Security Architecture, Security assurance and test and acceptance planning to help deliver the required cloud services.

We work with the following Cloud services:

IaaS

ITaaS

TaaS

SaaS

PaaS

FaaS

Quality assurance and performance testing

SA Group deliver quality assurance and performing testing throughout the entire CADMID and CADMIT project lifecycle. We will ensure sustainable delivery by assessing the intended scope of the service and investigating planned schedule estimates provided by service suppliers to validate the accuracy of existing forward estimates for the delivery of the service. Our structured approach utilises proven methodologies and innovative ways of working underpinned by experience of managing emerging challenges in the fast-changing cloud hosting and software environment.

Our security services

SA Group's specialist cyber team can be brought in at any stage of the project to advise and assure on:

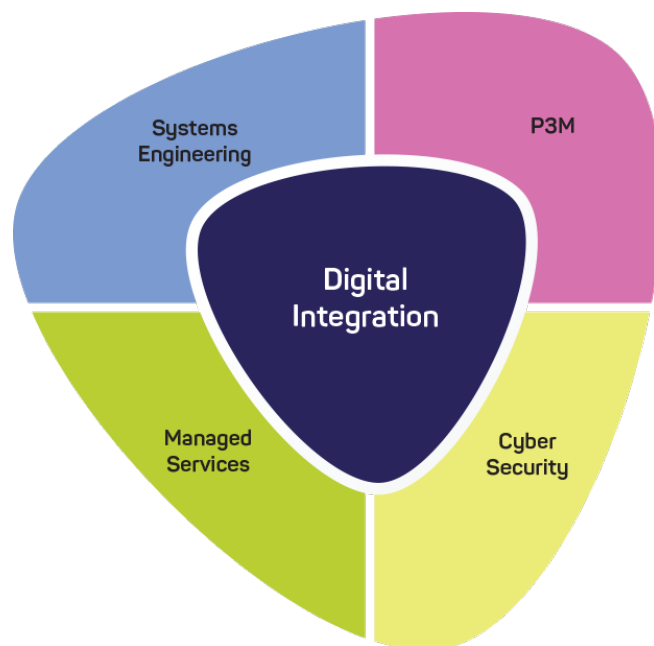
- Security strategy
- Security risk management
- Security design
- Security architecture
- Cyber security consultancy
- Security testing
- Security incident management
- Security audit services

About SA Group

SA Group is a Cyber Security, P3M and Technical consultancy working in critical Public Sector and Commercial markets. We specialise in helping customers scope and deliver against challenges within increasingly complex digital environments.

We provide professional consulting services to help solve critical challenges and navigate through complex change. Many of these tasks are highly technical, and we specialise in providing the expertise required on a flexible basis.

Our success is driven by the reputation of our people, a collegiate and agile approach to the requirements, and our determination to deliver value to our clients. Working collaboratively with customers, we use innovative digital technology, taking advantage of current and emerging trends, cyber security, and the design, implementation, and support of critical IT and communications infrastructure.



G-Cloud Service Directory

We offer a full suite of Digital, P3M and Technical services to deliver your entire project. Please contact us or check the G-Cloud portal for more information on:

Agile Project Delivery	Digital Transformation and Strategy	Secure Technical Services for Digital Projects and Programmes
Benefits Analysis	Enterprise Architecture	Security Architecture
Business Analysis	GDS Service Standards	Service Delivery Management
Business Change and Modernisation	Governance	Specialist Infrastructure Engineer
Capability Assessments	High Assurance Services	Supply Chain Cyber Security Assessment
Change and Release Management	Integration Support	Technical Architecture
Cloud Security Assessment	IT Service Management	Technical Design Authority and Delivery Assurance
Concept Design and Development	IT Strategy and Integration	Testing, Trials and Implementation
Cyber Security Health Check	Network Architecture	
Cyber Security Risk Assessment	Project Management Office (PMO)	
Cyber Security Training	Project, Programme and Portfolio (P3M)	
Data Communications and Collaboration Technology	Requirements Management	
Defence PKI (DPKI)	Risk Management	
Digital Strategy and Roadmap	Secure by Design Assurance	

For more information:

Email: commercial@sa-group.com

Call us: +44(0)1249 280111

Or visit our website: [SA-Group.com](https://www.sa-group.com)