

Service Definition Document for G-Cloud 15 Services

Data Exploitation Services

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1 Service Definition for Data Exploitation Services

1.1 Introduction

This is the Service Definition Document for NTT DATA UK Ltd (NTT DATA) Data Exploitation services on the G-Cloud Framework. The information provided in this document is required by the G-Cloud framework and is designed to help clients determine how these services can meet their requirements.

1.2 Overview of services

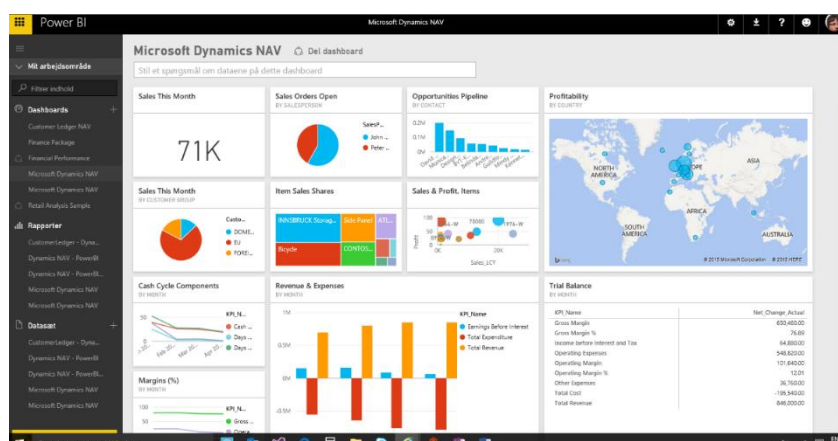
1.2.1 Data Exploitation Solutions

The following services are designed to help clients to determine, plan and implement their chosen Data Exploitation strategy.

- **Data Exploitation Strategy** – helps clients create a cloud-based strategy covering capabilities such as business intelligence or business analytics solutions; data integration solutions; enterprise information integration; data warehouse / data lake / data lakehouse solutions; data management solutions; and information management solutions. This service enables organisations to understand and exploit the value in their data assets by advising and guiding clients on their strategy, requirements, cloud-based architectures and transition planning.
- **Data Exploitation Business Analysis** – provides a cost-effective method of defining, clarifying or providing a detailed assessment of business and technical requirements in preparation for creating data exploitation solutions.
- **Data Exploitation Design Authority** – enables different parts of a data exploitation programme to be delivered coherently, delivering an end-state data technology landscape.
- **Data Exploitation Design and Development** – data exploitation software delivery service that ensures software components (and their supporting design artefacts) address functional and non-functional requirements.
- **Data Exploitation Platform On-Boarding** - comprises a range of services designed to assist with migrating and consolidating legacy data exploitation platforms on to new platforms.
- **Data Exploitation Training** - provides a cost-effective method of using our experience to train and educate your organisation's technical and non-technical users. Training might address a specific new technology platform or general data literacy challenges.
- **Microsoft Data Analytics** - provides a cost-effective platform for the implementation of enterprise grade business intelligence / analytic solutions in the cloud or on premise. The platform is based on industry leading technology from Microsoft and includes Microsoft's reporting tool, Power BI.

1.2.2 Microsoft Power BI Solutions

Microsoft Power BI is a cloud-based business analytics tool that can assist employees by presenting consolidated business and systems information within interactive dashboards. This enables employees to focus on their important information, and to generate and share reports with their colleagues.



The NTT DATA Microsoft Power BI Services are:

- Microsoft Power BI Design and Implementation - a cloud-based business analytics tool that can assist employees by presenting consolidated business and systems information within interactive dashboards.
- Microsoft Power BI Support - delivers remote incident resolution between 08:30 - 17:00 UK Time Monday to Friday, augmented by optional 24 x 7 incident resolution for critical, priority incidents outside of normal working hours.
- Microsoft Power BI Diagnostic - designed to help customers who have an existing Microsoft Power BI installation but have problems with the solution that needs to be resolved. Potential issue areas include performance, functionality issues and faults.

See Section 2 for full-service descriptions.

2 Service Descriptions

2.1 Data Exploitation Strategy Service

2.1.1 Introduction

NTT DATA's Data Exploitation Strategy Service helps clients create and/or realise a data exploitation strategy including capabilities such as:

- Business intelligence or business analytics solutions – reporting; analytics/AI (including Generative AI); dashboards; alerts and in-memory applications.
- Data integration solutions – extraction, transformation and loading; enterprise application integration; enterprise information integration.
- Data warehouse, data lake and data lakehouse solutions – departmental or enterprise; operational data stores; data marts; federated data warehouses
- Data management solutions – master data management; metadata management.
- Information management solutions – corporate data modelling; information and data governance; information and data stewardship.

2.1.2 Scope

Different clients have different entry points into the Data Exploitation Strategy Service. One start point can be a data exploitation strategy that presents a vision for how the organisational strategy can be supported and even secured by making better use of information. Depending on client needs, this might include elements such as a data landscape, a data maturity assessment or a reference architecture for data technology capabilities. The vision, however, is only part of the story, and in order to provide a complete strategy we would include a roadmap identifying how the vision can be realised over a defined timeframe for a budgeted cost. This includes developing a strategy for how the application of cloud-based initiatives might compliment or replace legacy, on-premise applications and use cases. In other cases, the need is around people and process – for example designing data governance structures and processes.

2.1.3 Approach

Our approach is based on some core principles that focus on real business value, speed and agility of delivery and driving engagement with data. In considering data exploitation strategies we always recommend starting with our 5 habits of effective data exploitation.

a) Focus on the drivers for insight

Understanding of the business strategy, goals and objectives; understanding of the immediate needs and 'pains' experienced by the business; understanding of the operational or policy goals that the business is seeking to gain through cloud-based solutions; understanding of the opportunities that the business is aiming to address. These are crucial to the successful delivery of value-driven data exploitation solutions.

b) Deliver Value Quickly

We recognise that business requirements are evolving and business opportunity realisation has a time window attached to it. Furthermore, the purest approach to data exploitation delivery does not provide enough agility and too much emphasis is placed on long-term delivery - often resulting in an even longer delay before any value is derived from data exploitation platforms. Thus we take it as our prerogative to deliver value quickly.

c) Drive Business Engagement

We see the success of data exploitation in its utilisation. Even if a high-quality solution is implemented, if it is not adopted by the business, it does not deliver value. We are committed to increasing the pace

and frequency in which people can ask questions of their information and receive answers so they feel empowered to make better decisions supported by a sound base of information. Our approach therefore drives business engagement through evangelising the benefits of data exploitation within the organisation, responding rapidly to value-based requirements and working closely with the business during delivery, testing and adoption.

d) Develop Capability

Our entire strategy is based on helping customers to improve their operations by making the most of their information assets. As part of this, we do our best to make their teams as self-sufficient and effective in data exploitation as possible to promote the embedding of data exploitation in the organisation - not just as a function, but as part of what they do. Organisations often focus heavily on IT capability in order to build a technically-sound data exploitation solution and forget the very people that need to engage with the information - the business community. The capabilities of business functions to make good use of information must also be considered.

e) Reduce Ownership Costs

Although the priority is delivering business value through the application of data exploitation services, it is essential that IT is monitoring and continually reducing ownership costs. Information technology teams can often struggle with finding the balance between agility and control. In this context, cloud-based data exploitation solutions can often be implemented tactically to meet an immediate business requirement, however it is essential that 'deliver value quickly' is followed up by a sound IT strategy to continuously align to reduce the total cost of ownership.

2.2 Data Exploitation Business Analysis Service

2.2.1 Introduction

NTT DATA's Data Exploitation Business Analysis service provides a cost-effective method of defining, clarifying or providing a detailed assessment of your business and technical requirements in preparation for delivering data exploitation solutions including the following types of platforms:

- Business intelligence or business analytics solutions – reporting; analytics/AI (including Generative AI); dashboards; alerts and in-memory applications.
- Data integration solutions – extraction, transformation and loading; enterprise application integration; enterprise information integration.
- Data warehouse, data lake and data lakehouse solutions – departmental or enterprise; operational data stores; data marts; federated data warehouses
- Data management solutions – master data management; metadata management.
- Information management solutions – corporate data modelling; information and data governance; information and data stewardship.

The Business Analysis Service is used to ensure that your requirements are clearly understood, documented, agreed and feasible. This process may involve one or more of the following activities:

- Feasibility / Readiness assessment
- Platform review, Cloud vs On Premise vs Hybrid
- Proof of Concept / Proof of Value development
- Business Process Mapping
- Requirements Capture (usually via workshops and interviews)
- Requirements Analysis and Prioritisation
- Requirements Clarification
- Technical Assessment

2.2.2 Approach

Our methodology includes a Scoping Phase and a Requirements Analysis Phase.

a) Scoping Phase

In this phase we define or clarify high level requirements using a combination of techniques:

- Reviewing relevant documentation
- Conducting interviews with key stakeholders including user representatives and subject matter experts
- In-person workshops targeted at users in a particular subject area. We typically capture high level functional and non-functional requirements, success criteria and key deliverables in a draft of the project scope. This document would then be made available for review and amendment before issuing a final document for approval.

b) Requirements Analysis

This is conducted by one or more of our Business Analysts in conjunction with other specialists such as a Solution Architect, Security Architect or User Researcher in order to gain early insight into potential scope and solution options. The success of the Requirements Analysis Service is contingent on a close, co-operative client relationship. It is crucial that sufficient business engagement is achieved to ensure that the agreed requirements accurately reflect your organisation's needs.

We capture detailed requirements as agile epics and user stories, gradually evolved with each sprint including:

- Numbered functional and non-functional requirements written in terms that can subsequently be tested to check the requirement has been met.
- Use cases showing how user interactions with the proposed system are related to the requirements.
- Process diagrams (where the system is designed to support part or all of one or more business processes).
- Process / data flow diagrams (showing in principle how different parts of the system logically relate to each other).
- State diagrams (showing how the status of an object can change during its journey through a system).
- Screen 'wireframes' to illustrate user interface components.
- Examples of generative AI prompts and expected answers
- Infrastructure recommendations.

2.3 Data Exploitation Design Authority Service

2.3.1 Introduction

The NTT DATA Data Exploitation Design Authority Service enables different parts of a data exploitation programme to be delivered coherently, delivering an end-state data technology landscape including the following types of platforms:

- Business intelligence or business analytics solutions – reporting; analytics/AI (including Generative AI); dashboards; alerts and in-memory applications.
- Data integration solutions – extraction, transformation and loading; enterprise application integration; enterprise information integration.
- Data warehouse, data lake and data lakehouse solutions – departmental or enterprise; operational data stores; data marts; federated data warehouses; Ralph Kimball.
- Data management solutions – master data management; metadata management.
- Information management solutions – corporate data modelling; information and data governance; information and data stewardship.

The service can be tailored to meet your specific needs. Execution can be standalone or in combination with other services.

The Design Authority plays a crucial role within a data exploitation project in ensuring that all the individual components of the solution fit together into a cohesive system that delivers on the current requirements whilst following sufficient best practices to protect and insulate against predictable future demands. It is also essential that the solution maps well into the organisation's existing or target IT infrastructure / architecture i.e. leveraging other systems where applicable.

2.3.2 Approach

The Design Authority plays a crucial role within a Data Exploitation project to:

- Ensure that all the individual components of the solution fit together into a cohesive system that delivers on the current requirements.
- Follow best practices to protect and insulate against predictable future demands.
- Ensure that the solution maps well into the organisation's existing IT infrastructure / architecture i.e. leveraging other systems where applicable.

2.4 Data Exploitation Design and Development Service

2.4.1 Introduction

The NTT DATA Data Exploitation Design and Development Service will provide a cost-effective method for creating cloud-based solutions including the following types of platforms:

- Business intelligence or business analytics solutions – reporting; analytics/AI (including Generative AI); dashboards; alerts and in-memory applications.
- Data integration solutions – extraction, transformation and loading; enterprise application integration; enterprise information integration.
- Data warehouse, data lake and data lakehouse solutions – departmental or enterprise; operational data stores; data marts; federated data warehouses; Ralph Kimball.
- Data management solutions – master data management; metadata management.
- End to end Generative AI applications
- Information management solutions – corporate data modelling; information and data governance; information and data stewardship.

In this service we ensure that design artifacts and system components address both your functional and non-functional requirements.

Data exploitation solutions may require a complex array of different components, technologies and standards and we are also able to provide integration with other systems.

2.4.2 Approach

a) Design

Our approach to design includes one or more of the following elements as required:

- Business Process Design - often capturing information that is known but not generally documented or easily accessible.
- Solution Architecture – so that the proposed solution maps effectively onto the core business processes
- Data Architecture - identifies the important data flows that exist within the solution and may well include data models both physical and logical. This includes identifying and understanding input data sources. In data lake architectures automatic profiling can be used to understand data structures for some sources.
- Infrastructure Architecture – the necessary cloud services and landing zone configurations

b) Development

We deploy a unique Agile Data Exploitation framework that places business engagement at the heart of the delivery process and looks to shorten the time to answer in order to ensure business value is identified and delivered as effectively as possible. It integrates project management, value focused delivery, business testing and adoption strategy into one cohesive set of best practice methods, processes and techniques. Our standard agile project management method (SCRUM) refers to short-burst delivery sprints focused on the incremental value add at the end of each sprint. Every output of the project is treated as a 'product'. Each sprint aims to deliver a number of products determined by business priority.

The progression through the sprint is measured in 'time to completion' thus providing invaluable business intelligence to a project manager to steer the project effectively. We have further enhanced standard SCRUM to accommodate the complexity faced, and to provide the agility required, in delivering complex Data Exploitation projects. Specifically, multi-stream sprint structures enable an effective collaboration between all parties.

- Strategy sprints - on-going prioritisation and steer by stakeholders.
- Definition sprints - on-going requirements definition, focusing on the current and immediately after starting delivery sprints.
- Process sprints - working with the business to integrate Data Exploitation value into their processes, as either providers or consumers or both.
- Provisioning sprints - on-going solution development consisting of establishment, delivery, alignment and release sprints.

c) Testing

Our continuous approach to testing is driven by our experience of balancing the level and complexity of tests with the need to deliver value quickly.

- Unit Testing - always completed within the development cycle. Often executed through a combination of automated and manual tests that are each accompanied by suitably agreed scripts.
- Deployment and system testing - carried out after each development sprint by a dedicated resource. Relevant code is deployed according to documentation prepared by the Development team and tested using predefined scripts and test cases. Tests will generally be a mix of manual and automated. Faults are formally logged and tracked.
- System integration testing - carried out when sufficient development work has been completed and system tested to constitute a release. The emphasis is on checking that components work together across interfaces on an end-to-end basis.
- User acceptance testing - carried out following system integration testing. In many cases the customer will run UAT themselves.

2.5 Data Exploitation Platform On-Boarding Service

2.5.1 Introduction

Data Exploitation Platform On-Boarding comprises a range of services designed to assist with migrating and consolidating legacy data exploitation platforms to new platforms. The service can cover the assessment, target sizing, migration planning and execution of one or more of the following types of platforms:

- Business intelligence or business analytics solutions – reporting; analytics/AI (including Generative AI); dashboards; alerts and in-memory applications.
- Data integration solutions – extraction, transformation and loading; enterprise application integration; enterprise information integration.
- Data warehouse, data lake and data lakehouse solutions – departmental or enterprise; operational data stores; data marts; federated data warehouses; Ralph Kimball.
- Data management solutions – master data management; metadata management.
- Information management solutions – corporate data modelling; information and data governance; information and data stewardship.

2.5.2 Approach

Choosing to move an existing on-premise or hosted solution to a new location without unduly interrupting service levels can be problematic and potentially disastrous if not handled correctly. The NTT DATA Data Exploitation cloud Platform On-Boarding Service is designed to mitigate these risks and deliver a pain free migration experience.

In this service we provide a range of activities which can be tailored depending on the specific requirements of your current environment:

- Analysis of current environment - technologies used; technical architecture; data flows; security; custom configurations; usage levels and SLAs.
- Improvement planning and archiving solutions for data which is not being migrated.
- Agree service options, scope and SLAs.
- Agree security model.
- Migration planning - source environment export strategy; destination environment build plan; user education curriculum and schedule; downtime scheduling; launch activities.
- Agreement of migration plan.
- Scheduling and execution of migration plan - configure infrastructure; install data schemas and transformation pipelines; establish and test connectivity to data sources; install data exploitation content; configure user objects; establish and test connectivity to end users; load historical data; switch on incremental data feeds.
- Start service

2.6 Data Exploitation Training Service

2.6.1 Introduction

Our Data Exploitation Training service provides a cost-effective method to train and educate your organisation's technical and non-technical users so that they can be effective contributors or consumers of one or more of the following types of platforms:

- Business intelligence or business analytics solutions – reporting; analytics/AI (including Generative AI); dashboards; alerts and in-memory applications.
- Data integration solutions – extraction, transformation and loading; enterprise application integration; enterprise information integration.
- Data warehouse, data lake and data lakehouse solutions – departmental or enterprise; operational data stores; data marts; federated data warehouses; Ralph Kimball.
- Data management solutions – master data management; metadata management.
- Information management solutions – corporate data modelling; information and data governance; information and data stewardship.

In this service we provide a broad assessment of the educational needs of the various individuals within the organisation and deliver an education roadmap recommending courses and activities to deliver the required knowledge. This roadmap might need to address general data literacy challenges as well as the specific needs of new platforms.

2.6.2 Delivery Methods

When it comes to planning your training, we have a range of delivery options to help you select the best approach for your needs.

- Virtual training environment - provides all the interactivity of a classroom setting from any location by leveraging our private cloud training environment.
- On-demand - for large project roll-outs, e-learning provides a pre-recorded modular training course which can be accessed as needed to provide core course content and additional bespoke modules specific to your environment.
- Customised training - we can develop content and materials that relate specifically to your data and business environment to create a training experience that is intrinsically linked to your business intelligence system.
- Train-the-trainer - for your training team can be particularly cost-effective when training large numbers of users.
- Follow-up support - our trainers can provide ongoing support in the working environment, including desk-side support, drop-in clinics and workshops.

2.7 Microsoft Data Analytics Services

2.7.1 Introduction

The NTT DATA Microsoft Data Analytics Services provides a cost effective platform for the implementation of enterprise grade business intelligence solutions in the cloud. The platform is based on industry leading technology from Microsoft and can be configured to provide one or more of the following types of platforms:

- Business intelligence or business analytics solutions – reporting; analytics / AI (including OpenAI); dashboards; alerts. Example Azure services include PowerBI, Synapse, Azure Analysis Services, Azure Machine Learning
- Data integration solutions – extraction, transformation and loading; enterprise application integration; enterprise information integration. Example Azure services include Azure Synapse, Azure Fabric, Azure Data Factory, Event Brokers and Databricks,
- Data warehouse, data lake and data lakehouse solutions – departmental or enterprise; operational data stores; data marts; federated data warehouses. Example Azure services include Azure Data Lake Storage, Azure Synapse,
- Data management solutions – master data management; metadata management. Example Azure services include Purview and Azure Data Share
- Information management solutions – corporate data modelling; information and data governance; information and data stewardship. Azure services include Purview and CosmosDB.

2.7.2 Approach

a) Technology Platform

Depending on the capabilities chosen, we begin with the Azure Cloud Adoption Framework, which provides a foundation for good practice on Azure. The selection of Azure technologies would be driven by underlying requirements and budget constraints, since in some cases, Azure offers two or three ways of achieving the same outcome with different trade-offs.

b) Set-up

We offer a full set-up service that covers a standard set of activities and procedures for initiating the service:

- Agree Service options, scope and SLAs.
- Agree Security model.
- Configure infrastructure and schema(s).
- Install data pipeline routines.
- Establish and test connectivity to data sources.
- Install data exploitation content (e.g. dashboards).
- Configure user objects.
- Establish and test connectivity to end users.
- Load historical data (if applicable)
- Switch on incremental data feeds.
- Define reporting with Power BI.
- Start service.

2.8 Microsoft Power BI Design and Implementation Service

2.8.1 Introduction

Microsoft Power BI is a cloud-based business analytics tool that can assist employees by presenting consolidated business and systems information within interactive dashboards. Employees can view and interact with key information sourced from multiple application systems such as Dynamics CRM or RDBMS. The employee may use a single dashboard or have a set of dashboards for viewing information such as actual performance against KPIs.

NTT DATA employs certified Microsoft Power BI consultants.

2.8.2 Approach

a) Planning and scoping phase.

Sets the goals of the project; defines the governance and planning parameters for the next phases; develops a detailed, agreed plan for the high level design; documents the agreed approach, risk management and governance model for the high level design.

b) Agile delivery phase parallel activities

2.8.3 Analysis and definition activity

Obtains and documents the business drivers, objectives and requirements for the project and how Power BI will be configured to meet these requirements. This includes the iteration of a prioritised backlog requirements catalogue, functional specification, technical architecture, security specification and technical specifications documents.

2.8.4 Build activity

As part of this activity, Power BI is configured as prescribed by the user stories. 'Show and Tell' sessions will be held to allow the customer to get an early view of the solution being built and to provide feedback which will then be incorporated into the solution.

2.8.5 Test activity

Continuous system and unit testing will be performed by NTT DATA. Post acceptance testing, user training will be delivered and the solution handed over to the customer to perform user accepted testing with NTT DATA providing support.

2.8.6 Deployment activity

Once the solution is formerly accepted by the customer, it is deployed for use. If required, this will include data migration into the solution. Handover to support is performed during this stage and a solution 'Run Book' created which describes the solution, support arrangements, troubleshooting guides and other reference information. If required, administration training can also be provided to allow the customer to manage and make changes to the solution themselves without the involvement of NTT DATA.

2.9 Microsoft Power BI Support Service

2.9.1 Introduction

NTT DATA offer a Microsoft Power BI Service which delivers remote incident resolution between 08:30 - 17:00 UK Time Mon to Fri (excluding bank holidays), augmented by optional 24 x 7 incident resolution for critical, priority incidents outside of normal working hours.

NTT DATA's support service provides a single point of contact for incident management. All calls logged with NTT DATA's Service Desk will be resolved directly by Service Desk specialists, allocated to a specialist Microsoft Power BI consultant or passed to the appropriate vendor.

Ownership of all Incidents remains with the NTT DATA Service Desk until resolution. High priority issues are automatically escalated to an NTT DATA ITIL qualified Service Delivery Manager to ensure issues are actively managed through to resolution.

The Service Delivery Manager, supported by the Director of Service Delivery, is able to call on all levels of resources within NTT DATA, its partners and vendors to ensure a timely resolution to support related issues or queries. The Service Management team works continually with clients to review the levels of service being delivered and actively practice Continual Service Improvement.

2.9.2 Scope of the Service

NTT DATA offer full ISO 20000:2011 support services for Microsoft Power BI from our Service Desk in Birmingham. The Service Desk operates with full ITIL management practices and offers a seamless, competitive, high quality support service with:

- Experienced ITIL v2 and v3 certified Service Managers.
- Microsoft Power BI certified Service Desk analysts and consultants.
- A culture of long term relationships with clients, built on integrity and trust. Our commitment to excellence and customer satisfaction wins renewal of support agreements year-on-year.
- Continuous ISO20000 certification for IT Service Management since introduction of the standard.
- Incident management through a central audited Service Desk system which provides accurate measurement of SLAs and KPIs, reported on with the client at regular intervals.
- High priority Incident escalation procedures meaning the business can meet critical deadlines.
- Robust, proven and audited Problem Management and Major Incident processes to ensure full management of issues impacting our client's business.

2.9.3 Service Options

Available support options include:

- Application support hours - flexible / customer-specific up to 7 x 24 hours.
- Dedicated Service Desk staff, if required.
- Application support packages - incident packages in multiples of 10; unlimited incident package; cost per month.
- Technical application support packages - Level 1 + Level 2 + Level 3; Level 2 + Level 3; Level 3; dedicated technical resource.

2.10 Microsoft Power BI Diagnostic Service

2.10.1 Introduction

The Microsoft Power BI Diagnostic service is designed to help customers who have an existing Power BI installation, but have problems with the solution that needs to be resolved. For example:

- Performance issues - the solution is running slow and affecting the productivity of staff.
- Functionality issues - due to changes in business processes or issues with the initial project design, the Power BI solution does not meet the current business need, resulting in inefficiencies and lack of return of investment.
- Faults - parts of the solution do not work correctly or as planned.

2.10.2 Approach

The Power BI Health Check service consists of the three phases: a) Information Gathering, b) Investigation and c) Recommendations. The actual work undertaken in each phase will vary depending upon the issue being investigated. However, the list below provides the typical activities performed at each phase.

a) Information Gathering

- Obtain detailed understanding of the issue.
- Network latency analysis.
- Perform a general review of the Power BI dashboard deployment to gain an understanding of its configuration and customisations.
- Perform a general review of the data sources and data transformations used to funnel data to the dashboards.
- Workshops to understand functional requirements.

b) Investigation

- Analysis of network tracing results.
- Review Microsoft Partner Knowledge Base and our internal knowledgebase for any known issues of this type.
- Review solution design against business requirements.
- Analysis of customisations and code to find the root cause of issues
- Analysis of data sources and transformations.

c) Recommendations

Findings and recommendations are documented and presented to the customer. If NTT DATA's professional services are required to resolve the issue, the project timeframe, necessary resources and a phased project costing will be provided.

2.10.3 Benefits

The aim of the Power BI Health Check service is to identify the root cause of identified issues within a small, fixed price assessment. Using the resulting recommendations, the business can decide whether any investments to resolve the issue can be justified.

3 Commercial Arrangements

3.1 Parent Company Guarantee (PCG)

Please note that NTT DATA is not able to provide a Parent Company Guarantee (PCG).

3.2 Use of subcontractors and partners

These services are delivered by NTT DATA with support from selected, specialist partners only where required, and with approval from the client in advance.

3.3 Pricing

Please see the Digital Marketplace for the NTT DATA Pricing associated with these services.

3.4 Ordering and invoicing process

Clients will be expected to follow the G-Cloud 15 ordering process as outlined in the Framework's Terms and Conditions. This will ensure that the scope, timeline, and technical requirements are understood, agreed and can be delivered.

Each assignment will then require a formal work order to be raised, which would define:

- The name and contact details of the consumer's representative
- The objective(s) of the work and the Key Performance Indicators
- The amount and type of resource required (number of roles and duration)
- Start and end dates for the project
- The scope and requirements for the project
- The specific technical or business knowledge required by NTT DATA
- Advise whether the project is expected to be carried out on the consumer's premises (in which case location is required), or at NTT DATA's premises
- Expected deliverables, quality levels and acceptance criteria for sign-off

Upon receipt of a work order, NTT DATA will evaluate the requirement and confirm a start date. Once NTT DATA accepts a work order, we will commence work upon receipt of a purchase order.

NTT DATA will operate the following invoicing process:

- For time and material projects and assignments - monthly invoices will be issued in arrears for payment within 30 days
- For fixed price projects and assignments - invoices will be based upon agreed staged payments associated with formal client sign-off of interim or final deliverables. Invoices are issued in arrears for payment within 30 days
- For managed services - Transition Charges based on milestones, with Managed Services Charges invoiced quarterly in advance

3.5 Client responsibilities

The client will provide a Project Manager responsible for the following activities:

- Ensure the organisation is aware that external support is being provided by NTT DATA and that staff and teams are clear about the project, its scope and their roles and responsibilities in it.
- Manage the client personnel and responsibilities for this project.
- Serve as the interface between NTT DATA and all the client's departments participating in the project.
- Administer the Change Control Procedure with the NTT DATA Project Manager.
- Participate in project status meetings.
- Obtain and provide information, data, and decisions within three working days of NTT DATA's request unless a different response time is agreed in writing.
- Review and approve the Milestone achievements.
- Help resolve any project issues and the client deviations from the estimated schedule, and escalate issues within the client organisation, as necessary.
- Provide staff as required to undertake the User Acceptance Testing.
- Ensure client staff are made available for any meetings, interviews, document review and presentations within the proposed timescale.
- Provide client staff able to deliver authoritative answers to questions and clarification requests in a timely manner.
- Provide NTT DATA personnel with suitable office space, other accommodation and facilities that personnel may reasonably require to perform the services required during the project.

3.6 Accreditations

For these services, NTT DATA has corporate membership of the ITSMF, SDI and MCA trade bodies and holds a number of relevant accreditations including:

- ISO 9001 Quality Assurance
- ISO 14001 Environmental Management
- ISO 27001 Information Security Management
- PRINCE2 Practitioner Project Managers
- ISO 20000-1 IT Service Management
- ISO 22301 Business Continuity
- ISO 45001 Health and Safety Management Systems
- Cyber Essentials
- Cyber Essentials+

4 About NTT DATA

4.1 Globally

NTT DATA Corporation is a global IT innovator delivering technology-enabled services and solutions to clients around the world and is a top tier global IT Services provider (reference: Gartner). It employs more than 190,000 people across 70 countries.

For more than 50 years, the NTT DATA Corporation has been successfully providing IT services to a wide range of clients in the automotive, electronics and high technology, energy and utilities, financial services, healthcare and life sciences, insurance, manufacturing, media and entertainment, professional services, public, retail, telecommunications and transportation and logistics sectors.

NTT DATA has significant global coverage across Europe, the Americas, the Middle East, Africa, and Asia Pacific regions.

4.2 In the UK

NTT DATA UK Ltd (NTT DATA) is a subsidiary of the NTT DATA Corporation and is a systems integrator headquartered in the City of London and Birmingham. NTT DATA in the UK is a £400m+ per annum turnover organisation that focuses on supporting clients in:

- Public Services
- Automotive
- Banking and Financial Services
- Education and Research
- Energy and Utilities
- Healthcare
- Insurance
- Life Sciences and Pharma
- Manufacturing and Consumer Packaged Goods
- Retail
- Telco, Media and Technology
- Travel, Transportation and Logistics

NTT DATA has partnerships with a number of leading software vendors and works closely with NTT group companies to provide a wide range of solutions to UK clients.

4.3 How we help our clients

NTT DATA provides a portfolio of services to support every aspect of its clients' business technology life cycle, including:

- Strategy to create competitive advantage
- Implementation with speed, confidence, efficiency, and surety
- On-going management to optimise your assets with the best resource mix and cost
- Evolution to create new opportunities and future-proof your enterprise

NTT DATA helps its clients by building value through the visualisation and realisation of innovation. This involves working in close partnership with clients to:

- Design innovation - create robust IT strategies geared towards optimising business processes and the use of IT and networking concepts along the customer's entire value chain. We help our clients use IT to differentiate themselves from their competitors
- Develop solutions - use our advanced systems structuring and application capabilities to develop and provide solutions that make business innovation a reality
- Drive performance and efficiency - provide constant support for our clients helping them exploit the full potential of their IT solutions and take advantage of the latest IT innovation thinking

4.4 Trade body membership and accreditations

NTT DATA has corporate membership of the MCA trade body and our activities are supported by technical and vendor accreditations:

- Snowflake Global Elite Partner
- Informatica Enterprise Premier Partner
- Google Cloud Platform Premier Partner
- Microsoft Solution Partner Designation: Business Application, Data & AI, Digital & App Innovation, Infrastructure, Security, Modern Work.
- AWS Premier Partner | AWS Partner Programs; Premier Tier Services, AWS Managed Service Provider, Authorized Commercial Reseller, AWS Public Sector Partner, AWS Solution Provider Program, AWS Public Sector Solution Provider, Authority to Operate on AWS
- AWS Competencies | Machine Learning Consulting, Telecom Services, DevOps Consulting, Government Consulting, Migration Consulting
- Salesforce Platinum Partner
- Genesys Global Gold partner
- Service Now Elite partner
- Red Hat Premier Business Partner
- Palo Alto Networks Diamond Innovator (Global)
- Check Point 5 Star Partner
- Fortinet Global Partner
- F5 Platinum Partner
- Zscaler GSI
- Cisco Gold Partner
- SAP Global Platinum Partner
- Dell Titanium Partner

4.5 Services

We support UK clients through the following digital focus areas:

- Customer Experience - engaging with customer to maximise user understanding, engagement and support
- Data & Intelligence - excel in new data model creation using gathered intelligence that can produce actionable results for organisation success
- Intelligence Automation - automate repetitive business processes for success in a digitally-dynamic environment
- Internet of Things - connecting and communicating with an ever-expanding base of devices connected to the internet
- IT Optimisation - revolutionising IT environments by delivering the agility necessary to remain effective in a rapidly changing landscape
- Cyber security - protecting against data breaches and unauthorized use of confidential information in today's connected digital world

4.6 Further information

See <https://uk.nttdata.com> for further information, or contact us at nttdatauk.requirements@nttdata.com