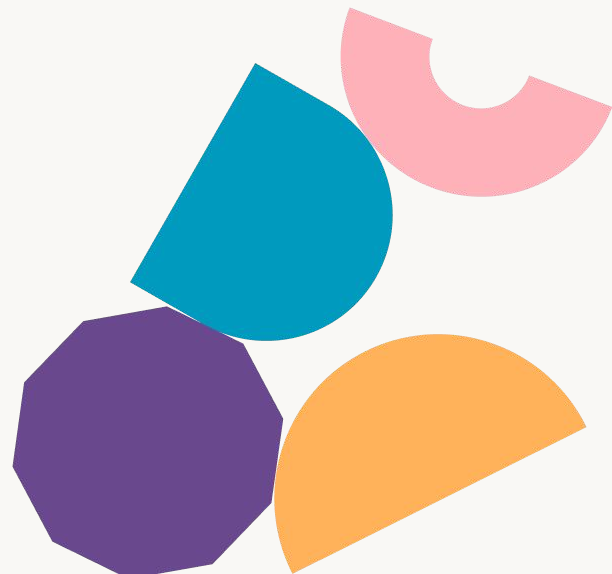


Cloud implementation services

G-Cloud 15 Service Description

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We create public services that improve lives

We're a leading employee-owned digital agency that works with the public and third sectors. Established in 2008, dxw is a diverse multidisciplinary team of digital design, technology and delivery specialists.

We work in partnership with our clients to make life better for the people who use public services and the teams who run them. In 2021, the company became employee owned. Working in the best interests of public service users is written into our deeds of trust.



**We provide a phased
approach to services for cloud
implementation**



We provide cloud implementation services across the full life-cycle

We typically work to the GDS Service Manual and can offer implementation services covering, for example:

- A **discovery** phase to help understand the user needs for a new service
- An **alpha** phase to test and prototype what's technically possible
- A **beta** phase to deliver a working version of a cloud based service
- Iterating a **live** service

We can also work on projects which cover multiple phases, or multiple projects across a wider programme.



Discovery delivers a plan for building your service, and work out what cloud services should support it.



Before code is written it's important to understand your users and the scope of the project.

When you set out to build a service you need to know who you're building it for, why they want it and how they'll use it.

Having a clear understanding of the problem you're trying to solve, and the needs of your users from the start, will produce a far better and more focused service.



We use a range of tools and techniques to achieve a successful discovery, such as:

- Inception workshops
- Roadmapping workshops
- User research and playback sessions
- Stakeholder mapping
- Co-design workshops (with both internal and external stakeholders)
- Story mapping
- Requirements gathering
- Show + Tells



A technical discovery can help you better manage legacy systems and dependencies.

Integrations are a necessary part of most cloud migrations.

Spending time at the beginning of your project outlining the technical structure of your service, and the systems and services within which it will operate, will pay dividends later.



Any cloud-hosted services needs to consider its technical architecture.

This architecture affects maintainability, stability and performance, all of which affect user experience. Good technical architecture considers the life of the service and the possible future user needs of it.

We can help you visualise the process, tools and data flows for your project.



The outputs of a discovery will help you move confidently to an alpha and may include:

- Documented user needs and supporting evidence to help you make better decisions about the potential service
- A set of user stories to start a conversation on how best to meet those needs
- Actionable recommendations – an overarching framework to help you organise the next phases of work
- Early prototypes, service blueprints and user journey maps that describe what the service might look like



Alpha helps you understand how the service you are building will work. It will deliver a basic, functioning, cloud based product.



When building a service, you need to know what's technically possible and how people will use it.

An alpha phase allows you to develop cloud based prototypes and put them to the test with real users. This feedback can then be used to refine and iterate these prototypes and inform future development.

Having a clear understanding of the problem you're trying to solve, the approach you're taking and feedback from your users, will produce a far better and more focused service.



We use a range of tools and techniques to achieve a successful alpha, such as:

- Sprint planning workshops
- Roadmapping workshops
- Service mapping
- User research and playback
- Co-design workshops
- Advice on your legacy and technical architecture
- Configuration, development, migration, integration and implementation
- Show and tells and retrospectives
- Preparation and advice for GDS service assessments



The outputs of an alpha will help you move confidently to a beta and may include:

- Prototypes that have been tested and iterated with users
- Identified and quantified biggest risks to your cloud implementation and a better understanding of them (including mitigations)
- Research findings in the form of user stories and journey maps
- Clearly articulated user needs related to the overall user journey
- Recommendations on future cloud implementation and cloud technology to use
- Metrics to measure performance
- A roadmap and plan for a beta phase, including assisted digital and accessibility provisions



**Beta delivers a working
version of your cloud based
service that can be launched
to users**



When you're operating a service that people use, you need to know that it's scalable and secure.

Having a clear understanding of the user experience and performance of the service will enable incremental improvements that ensure you are always meeting user needs and continuously improving your service.

A digital service is never finished: without continuous improvement, any service will fall behind as the people, process and practices around it change.



We use a range of tools and techniques to achieve a successful beta, such as:

- Sprint planning workshops
- Roadmapping workshops
- Service mapping
- User research and playback
- Co-design workshops
- Advice on your legacy and technical architecture
- Configuration, development, migration, integration and implementation
- Show and tells and retrospectives
- Preparation and advice for GDS service assessments



The outputs of a beta will help you move confidently to 'go live' and include:

- A working service that can be used in full by users
- Tools to measure performance
- A prioritised backlog of tasks for the continued development of the service
- A design for your assisted digital and accessibility model
- A defined approach to security to help you protect your service



How we work



We work to principles that help us live up to our values, and guide our behaviour and decision making.

This means we:

- Start with people and their needs
- Keep an agile mindset
- Work at a sustainable pace
- Balance openness and confidentiality
- Diversity and inclusion



dxw deliver projects with a user-centred, agile approach consistent with the Service Manual

We start projects by establishing a clear vision and goals and then make decisions about specific features as we go and learn.

We plan in two-week cycles and test what we learn regularly with users to make sure we're meeting their needs.

Through retrospectives and open communication, we inspect and adapt, incorporating lessons learned so we can make better decisions.



We provide multi-disciplinary teams that work closely with clients

We're able to work effectively, either co-located in the same office, or working remotely.

We ensure constant communication throughout.



Assurance



Assurance and security

dxw has been consistently certified to ISO27001 since 2011 and Cyber Essentials Plus since 2019, covering all activity and hosting. This is appropriate for OFFICIAL information. Our certification means we have achieved the international standard for managing risks to the security of information we hold. This includes information we process for clients. Certification demonstrates dxw's commitment to information security (including the transfer of data) and gives you confidence in how we manage risk.

dxw will be the data processor and will provide a data protection officer who will your point of contact to ensure GDPR compliance.

For more information, our Data Processing Agreement can be found in our standard terms.



Buying the service



Pricing and terms

Our Terms of Service and Acceptable Use Policy apply to this service.

Our rate card will apply.

Invoices are issued monthly in arrears and are payable by BACS or CHAPS transfer.



Thanks!

If you would like to know more, please get in touch through

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0345 257 7520

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