

Data architecture, analysis and consultancy

G-Cloud 15

Contents

Data consultancy and architecture	3
Service overview	4
Features and benefits	5
Features	5
Benefits	5
Business continuity and disaster recovery plans	5
Onboarding and offboarding	6
Onboarding	6
Offboarding	6
Training.....	6
Quality assurance and performance testing	6
Security services.....	7
Ongoing support	7
SLA Incident response	9
Hosting managed services	9
Service constraints	10
Ordering and invoicing	10
Pricing	10
Industry standards	10
Contact details	11

Data consultancy and architecture

CDS provides the full range of services needed to define, gain agreement with and deploy a data strategy or to design, build, assure and deploy secure cloud platforms, creating robust cloud computing architectures on which applications can run, providing end-users with the ability to leverage the power of cloud resources.

Our expert data consultancy capability provides services including:

- Data strategy development
- Data maturity assessment and action planning
- Cyber and information assurance consultancy
- Data architecture design and recommendations
- Data modelling and implementation
- Business Intelligence tooling assessment and implementation.

We work with client stakeholders to capture and prioritise business requirements and constraints, hosting needs, service levels and maintenance implications. Our data consultants and architects can design, recommend and build both strategies and technical implementations that generate the best value for your organisation now and with a roadmap aligned with your organisation strategy.

CDS has both wide and deep experience of enabling organisations to develop and improve their data maturity to deliver value from the data that they already have as well as identifying data that would prove valuable in the future. We use a proven methodology that includes discovery and consultancy as well as implementation and migration. This methodology starts with discovery and requirements gathering, using business analysis to understand how data is used currently, what the value drivers for the business are and how this can be mapped to a future state.

Our experience includes:

- Lloyds Pharmacy Clinical Homecare commissioned CDS to help them identify the best future state systems architecture that would position them as leaders in the homecare sector. By identifying key NHS strategic ambitions, we were able to provide a new target operating model focused on ease of communication with the NHS. We delivered a data strategy that removes the reliance on a single stack technology by designing and delivering a set of open data models that could be consumed by both operational systems as well as analytical tools, opening the pathway for data science and positioning them at the forefront of digital interactions with the NHS.

- The College of Policing commissioned CDS to deliver a conceptual data model. In doing so, we highlighted how the data within the College was interrelated and could be used to improve operational efficiency. We also provided a new target operating model and strategy that maximises the value of the College's assets and opens the door for commercialising their products.
- Rail Delivery Group: delivery of a highly robust solution using AWS for National Rail Enquiries, capable of handling daily peaks in data demand from up to 10 million users.
- UK Policing Single Online Home: delivery of a highly secure and robust data estate to segment and manage data flows from a central web portal to 43 force systems.

Service overview

CDS provides expertise and advisory services in data architecture, analysis and data migration to support organisations seeking improved efficiency, agility and customer experience through consolidating and managing enterprise data across diverse and distributed deployment environments. CDS specialises in cloud architectures for data management that include on-premise, multi-cloud and hybrid deployments.

Our data architecture services support customers in their journey to identify and design future data models, policies, rules and standards that govern what is collected and how it is then stored, organised, integrated, and used across data systems and users in your organisation. We'll then work with you to determine the optimum architecture and supporting roadmap to deliver your ideal business outcomes and support culture change.

CDS data analysis services provide additional support to customers in scoping organisational data size, complexity and sources for future modelling and migration. In addition, CDS can support strategy and direction for future data collection, processing and presentation to support customers in achieving actionable insight. Use of automation and visualisation techniques will increase the reach, speed and comprehension of data across an organisation.

Should your project require data consolidation and migration, CDS data migration services support customers with resource assistance or end to end implementation services. Capabilities include data migration strategy, approach, planning and scheduling for successful execution against data architectures and design. This includes detailed analysis of data migration requirements, management and change control along with data migration risk management.

Features and benefits

Features

- Data strategy and architecture development
- Ongoing data management and optimisation
- Review of existing data architectures and estate
- Data migration planning and scheduling
- Data strategy gap analysis
- Data modelling including conceptual, logical and physical models
- Data lifecycle, flow mapping, interface and integration architecture
- Data management tools identified, design and implemented
- Development of modern on-premise and cloud-based data solution architectures
- Governance and operating models for data retention and archiving.

Benefits

- Tailored stakeholder engagement and inclusive approach
- Understand data maturity and current position on data roadmap
- Improved business intelligence, insights and ability to act
- Identify risks within your current estate and working practices
- Improved business outcomes
- Improved innovation through access to data and insights
- Reduced cost, risk and access to data
- Improve overall data quality
- Reduced operating costs through improved cloud-enabled commercial models
- Highly flexible and scalable data platforms and architectures.

Business continuity and disaster recovery plans

CDS is committed to minimising and managing its exposure to disruption to the business and the services provided to our customers. This encompasses robust systems and processes necessary to maintain continuity of service and operations.

CDS maintains a comprehensive Business Continuity and Disaster Recovery (BCDR) plan, certified to **ISO 23001**, that defines clear roles, responsibilities, processes, and procedures for assessing and responding to disruptions to ensure continuity during disruptions. **Our plan is tested annually with lessons learned incorporated into plan improvements.**

Our Business Continuity Management System (BCMS) is underpinned by regular business impact assessments and threat and risk analyses, and annual tests to ensure all contingencies remain effective, current, and fit for purpose.

Onboarding and offboarding

Onboarding

CDS provides a tailored onboarding pathway, based on clients' individual requirements.

Onboarding is a collaborative process, through which we fully understand our clients' short-, medium- and long-term goals, and plan our service accordingly, to deliver best value and appropriate resourcing, governance, communication and planning.

Our multi-disciplinary agile teams will work with project stakeholders to understand the client and project needs and requirements.

We will define and capture ways of working, including definitions of 'ready' and 'done', and identify acceptance criteria for each sprint, underpinned by modern test practices and OKRs.

Offboarding

Upon starting the engagement, CDS will provide an exit plan for client approval. This will cover matters such as knowledge transfer and documentation, roll-off schedules, data and asset transfer, intellectual property and removal of access / permissions and return of devices / equipment.

Ownership of data contained in any solution belongs to and rests with the client; as the service is decommissioned, raw data will be transferred to the client. CDS is certified to ISO 27001 for data security and will always adhere to these standards – including data removal and destruction.

Training

As well as continual 'on the job' knowledge transfer to upskill client teams, CDS can provide formal, comprehensive training for administrators and users prior to handover and go live designed to support successful change management, ensure smooth implementation and embed solutions that are integral to business operations. Our training also builds internal technical capability, empowering teams to become self-sufficient and reduce the long-term cost of change.

In most cases, we adopt a 'train-the-trainer' model, delivered through a blend of on-site and remote sessions. This is supported by comprehensive training materials and easy-to-follow digital end-user guides, written for non-technical audiences and compliant with WCAG 2.2 accessibility guidelines.

Quality assurance and performance testing

CDS applies rigorous testing as part of our Quality Assurance process (ISO9001) to ensure we maintain quality across our deliverables and that outcomes are fit for purpose and fulfil functional and performance requirements.

Our testing capability is led by ISTQB (International Software Testing Qualifications Board) qualified testing experts with all the skills and expertise to quality assure AI, technology & cloud services.

We use a flexible, agile testing approach utilising tools and techniques tailored to each client's context to ensure solutions meet business objectives and success criteria.

We adopt an automation-first approach, embedding high-quality automated checks into robust CI/CD pipelines to ensure quality is treated as a first-class citizen throughout the deployment process.

Our testing services include:

- Test strategy
- Test planning
- Automated test frameworks
- Testing, defect management and reporting
- Support of customer UAT
- Security (perimeter/application) testing / DevSecOps
- Performance and stress testing.

Security services

CDS holds certifications to international standards - Cyber Essentials Plus and ISO27001 Information Security, encompassing physical security, personnel security, storage, electronic data handling and secure destruction.

We embed 'secure-by-design' principles in our standard service design approach, aligned with security best practises and in addition we provide expert security consultancy.

CDS works closely with National Cyber Security Centre CHECK-accredited providers to conduct IT Health Checks (ITHC)/penetration testing in line with best practice.

CDS staff are BPSS cleared as a minimum. We can deploy SC, NPPV cleared teams and staff with DV clearance, if required.

Ongoing support

Our service model is designed to provide comprehensive, proactive support that operates to **ISO20000:2018 Service Management and ITIL best practices**, covering the full-service management lifecycle.

We deliver a fully managed service that encompasses application support, platform maintenance, incident management, problem management, change management, supplier management, and out-of-hours support for major incidents. This approach ensures that business-critical systems remain operational and performant whilst maximising customer value through continuous service improvement.

All CDS Service Delivery team are ITIL-certified.

We offer three service levels (Bronze, Silver and Gold) each providing:

- Online Service Desk Portal available 24x7 for logging and tracking incidents and requests.

- Telephone support via a dedicated helpline available from 9am to 5pm Monday – Friday (excluding English Bank Holidays).
- Highly skilled service desk team who manage and resolve incidents and requests in accordance with the agreed SLA.
- Ongoing maintenance including application of security patches.
- Structured change management to ensure updates are properly assessed, approved and implemented.
- Monthly performance report to provide visibility of service levels and operational metrics.

Support and maintenance contracts stipulate a minimum level of support provision per month, appropriate to the size and complexity of the service, aligned to the preferred service support tier. Additional time is chargeable at the day rates listed on the rate card.

SLA Incident response

Service	Bronze	Silver	Gold
Incident response			
P1 - To be called in	15 minutes	15 minutes	15 minutes
P2	1 hour	1 hour	1 hour
P3	1 hour	1 hour	1 hour
P4	4 hours	4 hours	1 hour
P5	1 working day	1 working day	1 hour
P6	1 working day	1 working day	1 hour
Target incident resolution - core hours			
P1	8 hours	6 hours	4 hours
P2	15 hours	11 hours	8 hours
P3	5 working days	3 working days	1 working day
P4	7 working days	5 working days	3 working days
P5	N/A	14 working days	10 working days
P6	N/A	N/A	N/A
Major Incident Report	N/A	10 working days	5 working days

Hosting managed services

CDS provides a range of consultancy and management services for design, implementation and management of application infrastructure, including:

- Technical architecture and implementation
- Infrastructure management and maintenance including:
 - Critical security patches
 - OS (operating system) patches: testing and deployment

- Application and platform availability
- Anti-virus & Malware updates
- Obsolescence management
- Proactive monitoring and alerting of Infrastructure & solution performance and function.

Service constraints

Attainable service levels will be dependent upon the service performance of cloud suppliers within the service chain. Maintenance windows may apply, and clients should refer to the SLA for the specific service in use.

Ordering and invoicing

We recommend contacting CDS before placing an order via G Cloud 15, to confirm and agree scope, scale, SLAs, KPIs, outcomes, etc. We will be pleased to support clients to define statements of work that reflect their requirements.

Invoices are issued monthly in arrears, with payment terms of 30 days.

Pricing

Timescales and costs vary, depending on several factors; we recommend a preliminary review to provide a firm cost.

Please refer to our pricing document and rate card.

Industry standards

CDS delivers all its services to internationally recognised standards. CDS is accredited to the following standards:

- ISO 9001 Quality Management System.
- ISO 27001 Information Security Management.
- ISO 20000 IT Service Management and IASME certified.
- ISO 14001 Environmental Management.
- BSI 1008 Electronic Information.
- ISO 22301 Security and Resilience (Business Continuity).
- ISO 45001 Health and Safety Management.
- ISO 10008 Evidential Weight and Legal Admissibility of Electronic Information.
- ISO 50001 Energy Management Standard.
- Cyber Essentials Plus.
- IASME certified.
- ITIL compliant service desk.
- PlanetMark Sustainability.

We comply with the Data Protection Act 2018 and UK GDPR regulations.

Contact details

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