

# **Innovation as a Service**

**G-Cloud 15**

# Contents

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

## Service overview

Innovation as a Service, from CDS helps organisations of all shapes and sizes to innovate successfully and sustainably, taking the process from ‘talking’ to ‘doing’.

Aligned with your organisations objectives and designed to build, grow and sustain a culture of innovation and problem solving, CDS’s Innovation as a Service will enable you, your organisation and teams to create measurable positive change through innovation.

Innovation as a Service, typically includes the following steps:

- **Immersion and Discovery:** This step involves user research and stakeholder engagement to understand what is required from the innovation, and can include processes such as:
  - job mapping and prioritising areas to innovate
  - understand what and where innovation needs to sit and fit
  - defining measurable outcomes and success metrics from the research.
- **Ideation and Exploration:** This is where we explore many ideas and whittle them down to three or four to take forward to test to ascertain which one gives us the best desired outcome. The outcome from this stage will be well thought out concepts and storyboards.
- **Definition defining:** Plan and review the size and scope of a proof of concept from different disciplines, including (but not limited to) user, technology, data and content approach. This will rapidly build confidence in the process.
- **Design:** This step brings together all the elements in an end-to-end map of everything that will need to be undertaken.
- **Development:** Swiftly moving on from the Design phase, this is the critical moment when talking stops and doing starts. This is the moment when we build the proof of concept and decisions can be made about its viability.
- **Test and Learn:** This is where we take our lightly built invitations out to sandbox test and learn.
- **Optimise and sustain:** A clear view of what has worked and what needs additional attention will create the roadmap for further features and development.
- **Compliance:** Everything we do is compliant to both your organisations policies and approaches alongside Eu/UK legal requirements and as a standard approach to all projects (GDPR/WACG etc) we will work with key stakeholders to establish legal and compliance must haves before commencing any work.

## The service:

We can offer a range of tailored solutions from short consultancy to pure experiments or end to end project delivery, through to designing, delivering and managing organisation and business wide innovation programmes and activities, which effortlessly fit into your organisations operating models.

Collaborative by nature: All our services are by nature, 'Done With not Done to', we work as closely with internal (C-Suite to shop floor) and external (key customers and service users) as possible from very first engagement to full implementation, this ensures that everything we create is delivering genuine value and fulfilling genuine needs and is inherently designed to fit within existing process and infrastructure. We can flex the amount of engagement according to time and internal resource.

Not every organisation can afford the time for employees to work full or devote large amounts of time to an Innovation project. We can work with you to manage resource and time so there will be no adverse effect to delivery of your products.

Success for the long term: Designing, building and delivering is the beginning of the partnership. We will work with you and your teams to ensure that what is created in collaboration with you, delivers success, as well as short- and long-term measurable value.

Our consultancy services team are security cleared (BPSS, SC, NPPV2/3) and adept at working in closely governed, secure and regulatory environments.

## Features and benefits

### Features

- Masterclass content and workshops
- Bespoke and off-the-shelf industry standard innovation programmes and methodologies
- Platforms, tools, templates and technology to support activity
- Proven methods and experience from across sector
- Facilitation, coaching and support from CDS experts
- Full-service delivery capability from ideation to PoC to live
- UK based development capability with security cleared teams
- Continuous improvement and measurement initiatives
- Regular reviews and updates to ensure delivery of value
- Rigorous regulatory compliance and governance.

### Benefits

- Proven, secure, and scalable approach to innovation.
- User centred approach, ensuring success and advocacy for innovation.
- Adoption and utilisation of innovations hardwired into development.
- 'Starting small' strategy builds faith, proves impact, scales naturally
- Lean thorough approach, moving swiftly from 'ideation' to tangible
- Agile approach ensures accountability and visibility at every step
- Creation of valued, impactful new capabilities, services and products

- Outcomes that continue to deliver long term value.
- Analytics provide ongoing areas to innovate and update
- Innovation methodology empowering and enabling individuals and organisations long-term.

## 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.



## Ways of working

At CDS we apply agile principles across our projects, primarily using the SCRUM Agile methodology. We operate multi-disciplinary squads that combine domain expertise with technical excellence, delivering value early and iteratively through two-week sprints. Our approach is underpinned by the following core practices:

- **Daily standups:** A team call for 15 minutes each morning to track progress, surface blockers and ensure sprint goals are achieved.
- **Sprint planning:** Held at the start of each sprint to prioritise the work, align on objectives and ensure the team is fully prepared.
- **Sprint review:** At the end of the sprint, the team demonstrate to all stakeholders the deliverables achieved and present the sprint goal for the next sprint.
- **Sprint retrospective:** For each sprint the team will review what went well, identify areas of improvement and embed lessons learned to drive continuous improvement.

Additionally, we have an Agile mindset and culture at CDS, in which we apply:

- **User-centred design and customer-focus:** Through collaboration and partnership working we deliver outcomes that meet user needs.
- **Adaptability and flexibility:** Short feedback loops enable us to respond quickly to change, with teams empowered to pivot as required.
- **Continuous learning:** Retrospectives encourage open, honest feedback to continually improve ways of working and delivery effectiveness.
- **Partnership and teamwork:** We create a one-team culture with our clients and their supplier partners, working collectively towards shared project goals.

## 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 SFIA rate card.



## SLA Incident response

| Service                                        | Bronze         | Silver          | Gold            |
|------------------------------------------------|----------------|-----------------|-----------------|
| <b>Incident response</b>                       |                |                 |                 |
| 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          |
| <b>Target incident resolution - core hours</b> |                |                 |                 |
| 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

Matt Johnson,  
Head of Public Sector  
CDS, Yorkshire House, Greek Street, Leeds, LS1 5SH  
Email: [bidteam@cds.co.uk](mailto:bidteam@cds.co.uk)  
Telephone: 07939 866831  
Website: [www.cds.co.uk](http://www.cds.co.uk)