Innovation Programmes

G-Cloud 15

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Service overview

Innovation Programmes from CDS help organisations of all shapes and sizes to innovate successfully and sustainably, taking the innovation process from ‘talking’ to ‘doing’.

Aligned with organisational objectives and designed to help to grow and sustain a culture of innovation and problem solving, CDS’ innovation programmes are outcome focussed and will enable your teams to create business and user value.

Our programmes start by bringing together cross-functional teams to answer some of the following questions:

1. What is innovation? Understanding whether an idea can be solved through process or existing technology change, or whether it requires an entirely new approach.
2. User centred. Who would be impacted by the innovation? Is the whole team clear on whether that impact is positive or negative? Who else could be impacted by it?
3. What needs to change for the innovation to be successful? Innovation cannot succeed in a vacuum. It needs stakeholders across the business to engage with it.
4. Who are the key stakeholders to the innovation and how will the team tackle any blockers that may arise?
5. How will the team leverage the resources required to deliver the innovation?
6. How will you know that the innovation has been successful?

Our approach

Innovation programmes typically include the following steps:

Discovery

User research and stakeholder engagement to understand what is required from the innovation.

Synthesis

Aligning all of our learning which might include both existing and bespoke research to build and prioritise user stories.

Definition

Defining the size and scope of a proof of concept which will rapidly build confidence in the proposed solution or form the basis for a pivot.

Design

Designing the experience that sits around the proof of concept is a critical component of proof of concept and should include both elements of UX and UAT.

Develop

Building the proof of concept so that a decision can be made about its viability and your appetite for productisation.

Implement

Building of the pilot which will form the basis of the production ready final solution.

Optimise

A clear view of what has worked and what needs additional attention will create the roadmap for further features and development.

Outcome focussed innovation is all about ensuring that programmes and activities are designed to keep delivering beyond the initial proof of concept and pilot. By hardwiring analytics and regular review, we can ensure that activities are self-supporting and can evolve over time to continue delivering value, impact and ROI.

Activities

Our Innovation Programme methods include a wide range of activity such as:

- Scoping, designing, creating and delivering innovation frameworks and methodologies that suit your organisational needs and desired outcomes.
- Building and supporting platforms and tools to socialise, gather and manage innovation projects (We call these, 'Innovation hoppers').
- Full-service delivery partnership to support innovation projects and take them from Idea to production ready solution.
- Innovation 'as a service'. Think of us as an extension of your team, and we will work with you and your stakeholders to manage the innovation process.
- Broad network of domain expertise to support where needed.
- Getting started. We can enable exploratory 'taste testing' workshops to try out new technologies and solutions in a safe space.
- 'Hackshops'. Sometimes the best way to work out a problem is to get stuck in and try to solve it. These 'outcomes' focussed hackshops bring domain expertise and structured teams into your organisation to kickstart concept development
- IP and ownership management
- Cohort and advocacy building. We call this 'swarming', which can significantly accelerate engagement and change momentum.
- Customer journey planning and Service Design. Working with you to dive into your processes and journeys to solve problems and define jobs to be done.
- New product and service design and implementation

Features and benefits

Features

- Masterclass content and workshops

- Bespoke or off-the-shelf industry standard innovation programmes and methods
- 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 POC to active running including access to UK based development capability
- Continuous improvement initiatives and measurement of individual and collective activity
- Regular reviews and updates to ensure delivery of value
- Rigorous compliance and governance
- Security cleared personal.

Benefits

- Innovation activity tailored to suit your organisations specific needs.
- Highly measurable and evidenced approach.
- Proven processes to move from concept to tangible solution and beyond.
- Proven value in helping improve existing processes through an innovation process.
- Ability to create business value including new capabilities, services and products.

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 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

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