Hyperautomation

G-Cloud 15

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Hyperautomation

CDS provides consultancy, design, implementation, delivery and support for a wide range of case management and business process management challenges. We enable clients to visualise and move safely and securely to a future ‘to be’ state in pursuit of digital transformation and associated benefits across cost efficiency and improvement in user experience for both customers and employees.

By automating workflows and removing manual processes, we support our clients to realise operational efficiencies, increase assurance and auditability and create ‘digital-first’ services for users that can scale in line with organisational growth.

Meshing seamlessly into our wider digital proposition, business process management transformation consultancy leverages the expertise and experience of the agency to deliver improved outcomes for clients by building tangible roadmaps based on pragmatic, achievable and composable thinking.

Our services include, but are not limited to:

- Appian cloud solutions
- Business process management and transformation consultancy and implementation
- Case management cloud solutions
- Hyperautomation
- Low-code cloud solutions
- Low-code solution implementation and support
- Process automation cloud solutions
- Property asset management consultancy, design, implementation and support.

CDS has designed and developed several systems with significant cloud, Robotic Process Automation (RPA) and case management components, incorporating data capture, processing, workflow, multi-user views and reporting to support both operational activity and policy.

Examples include:

- Social Work England: cloud-based case management solution that supports key processes and integrates with government-as-a-platform services
- Independent Office for Police Conduct (IOPC) Investigative Case Management system
- Government Property Unit: Property Mapping and Information Service (ePIMS)
- Scottish Government: IT Procurement Database
- Metropolitan Police: Single Online Home: online crime reporting.

Case study

For Social Work England we identified in the discovery phase that a cloud-based case management system would best meet their needs. Social Work England required the case management solution to create digital-first services as the new regulator for social workers in England. We produced a technical options paper comparing the cost/benefit of two shortlisted solutions, Microsoft Dynamics and Appian. Social Work England chose Appian's low-code platform which allowed us to develop faster and more flexibly to customise processes exactly to meet Social Work England's requirements. A low code approach was also ideal for dealing with legacy data and systems.

CDS developed the solution using a records-based approach. We implemented a database schema for personal and case data with over 400 fields and document libraries, and a cohesive, configurable workflow engine that supports the migration of in-flight processes and Social Work England's evolving workflow and legal processes. We enhanced the security model for additional business logic security, configured single sign-on with Social Work England's website and integrated it with APIs for GOV.UK Verify, Pay and Notify.

The solution enables public submission of data and documents via Social Work England's website, case management with automated workflows, annotations, events, notifications, and comprehensive reporting.

Service overview

CDS uses hyperautomation tools including artificial intelligence (AI), machine learning and robotic process automation (RPA) to transform and streamline modern and legacy manual processes across your organisation. This results in improved governance and greater speed to value together with cost and resource efficiencies.

CDS can support and enable your hyperautomation practice. This involves identifying what to automate, and selecting the appropriate automation tools to drive greater agility through the reuse of automated processes. Hyperautomation extends your capabilities using artificial intelligence (AI), robotic process automation (RPA), natural language processing (NLP) and machine learning (ML).

The aim of hyperautomation is to boost productivity, improve governance and regulatory compliance, and reduce cost while gaining efficiencies by automating automation. Data collected and generated through digitising processes also offers organisations insights to enable them to make better and more timely business decisions.

Advanced technologies used in hyperautomation include the following:

- Task and process mining tools for identifying and prioritising automation opportunities.
- Development of automation tools which reduce the effort and cost of building automations. These include RPA, no-code/low-code development tools, iPaaS for integrations, and workload automation tools.
- Business logic tools make it easier to adapt and reuse automations, including intelligent business process management, case management, decision management and business rules management
- AI and machine learning tools extend the capabilities of your automations. The range of tools in this area includes natural language processing (NLP), optical character recognition, machine vision, virtual agents and chatbots.

We believe organisations with legacy operational processes or low automation levels will find hyperautomation especially advantageous. Digital process automation and infrastructure automation will quickly generate positive results including increased agility, connectivity and efficiency across all business operations.

Features and benefits

Features

- End to end process automation
- Using bots for part of or complete processes
- Using bots to check processes and procedures
- Use of bots to reduce manual error rates
- Automating automations
- Enhancing capabilities using artificial intelligence (AI)
- Enhancing capabilities using robotic process automation (RPA)
- Enhancing capabilities using natural language processing (NLP)
- Enhancing capabilities using machine learning (ML)
- Reducing risk within high impact processes.

Benefits

- Free up staff time to focus on high-value interactions
- Improve employee motivation by minimising repetitive tasks
- Hugely increase processing speeds
- Mitigate the risk of human errors and improve accuracy
- Improve regulatory compliance and governance across the organisation
- Access to management information to improve operational and customer insight
- Speeding up processes creates value
- Always on processes with 24x7x365 availability
- Increase agility, connectivity and efficiency across all operations
- Automating automation reduces cost while gaining efficiencies.

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