

Open innovation, programmes and labs

G-Cloud 15

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Service overview

Open Innovation, programmes and labs from CDS, are created to help organisations of all shapes and sizes innovate successfully at scale, using the right approach to suit your organisational needs and expectations.

Whether it's starting small to kickstart an internal innovation culture, or helping reinvigorate an existing programme, our approach is focussed on helping to grow and sustain an active culture of innovation and problem solving. Whilst also ensuring longevity, supporting your organisations many innovation activities from initial problem solving or explorations, through to pilot, to BAU, to deliver long lived value, impact and ROI.

Our Open Innovation programmes and labs approach brings:

- 20+ years of experience helping build and deliver innovation programmes and activities to both private and public sector clients.
- A proven methodology. No one knows your challenges, nuances and expected outcomes better than your people. Our facilitated approach and innovation management allows us to work with you and your organisation to allow those critical, but busy people to create and participate projects from beginning to end without disrupting their day jobs (until the innovation becomes the day job).
- Organisational/User Centred/System innovation approach to put sustained positive change at the centre of ALL activity.
- Scoping, designing, delivering and supporting innovation frameworks and approaches that suit your organisational and teams needs and desired outcomes.
- Building and supporting platforms and tools to socialise, gather and manage innovation projects.
- Full-service delivery partnership to support innovation projects and take them from Idea to BAU and beyond.
- Think of us as an extension of your team, we work with you and your stakeholders to manage the innovation process as much or as little as needed.
- Broad network of domain expertise and partners to support where needed.
- Resource managed, for Innovation to work we support you from exploratory 'taste testing' workshops to try out new technologies and solutions in a safe space.
- 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.
- Outcomes can scale from pure exploration, new product and service design and implementation and creation of new organisation wide capabilities.

- We have delivered successful and much loved innovations for some of the largest and best-known brands and organisations across the public and private sectors.
- 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.

Industry proven Innovation process: Innovation as a Service (IaaS) is CDS's proprietary approach and method we use and apply to all innovation activity as part of our wider CDS full service offerings, it follows a simple framework that can be adapted to a multitude of needs and outcomes, is based on industry standard best practices (UCD, Service and system design, Jobs to be done) and will take you successfully from unmet need or recognized opportunity through to successfully operationalized and utilized outcomes, for more details on CDS Innovation as a Service please look us up on G-Cloud 14.

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

- Support facilitation of innovation from idea exploration to BAU
- Bespoke or off-the-shelf industry standard innovation programmes and methods

- Platforms, tools, templates and technology to support innovation
- Proven methods and experience from across sector
- Facilitation, coaching and support throughout from CDS expertise
- Full-service delivery and development capability from ideation to BAU
- Continuous improvement initiatives and measurement of individual/organisational activity
- Regular reviews and updates to ensure delivery of value
- Rigorous regulatory compliance and governance
- UK based and security cleared development teams.

Benefits

- Proven, secure, and scalable approach to transforming your organisation.
- User centred approach, sustaining an advocacy for innovation.
- Adoption and utilisation of innovations hardwired into development.
- Starting small approach, prioritise, build faith, see impact, scale 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 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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