

Application Managed Services (AMS)

Offers a platform of services to enable high quality social work

As part of our continued commitment to supporting customers using our Platform for Care Product Suite, OLM (wholly owned by Civica) offers a platform of services to enable high quality social work without the need to retain product-specific technical skills.

Essentially, we take responsibility for managing the platform beyond SaaS.

Application Management Services (AMS) is a managed service consisting of five key optional service components, tailored to meet specific business needs:

- Reporting
- Data Quality
- Business Change Management
- Knowledge & Learning
- System Administration.

Products and Environments

We can provide a tailored package to suit customer's specific requirements and budgets.

Integrations

Customers use a range of technologies and applications – many, but not all, are provided by OLM. Therefore, the services to transfer to OLM exclude non-OLM applications, except for direct integrations with OLM products.

Welcome to Civica

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Our products and services are used by 2.5 million professionals across national, regional and local government, health and care, housing, education and democracy. They deliver improved outcomes for 90 million citizens.

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Service Pre-requisites

Pre-Requisite	Component	Description
CAB	Business Change Management	The customer must have a centralised Business Process CAB for assessing user/ business requirements and approving change for OLM to consider either as product enhancements under standard support, or RFC under AMS.
Clone of LIVE	- Business Change Management - Data Quality Management - System Administration.	To facilitate UAT under AMS, the customer will approve a copy of LIVE, maintained and access controlled by OLM Support. OLM will refresh this environment from LIVE as and when necessary to facilitate delivery of AMS inc. Customer UAT for RFC. Costs are included in the AMS service.

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Services

Service	Item	Description
Business Change Management	Decisions made in isolation can increase the cost of support and be detrimental to stability and performance. Correspondingly, not all change is equal and requires the same consideration. Manage Total Cost of Ownership [TCO] of change by Integrating OLM/ AMS into business change control governance, with OLM taking on management and reporting of the associated change program ensuring agreed strategic objectives are core to the evaluation and implementation of business change.	
<u>Core</u> <u>Standard</u> <u>Enterprise</u>		
✓ ✓ ✓	Change Management	- Input into changes to operational practice via Customer Business CAB - Regular forums to discuss plan and prioritise change.
✓ ✓ ✓	Change Management	Evaluation & Development of in-scope approved change by Product / Practise domain experts.
✗ ✗ ✓	Change Management	Scoping Sessions
✗ ✓ ✓	Change Management	Define Requirements
✗ ✓ ✓	Change Management	Impact Analysis
✗ ✗ ✓	Change Management	Joint Change Control/ Governance
✗ ✗ Option	Change Management	Local Template Management
✗ ✗ ✓	Review	Annual Strategic Review

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System Administration	During scoping phase, we will work with you to understand and document all in scope tasks, including system administration tasks, categorising these into standard change definitions. We will identify and document all standard changes (L1) tasks that will remain with the customer and those that will be in scope of AMS. Ensuring everyone is clear on responsibilities from the offset and throughout the service lifecycle.	
<u>Core</u> <u>Standard</u> <u>Enterprise</u>		
Option Option Option	L1 activities	As defined by scoping exercise and set out in service definition.
✓ ✓ ✓	Deployment Management	Deployment of in-scope approved change (see: Business Change Management) to supported environments.
✗ ✓ ✓	Release Management	Continuous Review and Evaluation of Development Stories and associated Release notes, for user impacting functional change and associated actions inc. system set-up, configuration in test to facilitate UAT, all provided via build notifications.
✗ ✓ ✓	Release Management	Skim/Functional testing of in-scope application releases & specific deliverables.
✓ ✓ ✓	Release Management	Review outputs associated with change through the BCM lifecycle and ensure these are modified.
✗ ✓ ✓	Release Management	Remain aligned with on-going best practise with Model Office Output Management.
✗ ✗ ✓	Operational Review	Regular reviews with key operational staff to discuss and progress user issues.
✓ ✓ ✓	User Configuration	Creation/deletion of security groups (Groups of Rights).
✓ ✓ ✓	User Configuration	User Audits – reporting based on system access and agreed constraints to identify users to be deactivated.
✗ ✓ ✓	User Configuration	Diarized Activity e.g. Calendar Maintenance

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Knowledge & Learning		Benefit from our experience - we will input into or produce a robust training strategy, identifying the scope and content of training interventions required to develop an effective training plan and provision of ongoing knowledge & learning services into Business. We use a blended approach of technologies and methods.
<u>Core</u> <u>Standard</u> <u>Enterprise</u>		
Option Option Option	End User Delivery	Train-the-Trainer, through to training skills and user training.
✗ ✓ ✓	User Engagement	Regular engagement and review with the business to identify areas for focus and improvement, developed and delivered as Virtual Drop-in Sessions and/or bespoke Digital Content.
✗ ✗ ✓	Business Engagement	We will work with you to agree and deliver a schedule of regular focussed knowledge sharing sessions directly to key users, based on your requirements and timetable.
✗ ✗ ✓	Process Management	Creation and Maintenance of User-Friendly Process Maps.
✗ ✗ ✓	Change Management	Floor-walking after major-change.
✗ ✓ ✓	On-Boarding	We will work with you to develop and maintain a bespoke induction webinar as part of your on-boarding program for new-starters.
✗ ✗ ✓	Review	Basic evaluation to regular MI and analytics on usage data, to better understand and refine approach, method, and content.

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Service	Item	Description
Data Quality Management	Working in partnership to help you ensure your data is recorded as intended and for intended purposes.	
<u>Core</u> <u>Standard</u> <u>Enterprise</u>		
✗ ✗ ✓	Statutory Review	We will in partnership with you throughout the year. Continually reviewing and resolving data issues and planning for any change in requirements in readiness for submission.
✗ ✓ ✓	Data Cleansing	Data Cleansing: Reviewing and scoping bespoke data tidy up requests.
✓ ✓ ✓	Data Integrity	Library of practise focused reports to identify trends and anomalies, to improve practise and associated data within in-scope products.
✗ ✗ ✓	Health Check	Annual Data Health Check.

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Reporting	During the scoping phase, we will work with you to understand and document reporting requests. Furthermore, we will analyse and develop the reports making sure they fit the requirements and make continued changes to these were required.	
<u>Core</u> <u>Standard</u> <u>Enterprise</u>		
  	Change Management	- Input into changes to operational practice via Customer Business CAB - Regular forums to discuss plan and prioritise change.
  	Change Management	Evaluation & Development of in-scope approved change by Product / Practise domain experts.
  	Change Management	Impact Analysis
  	Change Management	Define Requirements
  	Review	Annual Strategic Review.
  	Review	Regular Change Lifecycle Review
  	Release Management	Impact Analysis / Evaluation of in-scope reporting based on pre-release plans / notifications from OLM

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ECLIPSE 0-19 Service

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Service	Item	Description
Service Management	Service Management options vary dependant on in-scope service components.	
<u>Core</u> <u>Standard</u> <u>Enterprise</u>		
✗ ✗ ✓	Monthly Report	Monthly Report, including summary of progress for each scope component inc. CSI: Findings & Recommendations.
✗ ✗ ✓	Operations Guide	Operational Guide, operational focussed definition of service, roles, and responsibilities. Service Review.
✗ ✓ ✓	Review	Regular service review.

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Features

- A tiered selection of services, tailored around requirements/ budgets
- Essentially 'managing' the platform beyond SaaS
- Regular engagement and review with the business to identify areas for focus and improvement
- Creation and Maintenance of User-Friendly Process Maps
- Annual Data Health Check

Benefits

- Freeing resources associated with these services
- Support to more corporate systems and projects
- Delivering a sustainable/ effective platform of services
- Enabling high quality social work
- Negating the need to retain OLM product-specific skills
- Total Cost Ownership – future proof the cost of change

Additional information

Data will not be stored outside of the European (London) region (see SaaS Agreement).



Certification Number 663
ISO 9001
ISO 14001
ISO 27001
ISO 22301
ISO 45001
ISO 27701