

Digital Disrupt with the Microsoft Cloud

G-Cloud 10: Service Definition Document

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1. Service objectives

The Digital Disrupt engagement from Microsoft Services is a six-week engagement designed to accelerate business transformation for Public Sector organisations, harnessing the power of the Microsoft Cloud. The objective of this service is to identify the highest impact digital transformation scenarios for your organisation through a research and envisioning phase, followed by rapid prototyping to deliver an agreed upon proof of concept demonstrator.

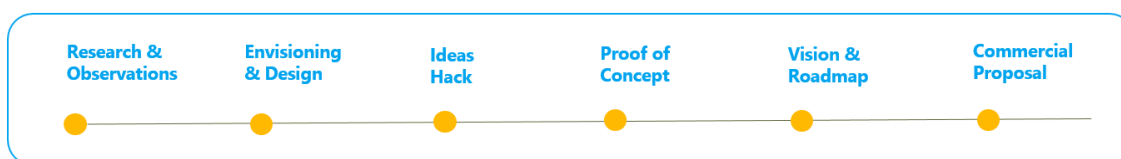
This service brings customers access to a world-class combination of Microsoft Services expertise and experience. We'll bring pace and leading-edge insight in designing, orchestrating and delivering cloud enabled transformation activities. Our core expert team will give you access to cross industry global best practice, with proven expertise and skills spanning user experience design, digital innovation architecture, technical solution architecture, together with business change and program management. At the end of the Digital Disrupt engagement we'll provide an accelerated framework for cloud enabled digital transformation in your context, including business case and targeted innovation roadmap.

2. Overview of work performed

This engagement is designed as an accelerated engagement model which draws upon cross industry global best practice in delivering cloud enabled digital disruption capabilities at pace. Our approach is comprised of two key stages:



Over the course of the six weeks we'll work with your key stakeholders across the business and IT, taking you through our proven six step process.



We work with you, your people and the citizens you serve to understand what really happens in your world, and why. Together we'll challenge, question, experiment and over the course of the six weeks we'll quickly anchor around the optimal route to light up your digital aspirations. We'll go through a process of research, envisioning and design together and we'll do this at pace because we know you want to make progress quickly.

The research and observations help us understand your world and your processes from a new perspective. They help inform a proposed new way of working. Using our shared understating of your context we go

away and start to build out some scenarios for how it could work differently in the future, with associated solution strategies.

Working together using storyboards and wireframes to help facilitate the conversation, you tell us how the solution could work even better.

Using the scenarios as the core of the journey we'll use design techniques to understand the full impact potential of a project. Importantly the final part is agreeing the top two priority scenarios you want to get started on. We'll bring this to life with an agreed upon proof of concept demonstrator.

At the end of the Digital Disrupt engagement we'll provide three things to take your cloud enabled digital transformation forward:



3. Inputs and prerequisites

- Organisation's involvement in all aspects of the service.
- Organisation's ability to provide accurate/complete information
- Organisation's project manager to provide day-to-day direction of the engagement and assist in all project activities
- Organisational appetite to accelerate digital innovation projects.

4. Additional information on Service Features

- An accelerated engagement process enabling you to lead innovation and digital disruption in your sector, harnessing the power of the Microsoft Cloud.
- Take advantage of a proven design led approach that places your people and their experiences at the heart of everything we do, enabling a more successful outcome and overall benefits realisation.
- Access to the bleeding edge with reach across industries, and into global R&D, Applied Innovations and our Product Groups. We'll connect you to the forefront of what's possible.
- Gain insight on which digital transformation scenarios will have the highest impact to your organisation with a prioritised view of key scenarios.
- Receive an innovation roadmap for the agreed target scenario, that can be used as your blueprint for achieving deeper digital maturity.
- Provide an accelerated mechanism to execute successful innovation and change within your organisation.

5. Additional information on Service Benefits

- Achieve Pace and expertise to quickly zone in on the highest impact scenarios for your organisation.
- Unlock new ways to bring meaningful change which empowers people through technology. Inform new services for your employees, partners and citizens.

- Help enable a collectively developed consensus view of digital transformation across key stakeholders within the business functions and IT.
- Achieve faster time to value with an iterative, accelerated approach based on proven best practice.

6. Why Microsoft Services

Advanced technology is only useful if it helps you succeed, which is why we're focussed on helping you to create unique business value and deliver business outcomes for your organisation, customers and employees. We challenge convention, reimagine the art of the possible and deliver uniquely differentiated services for our customers. With results that demonstrate our ability to lead and deliver the promised value of cloud for customers, Microsoft Services are accountable, invested in your success over the long term and focused on helping you address critical, complex business challenges using disruptive technology in innovative new ways for faster realisation of your digital ambitions.

World Class Expertise: We are proud to be a world leader with decades of experience – not just in our technologies but also the Services that support them. Our knowledge, expertise and proven practices underpin the delivery of our consultancy and support services.

Connection with Microsoft Product Groups: At any stage of the design or implementation process, Microsoft Services can connect with specific Product Groups and technical communities at the heart of Microsoft. This means we have unique access to the latest developments surrounding our own Microsoft technologies to resolve issues quickly and assist in planning and strategy.

Distinctive Intellectual Property (IP): Microsoft Services can draw upon unique IP including frameworks and accelerators developed through hands-on use of our own technology and many worldwide deployments, to accelerate and de-risk the delivery of your solution.

Strong Customer Relationships: We are committed to long-term customer success and have close, intimate relationships with our customers that enable us to support their projects and wider business goals. All our projects are monitored and measured in terms of customer satisfaction, which is a key metric for our delivery teams.

A Relentless Focus on Driving Customer Impact: Through architecture, deployment, adoption and support, ensuring our customers do and achieve more with their investments in Microsoft to help them please their own customers.

Disclaimer: Microsoft MPSDPA terms will also apply to the Supplier's processing of Buyer Data, and will be included in the Call Off contract