Sopra Steria

G-Cloud Service definition document
Sopra Steria Business Analysis

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The service

Sopra Steria's Business Analysis service helps customers deliver effective Cloud services through Requirements Analysis, Business Process Modelling, Business Case and Benefits Realisation. We specialise in interpreting policy and helping define business processes and associated agile delivery plans. Our blended analysis and technical knowledge enables legacy and cloud application integration.

Features

- Supports the design and implementation of Cloud based services
- Supports interpretation of new policy to inform change
- Business Process Modelling for Improvement or technology enabled change
- Definition of Agile epics and stories to enable delivery
- Business Process Assessment
- Business Case and Benefits Realisation framework
- Data focused analysis across legacy and cloud solutions
- Mapping of current or proposed business processes
- Visual representation of stakeholder interaction with system/working model
- Assessment of the investment options for future business change

Benefits

- Successful delivery of Cloud based services through informed Business Analysis
- Track record and implementation of new government policies
- Rapid delivery through creation of prioritised backlogs
- Business process value assessment and quick wins identification
- The capability to derive value from technology change
- Analysts with SQL knowledge enabling practical deployment and integration
- Thorough knowledge of GDS standards to expedite assessments
- Data driven analysis enabling legacy and cloud integration
- Experience of integrating Service Design with Business Analysis.
- Service available in England, Scotland, Northern Ireland or Wales

Why Sopra Steria

Sopra Steria has more than 40,000 employees in over 20 countries, who have produced 45+ years of delivery success for our customers. We are vendor agnostic and have established relationships with all the major hardware vendors, as well as niche players and SMEs in a multi-sourcing approach. This ensures we are able to give our clients the best solution to meet their individual needs. We have experience of implementing and governing an extensive supply chain, including suppliers who are not our subcontractors.

- **Transforming Traditional Technology** - Cloud Infrastructure as a Service (IaaS), Software as a Service (SaaS) & Platform as a Service (PaaS), Mainframe Modernisation, Service Integration and Management (SIAM), IT Managed Shared Services and Mobility
- **End-to-end service offering** – from planning through to implementation, we offer a seamless end-to-end service that ensures we're with you every step of the way
- **Put the customer first** – taking a human-centred design approach ensures that people are always at the heart of any change programme

- **Improve the customer experience** – we plan and deliver the customer journey around their needs, and identify the services required to ensure they achieve their purpose – through and across the channels of their choice.
- **Unrivalled expertise** – our experts are experienced and skilled across multiple sectors and technologies
- **Innovation at the heart** – we constantly innovate to ensure the needs of all end users are met and **exceeded**
- **Take on any challenge** – we relish the hard challenges that can seem impossible to solve, especially when it comes to legacy modernisation, which we have a track record of delivering against

Ordering, On-boarding and Exiting

The following section describes, at a high level, aspects of the service that can be tailored but may incur additional cost in line with our SFIA rate card

Sopra Steria is a collaborative company, our approach to on-boarding and exit is the same – customer first.

For many of our cloud offerings, we utilise a repeatable process for on-boarding to minimise the time from customer request to service start, however in some cases it may be necessary for our experienced consultants or cloud architects to work with you first, to determine your full requirements and produce designs, plans and statements of work to support any order you may wish to make. These "readiness assessment" or "discovery phases" are charged time and materials (T&M) basis using the SFIA rate card which is published on all of our G-Cloud listings.

There are a number of things the consultants and architects require that make the requirements discovery far more efficient

- A nominated single point of contact,
- Access to users and stakeholders,
- Access to technical information and personnel,
- A person or group with the authority to review and accept proposals & plans.

If a client wishes to exit a service, we appoint an Exit Manager to prepare a handover programme to support both parties' due diligence and reduce any adverse impact in the transfer of your services, either to a new vendor or back in-house.

The handover programme is subject to client approval and details how the transfer is to be carried out and who will be responsible for which aspects, which are typically;

- Transferring knowledge and providing training,
- Providing copies of historical records,
- Providing details of any 3rd party suppliers,
- Providing details of all resources including personnel, software, licences and hardware,
- Supporting activity to put the services out to tender if required,
- Providing data migration services from any systems used by Sopra Steria,
- Setting out criteria and test process to show successful exit.

We are happy to discuss the appropriateness of working within agreed SLAs, KPIs and service credit regimes. Ultimately we commence delivery of any service on receipt of a valid order under the G-Cloud call off order form.

Termination periods can vary per service depending on the nature of the service, but are agreed prior to any service commencing and in-line with the CCS call-off contract requirements.

All detail surrounding ordering, governance and exit is agreed prior to any commitment being made on the part of a customer

Implementation, transition and planning

Sopra Steria considers the primary objectives of transition to be safeguarding business continuity, maintaining service levels to users and ensuring minimal disruption. We utilise a tried and tested methodology that has been

refined over 45 years adopting PRINCE2 and ITIL best practice to ensure all work is planned, implemented, tested, reviewed and managed as effectively as possible. We are able to draw on our specialist in-house expertise in programme and project management, organisational change, HR, security, procurement, technology and finance.

Given that not all solutions and not all customers are the same, we are able to provide implementation, transition and planning solutions across the service and cloud transformation lifecycle, as required, including:

- setting the vision and strategy,
- identifying the inputs to the design including policy, user needs, constraints, opportunities and organisational readiness,
- developing a roadmap which identifies the sequencing and interdependencies between the different elements and responsibilities across the transformation activity,
- engaging your team to deliver the change,
- managing the actual execution of the plan to deliver the outcomes and benefits.

We tailor our approach, using the appropriate mix of agile and waterfall or gate-based process to integrate with your governance cycles.

Monitoring and Security

Typically our clients require us to observe some form of additional security or discretion, with services ranging from official to above secret. Consequently, the vast majority of our people have security clearance, whether BPSS / NPVV, SC or DV. We have our own in-house personnel vetting team are a Government List X accredited company.

We offer security services that help our customers achieve security compliance and accreditation, by providing advice on security strategy, security risk management, security design, security testing, security incident management and security audit services. We are able to offer cyber security consultancy, vulnerability management and scanning, protective monitoring and threat intelligence.

Performance and security monitoring of the environments can be performed by our dedicated Remote Operations Centre (ROC) and Security Operations Centre (SOC), which proactively monitor the services we deliver on a 24 x 7 basis. Located in Sopra Steria Shared Service Centres they utilise a suite of tools via single monitoring consoles for virtual and cloud infrastructures which combine both Agent and Agent-less based approaches.

Services can be tailored to meet all requirements and complement you existing capabilities

Business Continuity

Sopra Steria has a business continuity policy and associated framework for incident and crisis Management with multiple business continuity and recovery plans, for both our internal corporate services and any client facing deliverables. The plans and framework focus on a wide range of different elements of business continuity planning (crisis management, incident response, site recovery, client service continuity, corporate services continuity, IT Disaster recovery etc)

Where necessary and agreed business continuity plans are developed and tested for projects that are provided by Sopra Steria, including; deliverables, sites, client accounts, functions and services. This encompasses both IT and Business Processes. These business continuity plans are developed for new systems or services before implementation and include test plans.

- Our Cloud recovery and backup solutions, include:
  - Agreed back-up schedules at on-boarding,
  - Fully automated back-up and Disaster Recovery cloud technology,
  - Snapshots for frequent recovery points (full and file level recovery),
  - Defined retention periods,
  - High availability to 99.99% and fault tolerance options available,
  - Cross account, cross region / cross data centre backup, recovery and Disaster Recovery.

Our experience in developing and managing business continuity, recovery planning and testing, can be extended on request, to a wider review of your requirements and environment.

Diversity

Sopra Steria is committed to Equal Opportunities; to non-discrimination and to the principle that employees should work in a safe environment free from intimidation or harassment where all people are able to give of their best and decisions are based on merit. It applies to all existing and prospective employees regardless of disability, sex, race, nationality, ethnic origin, religion or belief, sexual orientation, marital status and age.

The diversity of our organisation will provide us with the best available workforce not only technically but also on an individual level. We will support our employees to continually develop across the organisation whilst actively encouraging them to take opportunities that will further develop their skills and potential.

We are confident that the culture and environment of our organisation and the processes and procedures and communication strategies that provide the support are entirely robust enabling us to provide a safe and secure workplace for all employees, providing the surroundings where they can grow and develop to reach their full potential.

Sustainability

We use our digital innovation skills to drive sustainability. We're committed to leading the way in our community, environment, markets & workplace.

- We align our work with the 17 UN Sustainable Development Goals,
- We have an Advanced United Nations Global Compact rating, positioning us amongst the top 9% globally for our commitment to human rights, labour standards, protection of the environment and anti-corruption,
- Sopra Steria's Environment Management System is certified to ISO14001:2015 for UK sites,
- EcoVadis: advanced CSR Gold Medal against 21 social, ethical, environmental and supply-chain criteria, putting us in the top 1% globally,
- CDP's A-list, the top 140 (2%) of the 7000+ companies that it assesses,
- Certified Carbon Neutral for our office space, data centres and business travel,
- Science Based Targets initiative (SBTi) approved greenhouse gas reduction targets. 29% since 2015, we obtain 78% of our electricity from renewable sources.

Contact

Please contact us if you would like to know more about this service or any of our listings on G-Cloud.

Email: soprasteria-gcloud@soprasteria.com

As all of our G-Cloud enquiries initially come into a single contact, please remember to tell us:-

- Your name, your organisation name and contact details
- Which service you are enquiring about
- A synopsis of your requirements or the problems you need to address.