



G-Cloud 12 (Cloud Support)

Service Definition:

Business Transformation –
Analysis, Management, Business
Case development and
Investment Approvals for cloud
solutions

www.identityE2E.com

Telephone: 020 3642 0195

Email: info@identityE2E.com

IdentityE2E Ltd

Company Address: Polhill Business Centre, London Road,
Halstead, Sevenoaks, Kent TN14 7AA

Company Reg: 8700792

Contents

1) General Information	3
Introduction to Identity E2E	3
<i>G-Cloud</i> Cloud Support Services provided by IdentityE2E	3
Scope of this Service Definition document	4
2) Service Definition: Business Transformation for cloud solutions	5
Business Case and Investment Approvals – Support Services	6
Commercial and Procurement – Support Services	8
3) Other information	8
On-boarding arrangements	8
Pricing	9
Subcontractor details	10
4) Contact details	10

1) General Information

Introduction to Identity E2E

IdentityE2E is a specialist SME, with a high calibre, delivery focussed team providing an end-to-end consultancy support service to public sector clients that are planning to deliver new Cloud-based IT solutions or migrate existing solutions to new Cloud-based solutions (Hosting and software).

“IdentityE2E is proud to be working in partnership with the public sector, to identify and deliver real efficiencies and operational savings and benefits for frontline services transitioning to cloud solutions...”

The IdentityE2E team have a proven track record of delivery via the Digital MarketPlace. We are currently engaged and are supporting the development and migration of a number of legacy IT systems and contracts to Cloud-based IT solutions.

Here is an overview of some of the Public sector organisations and systems that our teams have supported or are currently providing service to:

- Home Office Emergency Services Mobile Communication Programme (ESN)
- HM Government - Future Borders Programme
- Home Office Biometrics (HOB) Programme
- FCO (Foreign Commonwealth Office) DI Programme
- Jersey Government
- IPT EBSA automated cloud build service (Home Office)

The IdentityE2E team has three decades of successful delivery with specialist skills covering the full life-cycle, including requirements analysis, business case development and investment approvals, enterprise architecture and strategy, solution architecture, system integration, system design and build, test and run. IdentityE2E offers deep delivery expertise in many sectors and our team has in depth knowledge of the successful application of cloud, integration, web, and data processing technologies. One of the divisions of our company has specific focus on the field of identity management and biometrics. Please see our specific range of identity management / biometric services available separately via G-Cloud Cloud Support.

For further details on our company and clients please see our website: www.identityE2E.com

G-Cloud Cloud Support Services provided by IdentityE2E

IdentityE2E provides a unique “end to end” service which covers all aspects of Cloud-based solutions. We have specialists with expertise spanning initial business case development, requirements definition and business analysis, disaggregation and Cloud rationalisation analysis and options, through specification, architecture, integration, design, development, testing and into live operations. IdentityE2E can also provide specialist mentoring, training and support.

IdentityE2E is already engaged in providing consultancy support services via G-Cloud, including working on transition of existing systems to new Hosting and software Cloud-based solutions.

We provide detailed, domain specific and delivery focussed support capabilities through our G-Cloud Cloud Support consultancy support services, delivered by a team with an enviable reputation and many years delivery experience.

For G-Cloud 12, our capabilities are organised into distinct services areas. The full range of services provided can be accessed on the Digital Marketplace.

Scope of this Service Definition document

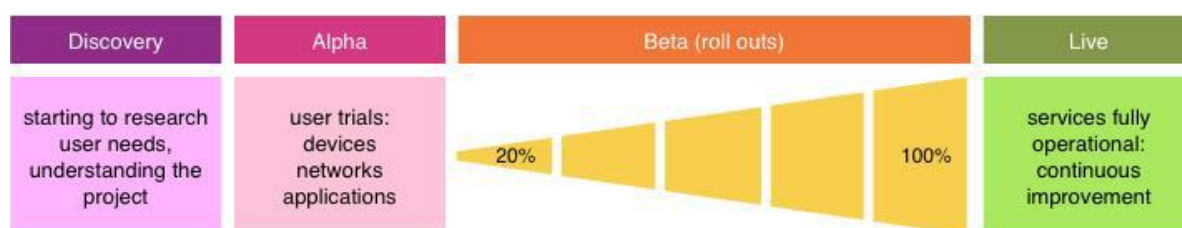
The Service Definition on the following pages provide details of a specific Cloud related consultancy service that IdentityE2E is providing for G-Cloud 12 Cloud Support. Other Service Definition documentation is available via Digital Marketplace to describe alternative IdentityE2E Cloud Support services.

2) Service Definition: Business Transformation for cloud solutions

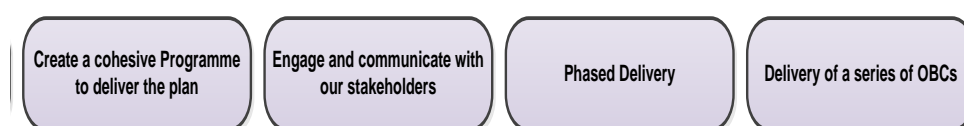
IdentityE2E provides a range of Business Transformation Cloud Support services, including: Business Analysis, Management, Business Case development and Investment Approvals for cloud solutions. Services provide a specific focus on identifying and analysing organisational needs and how transferring some, or all existing legacy IT systems/components to Cloud based systems/components could deliver enhanced efficiencies and savings.

This service covers business analysis during the initial Discovery and Alpha phases, and tailored consultancy services to help support requirements definition, benefits analysis, and wider value for money assessment. All of which contribute, support and underpin the development of supporting IT Programmes and dedicated Business Case and Investment approvals.

Advice can be provided at key stages throughout the Programme lifecycle, from initiation through to implementation, using a work package driven delivery approach via order from the Framework Agreement.



IdentityE2E can provide a range of business analysis services during the Discovery and Alpha phases, and wider advice and consultancy services to help support requirements definition, benefits analysis and wider value for money and investment approvals processes. All of which underpin and support the IT Programme implementation and delivery lifecycle.

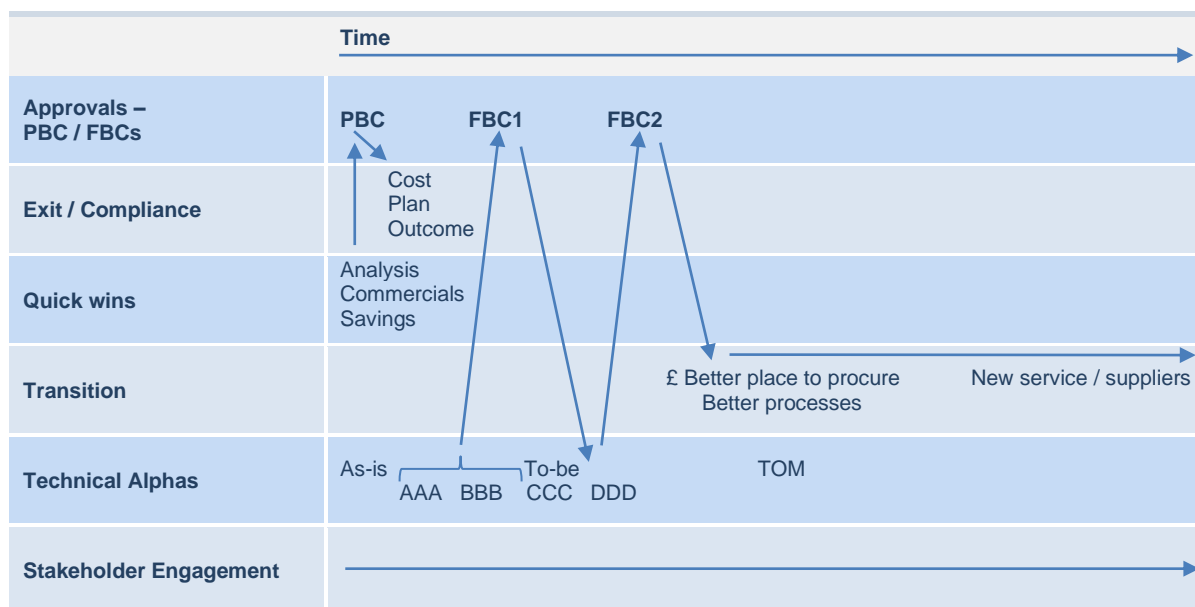


Services and Products provided include:-

- Government ICT, Open Data, Digital and Cloud Strategies and their implementation by IT functions;
- Digital, business and case management system analysis and design;
- Policy and legislation analysis and implementation;
- Transition management;
- Requirements management;
- Mapping business requirements to detailed technical requirements;
- Requirement Traceability Matrices;

- Lessons learned from other major UK implementations;
- Integrating new solutions into business operations;
- Interoperability of solutions across multiple organisations;
- Business analysis and Project / Programme management;
- Business process scoping and redesign;
- Business process engineering;
- Requirements definition and product delivery;
- Business architecture;
- Operating model design;
- Service management and service design;
- Business change, transition planning and delivery;
- Specialist management accountancy and economic and financial analysis, including benefits analysis;
- Business Case development and Investment approvals.

The following illustration provides an example of the described delivery approach:



Business Case and Investment Approvals – Support Services

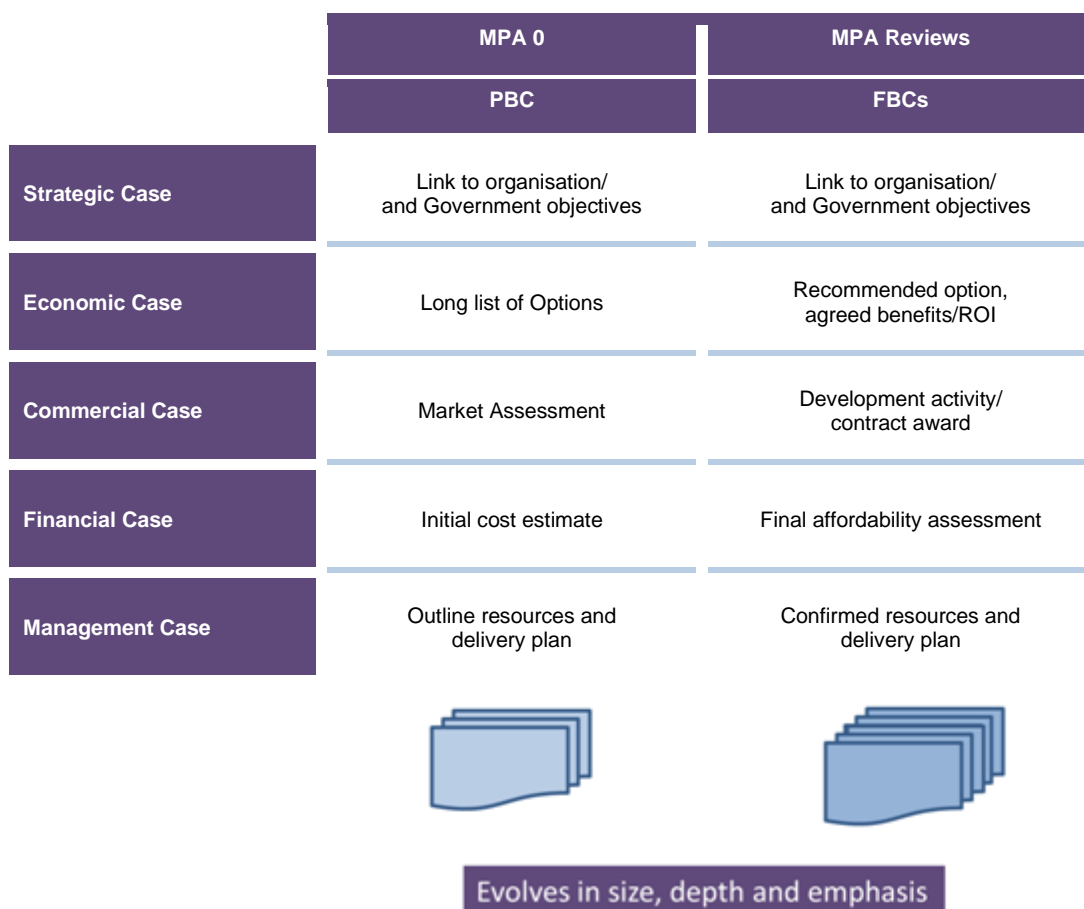
IdentityE2E has a proven track record of delivering tailored business analysis and consultancy support via the Digital MarketPlace. IdentityE2E are regarded as the market leader in the specialist field of business case development and securing investment approvals from HM Treasury, GDS and

Cabinet Office. Our team of SMEs have an impressive track record of delivery and success gained over the past 20 years.

See also: <https://www.identitye2e.com/news.html>

We offer tailored business analysis and consultancy support for developing business cases and securing approvals for Cloud-based solutions and investments. This also includes management accountancy, benefits, and economic and financial analysis.

The level of detail required to support each stage of the “approval and evolution of the Business Case” is shown in the graphic below:



IdentityE2E has developed Business Case templates in consultation with HM Treasury and Cabinet Office. **A recently approved Programme Business Case has been regarded as “exemplar” by the Crown Commercial Service (CCS) and the Government Digital Service (GDS). This is now being widely used as example of best practice across Government.**

We use a proven business case development model. This is based on early stakeholder engagement and pre-briefings with GDS, HMT and Cabinet Office in advance of formal submissions. Affordability and expected benefits are key considerations in the current economic climate. We will therefore pay particular attention to the following issues on providing advice on the developing Business Cases:

- Does it represent value for money?
- What is the best option for delivery?

- Is it aligned to wider GDS, strategic and Business Plan objectives?
- Is it commercially viable?
- Is it affordable and how will it be financed?
- What are the up-front costs?
- What is the projected return on investment?
- Are the assumptions credible?
- What risk factors could impact delivery and affect the expected ROI?

Commercial and Procurement – Support Services

In addition, at a high level the Government ICT Strategy's aim is to reduce the waste involved in delivering and running IT in government, and reduce the length of time it takes to procure and implement IT solutions. IdentityE2E can also provide a team of fully qualified Commercial and Procurement specialists who can help IT Programmes with the following SME advice in the following areas:

- Cloud Computing (hosting and software): The benefits of moving away from running independent infrastructure, platforms, software and bespoke applications and moving towards Cloud based products and services
- Making Government Contracts Available to SMEs: The wider use of SME procurement frameworks, identifying SME services in the market and ensuring early engagement with SMEs in the procurement process
- Common Infrastructure: Consolidation of the IT estate (e.g. data centres, networks, software and assets) and moving towards Cloud-based solutions
- Creating a Platform for Common Standards: Use of common technology standards (open standards) and interoperability as part of solution design and delivery
- Re-structure of Monolithic IT Contracts: Limiting the whole life of contracts to £100m with a maximum contract length of 5 years as per CCS best practice and guidance
- Specialist mentoring, training and support.

3) Other information

On-boarding arrangements

Ahead of finalising a call off order through G-Cloud for our services, we will engage with the Customer to discuss on-boarding arrangements, including:

- Measurable deliverables and milestones
- Defined outcomes
- Ownership, risks and consequences related to delivery
- Quality criteria
- Security clearance
- IdentityE2E governance, and management of our delivery team including escalation

Pricing

The pricing for this consultancy service is set out in our Pricing Document and SFIA rate card, as an attachment to our G-Cloud 12 service listing. Please note that the day rate will vary according to the SFIA level of the service required. As such the agreed rate may vary from the example SFIA level rate shown as the price on the Digital MarketPlace website page for our service listing.

Subcontractor details

IdentityE2E has a number of strategic partnerships with trusted associates that we work with on a regular basis in order to provide us with increased flexibility and further strengthen the service we can offer to customers. In some cases, we may subcontract some work described in the service description above to one of these partners. However, for the avoidance of doubt, IdentityE2E will at all times remain the prime contractor and manage the work and relationship with the customer.

4) Contact details

Contact:	Peter Wales, Chief Operating Officer
Email:	info@identityE2E.com
Telephone:	020 3642 0195
Registered Office:	Polhill Business Centre, London Road, Sevenoaks, Kent TN14 7AA