

# BUSINESS ANALYSIS SERVICE DEFINITION

Provided in response to the Government Procurement Service G-  
Cloud Services III Procurement Vehicle Invitation to Tender  
Reference RM1557/iii V3.0

## Table of Contents

1	Introduction .....	3
2	Service Definition .....	4
2.1	Overview of the G-Cloud Service – Business Analysis.....	4
2.1.1	The Novosco Approach to Business Analysis.....	5
2.1.2	Summary .....	6
2.2	Our Specialist Cloud Services Experience .....	7
2.3	Lot 4 Business Analysis - Example Use Cases .....	8
2.4	Novosco Accreditations .....	9
2.5	Information Assurance.....	9
2.6	Details of the Level of Backup/Restore and Disaster Recovery That Will Be Provided .....	10
2.7	On-Boarding and Off-Boarding Process/Scope .....	10
2.8	Service Management Details.....	10
2.9	Service Constraints .....	11
2.10	Service Levels .....	11
2.11	Financial recompense model for not meeting service levels .....	11
2.12	Training .....	11
2.13	Ordering and invoicing process .....	12
2.14	Termination terms .....	12
2.15	Data Restoration / Service Migration .....	12
2.16	Consumer Responsibilities .....	12
2.17	Technical Requirements.....	13
2.18	Details of any trial service available. ....	13
2.19	Data Extraction/Removal.....	13
2.19.1	Data Standards .....	14
2.19.2	Commitment to returning all consumer generated data .....	14
2.19.3	Formats / standards into which data will be extracted .....	14
2.19.4	Price for extraction of consumer generated data .....	14
2.19.5	Confirmation that the Supplier will destroy Consumer generated data .....	14
2.20	Data Storage and Processing Locations .....	14
2.21	Deployment Models.....	15
2.22	Service Models .....	15
2.23	Burst v. Elastic Resources.....	15



2.24	Guaranteed and Non-Guaranteed Resources .....	15
2.25	Persistence of Storage .....	15
2.26	Service Provisioning .....	16
2.27	Utilisation Monitoring/Reporting.....	16
2.28	Data Centre(s).....	16
2.29	Network .....	16
2.30	Use By Other Suppliers .....	16
2.31	Standard Configurations.....	16
2.32	Service Roadmaps .....	17
2.33	PaaS Types.....	17
3	Pricing .....	18
4	About Novosco.....	19

## 1 Introduction

Cloud can provide significant cost savings, enhance agility, eliminate technology bottlenecks, and enable rapid business innovation. Having worked with a range of public and private sector clients supporting the implementation of their Cloud objectives, Novosco can share its knowledge, expertise and experience to assist with the successful realisation of your Cloud ambitions. Novosco has been responsible for the successful delivery of numerous Cloud orientated programmes and projects within the public sector.

As public sector organisations move towards adopting Cloud computing strategies, it becomes apparent that legacy applications, tools and processes fundamentally need to be reviewed to ensure successful implementation of Cloud orientated projects.

Novosco Business Analysis services help organisations successfully implement their Cloud strategy by assessing the 'As-Is' technology and processes and helping to define the 'To Be' target operating model. Novosco Business Analysis services can help your organisation deal with change effectively and efficiently, while helping to de-risk the process. Our Business Analysis services have helped organisations:

- **Define** – analyse and capture business requirements;
- **Shape** – high level solution development with a business perspective;
- **Design** – low level solution development with a functional perspective; and
- **Deliver** – managing the transition from implementation to steady-state service.

To be successful in delivering improved services to their customers, organisations will need professional and experienced Business Analysis Services. Novosco uses qualified and experienced Business Analysts, and these will be deployed to ensure effective implementation and development of Cloud services.

This service is ideal if you have a specific Cloud deployment project that you wish to complete that involves multiple technologies and vendors. The resource can be utilised as a project where appropriate consultants will be assigned to achieve the desired outcome within the time and budget limits agreed with the customer.

## 2 Service Definition

### 2.1 Overview of the G-Cloud Service – Business Analysis

Successful delivery of Cloud projects are significantly enhanced by using experienced and expert Business Analysis services. Novosco understands the growing challenge of increasing business demands in an ever more complex and connected environment. Business Analysts must facilitate, negotiate and drive business change to deliver successful outcomes. They also need to have a detailed understanding of the issues specific to Cloud delivery and technology. Novosco Business Analysts have this understanding based on successful delivery and a deep understanding of the real-world application of Cloud services.

Novosco has Business Analysts well-versed in the complexities of successful delivery of Cloud and legacy projects. They bring experience of tackling the issues that typically face Cloud related projects including:

- **Non-Technical Business Analysis** –understanding the impact of new technology and identifying process and service improvement areas;
  - **Business Process Modelling**– documenting and mapping existing business processes to allow the benefits of new processes or technology to be quantified; and
  - **Business Case Development** – Creation of a business case based on efficiencies and savings an organisation can make through the use of technology or new operating processes.
- **Technical Analysis** - including scope and design of infrastructure, systems and/or interfaces. It also includes implementation of these additional functions depending on the scale of the task;
  - **Requirements Gathering** - identifying business requirements and user requirements, then capturing these using techniques such as interviewing, workshops and review of existing documentation;
  - **Data Modelling** – The data model should be designed to be extensible and robust and applicable to multiple business areas to maximise efficiency;



- **Non-Functional Design** – This focuses on non-functional elements that must be taken into account in order to improve the user experience and productivity;
- **Functional Design** - This focuses on the functionality of the system that a typical user requires such as workflows and system performance; and
- **Interface Analysis** – Interface analysis inspects and defines the manner in which users and other systems interface with the proposed solution. Where possible reusable components and standards are applied.

### 2.1.1 The Novosco Approach to Business Analysis

We bring skills in bridging the gap between business and IT, to ensure that the requirements are appropriately visualised and understood by everyone regardless of their role within the project or organisation.

Novosco's detailed approach to business analysis and requirements gathering reinforces successful delivery of new services and systems in the Cloud. Our clients using this service obtain a clear articulation of their business need that is ready to be distributed to their suppliers, combined with a strong and rigorous approach to managing the inevitable requirements for change during delivery.

Our Business Analysts gain an early holistic and user centric view of the business need before clarifying detailed functional and non-functional requirements. They will then work to define clear boundaries to be drawn around the scope of requirements.

Our Business Analysis service uses a range of tools and techniques such as:

- TOGAF Architecture Framework;
- Responsible, Accountable, Consulted, Informed (RACI) matrix;
- Strengths, Weaknesses, Opportunities, Threats (SWOT) analysis; and
- Political, Economic, Social, Technical, Legal, Environment (PESTLE).

We analyse each requirement for suitability before being refined into concise statements. This is to ensure we capture requirements that are Specific, Measurable, Attainable, Realistic and Timely (SMART). Both functional and non-functional requirements are documented, analysed



and agreed. This helps to clearly communicate the requirements to members of the implementation and support teams, removing any ambiguity, and highlight the importance of the benefits that are expected to be realised by the solution.

Stakeholder involvement in the Business Analysis process is critical, and this is facilitated via workshops, knowledge sharing and collaborative team working. This enables all parties to understand the current 'as is' state of the business and technical infrastructure and develop a 'to be' solution that meets the identified business requirements.

We will continue to challenge existing requirements against business needs, and recognise that businesses do not operate in a static environment. This is backed up by an effective change management process to manage changes in project scope.

## 2.1.2 Summary

Our customers across public and private sector organisations, including Healthcare, Education, Policing, Criminal Justice, and Local Government, rely on Novosco for the smooth operation and timely development of their business critical systems. The Business Analysis service is critical to this success.

Engaging Novosco Business Analysis services can bring the following benefits:

- Full project lifecycle experience coupled with consulting skills such as facilitation, interviewing, influencing and driving change;
- Deep analysis expertise using proven techniques, methodologies and tools/templates;
- Practical experience of managing the design, development, deployment and transition of complex services; and
- Standardised, repeatable and high quality approach to delivering consistent results



## 2.2 Our Specialist Cloud Services Experience

Organisation	Liverpool Women's Hospital	Department Finance and Personnel (Northern Ireland Civil Service)	North Down Borough Council	Northern Ireland Ambulance Service	Belfast Health and Social Care Trust	Queens University Belfast
Design Authority	✓	✓	✓	✓	✓	✓
Project / Programme Management	✓	✓	✓	✓	✓	✓
Design and Development	✓	✓	✓	✓	✓	✓
Project Specification and Selection	✓	✓	✓	✓	✓	✓
Service Integration	✓	✓	✓	✓	✓	✓
Deployment	✓	✓	✓	✓	✓	✓
Transition Management (e.g. inter Cloud service migration)	✓	✓	✓	✓	✓	✓



Service Management	✓	✓	✓	✓	✓	✓
User Management	✓	✓		✓	✓	✓
Strategy and implementation services	✓	✓	✓	✓	✓	✓
End user device support services		✓		✓	✓	✓

## 2.3 Lot 4 Business Analysis - Example Use Cases

Many public sector bodies may need Business Analysis services for:

- Requirements Gathering - identifying business requirements and user requirements, then capturing these using techniques such as interviewing, workshops and review of existing documentation;
- Mapping business needs to functional and non-functional requirements;
- Manage Legacy Application Migration to the Cloud – understanding which applications are ready to be migrated into the Cloud, the dependencies on other systems, 3<sup>rd</sup> party vendors and partner organisations;
- Establishing and implementing the governance arrangements for the Cloud transformation programme; and
- Business Case Preparation – Creation of a business cases based on savings an organisation can make through the use of technology or new operating processes.



## 2.4 Novosco Accreditations

### Professional Accreditations

- Novosco is registered with ISO9001
- Novosco is registered with ISO27001
- Novosco is registered with the Information Commissions Office under the Data Protection Act 1998 – DPA No. Z8322782
- Novosco is registered with [www.sid4health.nhs.uk](http://www.sid4health.nhs.uk)
- Novosco is registered with Investors in People

### Technical Accreditations

- TOGAF Enterprise Architecture Framework
- PRINCE2 Project Management
- ITIL Service Management
- VMware Enterprise Solution Provider Partner
- Cisco Premier Certified Partner
- Citrix Platinum Solution Advisor Partner
- EMC Velocity Signature Partner
- Fortinet Gold Partner
- Microsoft Gold Certified Partner
- Riverbed Certified Partner

## 2.5 Information Assurance

N/A for Lot 4 Specialist Cloud Services – Business Analysis.

However, the Business Analysis service can be used to ensure that controls are included within the Project to manage Information Assurance by all parties involved in delivering the service. This will include identifying Information Assurance requirements, documenting any such requirements and conveying these to the appropriate suppliers and delivery teams to ensure that they are correctly implemented.



## **2.6 Details of the Level of Backup/Restore and Disaster Recovery That Will Be Provided**

N/A for Lot 4 Specialist Cloud Services – Business Analysis.

However, the Business Analysis service can be used to ensure that any Backup/Restore solutions and Disaster Recovery solutions are correctly implemented by suppliers and are compliant with the previously gathered business requirements in respect to Backup/Restore and Disaster Recovery.

## **2.7 On-Boarding and Off-Boarding Process/Scope**

N/A for Lot 4 Specialist Cloud Services – Business Analysis.

However, the Business Analysis service can be used to define the scope of requirements for any On-Boarding or Off-Boarding process from a third party suppliers' Cloud based service. This will include third party management, scheduling the data transfer process, risk management, managing systems availability during the boarding process, contingency plans and the impact on the availability of operational systems.

## **2.8 Service Management Details**

N/A for Lot 4 Specialist Cloud Services – Business Analysis.

Where the project is of a sufficient scale, a dedicated project manager will be assigned by Novosco. They will be the customer's primary point of contact during the engagement. They will be responsible for assigning and allocating resources to ensure the project is delivered in line with agreed service levels.

However, the Business Analysis service can be used to define the scope of requirements that should be applied to a Service Management work stream within a project. This would typically include gathering business operational requirements and converting these into appropriate service levels agreements, assisting in the development of a service credit regime, identifying business workflows such as escalation procedures for Incidents and authorisation procedures for service requests, and KPI reporting metrics.



## 2.9 Service Constraints

*(E.g. maintenance windows, level of customisation permitted, schedule for deprecation of functionality/features etc.)*

N/A for Lot 4 Specialist Cloud Services – Business Analysis.

## 2.10 Service Levels

*(E.g. performance, availability, support hours, severity definitions etc.)*

N/A for Lot 4 Specialist Cloud Services – Business Analysis.

These services are performed according to the service levels and quality standards set-out in Novosco's ISO:9001 registered Quality Management System.

Our Business Analysis service is flexible and hence service levels are bespoke to the needs of each client and project. We work with the customer to agree service levels, availability and outcomes at the initiation of a project.

Performance of our consultancy resource is measured through a customer feedback process. We encourage our customers to give us a formal review of our service, highlighting any strengths and weaknesses and areas for improvement so that we can continue to offer a high quality and competitive service.

## 2.11 Financial recompense model for not meeting service levels

N/A for Lot 4 Specialist Cloud Services – Business Analysis.

## 2.12 Training

N/A for Lot 4 Specialist Cloud Services – Business Analysis.

However, the Novosco Business Analysts will work collaboratively with the Client to ensure effective knowledge sharing during the term of the contract. The Business Analysis services can also be used to identify training needs within the organisation at the time of implementing or migrating to a new solution.



## 2.13 Ordering and invoicing process

The customer should liaise with their sales contact or Account Manager within Novosco to agree the amount of resource required to complete their project. Once this has been agreed the customer should send a signed order form (in the general form of Schedule 2 of the Framework Agreement) as the method of placing Orders under the G-Cloud Catalogue. Orders can be placed by sending the completed signed Order Form to Novosco at:

[G-Cloud@novosco.com](mailto:G-Cloud@novosco.com)

## 2.14 Termination terms

The Client may cancel the service at any time prior to the end of Novosco's engagement by giving not less than four (4) weeks written notice.

## 2.15 Data Restoration / Service Migration

N/A for Lot 4 Specialist Cloud Services – Business Analysis.

However, the Business Analysis service can be used to define the scope of the requirement for Data Restoration / Service Migration from a suppliers' Cloud based service. This will include third party management, scheduling the data transfer process, risk management, managing systems availability during the restoration / migration process, contingency plans and the impact on the availability of operational systems.

## 2.16 Consumer Responsibilities

1. The Customer has responsibility for providing office accommodation and facilities (including software tools where these relate directly to the service being procured by the Customer) without charge where work is required to be conducted at the Customer's premises.
2. It is the Customer's responsibility to provide Novosco with such access, information and staff cooperation as Novosco may reasonably require for the proper performance of any Services.



3. The Customer shall advise a Novosco consultant or subcontractor working at a Customer location of rules, procedures and information relating to matters such as health and safety and security that are relevant or necessary for working at that site.
4. The Customer shall perform its other responsibilities as identified in the Service Definition for the Specialist Cloud service.

## 2.17 Technical Requirements

(E.g. service dependencies and detailed technical interfaces, e.g. client side requirements, bandwidth/latency requirements, etc.)

N/A for Lot 4 Specialist Cloud Services – Business Analysis.

However, as part of the Business Analysis services, the Novosco Business Analysts will help identify and define these requirements on behalf of the client when engaging with external Service Providers.

## 2.18 Details of any trial service available.

N/A for Lot 4 Specialist Cloud Services – Business Analysis.

Where appropriate, we can provide clients an opportunity to discuss their challenges or specific projects and we can provide guidance on how a particular issue can be addressed, or to better help you understand the options open to you.

In addition, for more complex client requirements, we frequently conduct a small scoping study to provide a baseline for any wider project or programme. This also enables us to demonstrate our expertise and ability to work effectively with the client and their key stakeholders.

## 2.19 Data Extraction/Removal

G-Cloud requires support services to transfer data/configuration between G-Cloud providers, management and support of applications (workloads) operating on G-Cloud services, multi supplier service integration services and Cloud strategy and implementation services together with agile development activities in support of Cloud deployment. However, it is not expected that Novosco will be required to store or process Customer data that will require Extraction or Removal in the delivery of Lot 4 – Business Analysis Services. The Business Analysis service



will work on behalf of the Client to determine the appropriate processes and standards to apply to Data Extraction/Removal to meet the Client needs.

#### **2.19.1 Data Standards**

The Business Analysis service provided by Novosco will seek to determine and recommend standards that should be applied to Customer data. Standards will be recommended that ensure the integrity of the data, and the portability of data between Cloud suppliers, 3<sup>rd</sup> party service providers and internal Customer systems.

#### **2.19.2 Commitment to returning all consumer generated data**

Novosco do not expect to store or process Consumer data as part of Lot 4 Specialist Cloud Services – Business Analysis. Any data provided by the Consumer to Novosco will be returned upon request, or at the end of the contract period.

#### **2.19.3 Formats / standards into which data will be extracted**

Novosco do not expect to store or process Consumer data as part of Lot 4 Specialist Cloud Services – Business Analysis.

#### **2.19.4 Price for extraction of consumer generated data**

Novosco do not expect to store or process Consumer data as part of Lot 4 Specialist Cloud Services – Business Analysis.

#### **2.19.5 Confirmation that the Supplier will destroy Consumer generated data.**

Novosco do not expect to store or process Consumer data as part of Lot 4 Specialist Cloud Services – Business Analysis. Any data provided by the Consumer to Novosco will be destroyed upon request, or at the end of the contract period. Novosco will follow data destruction techniques applicable to the IL level assigned to the data.

### **2.20 Data Storage and Processing Locations**

Novosco do not expect to store or process Consumer data as part of Lot 4 Specialist Cloud Services – Business Analysis. Lot 4 services will be delivered either directly on the Consumer sites or at Novosco UK based offices.



## **2.21 Deployment Models**

For Lot 4 - Specialist Cloud Services, Novosco will be providing Business Analysis Services. Novosco staff will be deployed based on the Consumer requirements using a skills matching approach.

## **2.22 Service Models**

Lot 4 includes services to transfer data/configuration between G-Cloud providers, management and support of applications (workloads) operating on G-Cloud services, multi supplier service integration services and Cloud strategy and implementation services together with agile development activities in support of Cloud deployment. The Business Analysis will work on behalf of the client to determine the most appropriate Service Model that meets the Client business needs.

## **2.23 Burst v. Elastic Resources**

N/A for Lot 4 Specialist Cloud Services – Business Analysis.

However, Novosco can supply additional Business Analysis resources to a project if required by the Consumer.

## **2.24 Guaranteed and Non-Guaranteed Resources**

N/A for Lot 4 Specialist Cloud Services – Business Analysis.

However, Novosco can supply additional Business Analysis resources to a project if required by the Consumer.

## **2.25 Persistence of Storage**

N/A for Lot 4 Specialist Cloud Services – Business Analysis.





## **2.26 Service Provisioning**

N/A for Lot 4 Specialist Cloud Services – Business Analysis.

However, Novosco will seek to facilitate the rapid deployment of Business Analysis resources in response to Consumer requirements.

## **2.27 Utilisation Monitoring/Reporting**

Novosco will monitor the utilisation of Business Analysis resources assigned to a Consumer project and provide the required management information reporting.

## **2.28 Data Centre(s)**

N/A for Lot 4 Specialist Cloud Services – Business Analysis.

## **2.29 Network**

N/A for Lot 4 Specialist Cloud Services – Business Analysis.

## **2.30 Use By Other Suppliers**

N/A for Lot 4 Specialist Cloud Services – Business Analysis.

However, Novosco recognises the need to work with other suppliers in order to provide services to our clients. We currently work with a range of partner and third party organisations to deliver successful services to our clients.

## **2.31 Standard Configurations**

N/A for Lot 4 Specialist Cloud Services – Business Analysis.



## 2.32 Service Roadmaps

N/A for Lot 4 Specialist Cloud Services – Business Analysis.

However the Novosco Business Analysis service can be used to identify and document business and technical roadmaps that can be applied to the Client's organisation.

## 2.33 PaaS Types

N/A for Lot 4 Specialist Cloud Services – Business Analysis.

## 3 Pricing

Typical staff roles to deliver this service would include:

High Level SFIA Job Family	SFIA Job Family	Relevant SFIA Levels
Strategy and Architecture	Consultancy	5-7
Strategy and Architecture	Business Process Improvement	5-7
Business Change	Business Analysis	3-6
Business Change	Organisation design and implementation	5-6
Business Change	Business modelling	2-6
Business Change	Project Management	4-7

This service and Novosco's other Specialist Cloud Services are ideal if you have a specific Cloud deployment projects that you wish to complete that involves multiple technologies and vendors. The resource can be utilised as a project where appropriate consultants will be assigned to achieve the desired outcome within the time and budget limits agreed with the customer.

Alternatively the customer can utilise these services on a rate card basis. The customer then pays for what they use and can use the consultancy resource as they wish. This is ideal for routine maintenance, fault discovery and resolution, upgrades and consultancy advice around technology areas and future strategy.

Please contact us to discuss your requirements at [\*\*G-Cloud@novosco.com\*\*](mailto:G-Cloud@novosco.com)

For the associated day rates for these and other roles, please see the Novosco SFIA Rate Card. Please also see our Service Terms for the commercial information in support of this service.

## 4 About Novosco

Novosco is a leading provider of Cloud technologies, Managed Service and Consulting. We specialise in helping organisations utilise the unique aspects of emerging technologies to solve business challenges in new and dynamic ways. We operate under managed service or strategic partnership contracts with our major clients.

Novosco has established partnerships with the very best hardware and software vendors in our areas of specialisation and we are committed to assisting our customers in the evaluation of all potential solutions, including the optimisation of current IT systems. Our main technical partners include:



This approach combined with our proven engagement methodology enables us to develop and deliver cost-effective solutions that are an asset to your business. We offer a unique consulting talent and technical support expertise to companies wanting to realise the benefits of their IT investment. This is verified by our customers:-

*"Novosco engineers are on site on a daily basis as a professional ICT resource. Belfast Trust IT professionals and Novosco staff work together as a team to deliver systems that enhance patient care"-*

**Paul Duffy, Co-Director for ICT & Telecommunications, BHSCT**

*"Novosco has a firm grasp of our business processes and drivers combined with in-depth knowledge of current and future technologies, with the ability to advise us on the best operational and strategic paths for our IT infrastructure. This, combined with an honest and open approach makes Novosco a core part of our team."*

**Jim Cunningham, Assistant Director of Information System, Queens University**



## **History**

We have been successfully trading since 1994. We recently enjoyed our twelfth successive year in the Deloitte FAST50, an award which recognizes successful revenue growth for technology companies. We were also awarded Cisco Datacenter Partner of the Year and EMC Partner of the Year in 2012. Both awards were based on the volume and calibre of work delivered.

For more information visit [www.novosco.com](http://www.novosco.com)