



## CCS Technology Services Framework – RM1058 Lot 7 Service Description

Crown  
Commercial  
Service  
*Supplier*

UKN Group have secured agreements with Crown Commercial Service on two key national Frameworks that demonstrate our credentials, references and commitment to the Public Sector.

G-Cloud 6 – Specialist Cloud Service

(see <https://www.digitalmarketplace.service.gov.uk/g-cloud/services/5105633598636032> )

CCS Technology Services RM1058

(see <http://ccs-agreements.cabinetoffice.gov.uk/suppliers/ukn-group-limited> )

UKN Group has extensive experience of providing Infrastructure Transition Services to the Public Sector. We have worked with numerous Public Sector bodies, which has been reorganised with staff moving from one organisation to another. We have successfully transitioned the service including moving, rebuilding and redeploying their hardware/software and other infrastructure for them. Our guiding principle is one where we prioritise 'keeping the systems safe' to ensure staff can continue to work effectively in their individual roles during a transition project and this is a key transition success criteria. UKN Group allocates additional transitional resource to support the migration to a Business as Usual (BAU) service throughout the transition period.

For each transition project, a framework of stakeholders is established and a clear schedule of project meetings and reporting parameters is put in place. This allows progress to be made rapidly across split work streams and also enables the critical paths and associated risks to be continuously assessed and mitigated against the project milestones.

Our Program delivery process is tailored to create a central support function which can concentrate on the understanding of the immediate user needs. This enables the local on-site staff to work on the removal of old infrastructure and processes and introduce new systems as set out in the project plan.

For example: each strategic health authority (SHA) was migrated individually to a newly created centralised Service Desk and Data Centre. The provision of new Support Services was embedded into the centralised model and came of age when staff moved physically to the new location. This approach ensured business continuity and no loss of IT service as the transition progressed through each milestone. We have dealt with some situations where NHS bodies have merged into one single entity and hardware and software from each of the separate bodies has been redeployed to the new single solution. Other solutions have involved UKN Group having to rebuild servers from one organisation so they can be used for the new organisation. Some of these situations have been completed in conjunction with other service providers. UKN Group ensures that all interactions with Third Party Companies/ Service Providers is planned and controlled via a Project Plan to ensure the best outcome for the client.



Each Transition Project Plan includes provision for:

- „ Knowledge – all required knowledge is transitioned into UKN Group or out of UKN Group where appropriate. This can be knowledge of the hardware systems that are being transitioned/ moved/rebuilt or Service Management processes.
- „ Risks – potential risks are identified and mitigation measures put in place to reduce the risk to acceptable level or to eliminate the risk entirely. Evaluation and service due diligence is also performed at regular intervals during and after a transition project.
- „ Culture Training - UKN Group believes in Culture Training whenever we take on a new client. This involves us having a full understanding of the systems involved and just as importantly understanding what the systems are used for and what the people using them are trying to achieve/how they like to work.
- „ Contingency – contingency in terms of time, budget and resource is built into our transition plans to allow for any unexpected issues.
- „ Testing – we believe that testing is key to any successful transition. Comprehensive User Acceptance Testing (UAT) and validation is incorporated into all our plans.

## RM1058 – Lot 7 – Reference 1 – NHS England

The project to transition the individual Strategic Health Authorities to a single entity supported by a single point of contact service desk required detailed and meticulous planning and highly capable project management. The creation of a single SHA from the previous five required the project manager to take into account the variable speed at which the individual SHAs could move their operations both physically and from a pure IT service and infrastructure perspective.

The establishment of a robust Collaboration Model was critical to ensuring an effective channel of communication was set up so that every party fully understood their roles, timescales, quality demands, accountabilities and standards before implementation could commence.

Using the principles of the Prince2 methodology, UKN Group, within a month, agreed and established a strategy for a core ICT Service Desk, supplemented by local onsite resource where needed. This approach gave the individual SHAs the reassurance that we could provide a reliable service, both in the short term, during transition and in the final support model.

The principle of 'keeping the systems safe' and ensuring staff were able to continue to work effectively in their individual roles during this change was seen as the key to the overall success of the transition.

A framework of stakeholders was established and a clear schedule of project meetings and reporting structures was put in place. This allowed progress to be made rapidly across split work streams and also enabled the critical path and associated risks to be continuously assessed and mitigated against the project milestones.

# IT Infrastructure Transition Services & Delivery



The Programme delivery process was tailored around the creation of a central support function which could concentrate on the understanding of the immediate user needs. This enabled the local on-site staff to work on the removal of old infrastructure and to introduce new centralised systems. Each SHA was migrated individually to a newly created centralised Service Desk and Data Centre. The provision of new Support Services was embedded into the centralised model and came of age when staff moved physically to the new location. This approach ensured business continuity and no loss of IT service as the transition progressed through each milestone.

As each SHA transferred into the single SHA model, the ICT central and local infrastructures readily absorbed the physical system changes and supported the employees in adapting to new hardware and software without interrupting the day to day business operations.

We worked in close collaboration with individual SHAs as well as the new central body to understand 'old' and 'new' systems and processes. This required the production of a migration strategy which was underpinned by employee training and an empathic approach to the challenges faced by staff during a major change program. Communication was key with regular bulletins to staff to prepare them for the changes and to support them during and afterwards. The main benefit being that the users could be confident of IT systems and availability and particularly the simplified processes to follow for support if required. The shift to a single and common ICT Support service became compelling for the employees, as they had the confidence in this single point of contact being able to help them and our consistent support was key to overcoming their resistance to change.

The Support Services were developed using a single Common Service Management system which integrated the ICT support call logging with service management and SLA based controls. This system was fully integrated with ICT asset management enabling a full record of assets, software, and hardware and user data to be kept. With this level of ICT integration, we were able to monitor support trends and take a pro-active approach to fault prevention and support. It also allowed a pro-active 'roadmap' of upgrades and replacements to be planned and scheduled for every aspect of the IT service provision well in advance of the change imperative.

## **RM1058 – Lot 7 – Reference 2 – Rural Payments Agency**

As part of DEFRA, the Rural Payments Agency was required to upgrade their operating systems and application suite by 2012. The scope of the project was for desktop computers within RPA to be upgraded to a Windows Vista Operating System with Microsoft Office 2007 and Internet Explorer 7, along with other system software upgrades.

The RPA has many legacy bespoke applications provided by Third Party Suppliers. As a result there was a requirement to test and potentially amend applications and database functions in use throughout the Agency.

We provided a dedicated Project Manager for the duration of the project and provided RPA with a full transition to an Ultra Thin Client estate. Due to the use of Terminal Servers, there was no requirement for us to upgrade the Windows 2003

# IT Infrastructure Transition Services & Delivery



Server environment and the project proposal was scoped around the upgrade to the applications and the integration of the upgraded backend services into the Application Virtualisation delivery system.

We provided RPA with a full test environment for the Terminal Server estate, allowing users to access the test laboratory from any RPA site. The user acceptance testing was initially conducted via a central location and then transferred to a test environment on each site, ensuring no local anomalies would result.

We identified that each of the RPA sites would need to be completed during a single upgrade schedule, and therefore each site would have to be upgraded over a weekend. A project implementation team was assigned to perform the upgrades and manage any issues following a full site upgrade.

The majority of backend databases and applications are managed by IBM, and their project focus was to ensure the new Vista Desktop environment was functional with the backend services. Following implementation, RPA and UKN found some applications did not function fully within the UTC environment; we therefore worked closely with IBM address this ensuring full functionality from the UTC service. Where IBM was required to change aspects of their application coding, our Project Manager and Service Delivery Manager collaborated with IBM, ensuring the client ultimately received the same or improved level of access and functionality as before the project.

As part of this project the advisors to the RPA – Steria, recommended that one of their financial applications would not be accessible via the Microsoft Vista Operating System and that a Windows XP Operating System would be required to ensure support and development of the system continued. We resolved this issue by presenting RPA with a Virtual Desktop Infrastructure environment to allow for continued support with 15 virtual desktops available for Steria developers. Although the users required administration rights over their desktops, we were requested to provide full installations of software for each user, ensuring a standard image was available should there be a need to revert to the initial image at any time in the future.

For the Transition Phase of this project we engaged with RPA Super Users who provided first line training requirements for end users on site. These Super Users had direct access to our Service Delivery Manager to highlight any concerns which were noted. This meant a work plan could be agreed, prioritised and target dates could be set for resolution. This ensured acceptance by the end user community and prevented resistance to change becoming an issue.

Our Client Services department selected a client champion from the Service Desk and from the Infrastructure Management Team to act as a focal point within UKN Group, concentrating on the resolution of incidents as a result of the project work. They also advised and updated the project details, progress reports and ensured the continuous learning of other UKN Group staff members. Our Service Desk client champion was also responsible for creating and updating all knowledge base articles which our Service Desk analysts refer to for process and technical information pertaining to our clients.