



## CCS Technology Services Framework – RM1058 Lot 8 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 significant experience in managing complex mixes of both systems and suppliers, be they internal or external to manage an integrated service/solution. With collaborative type models, UKN Group are the primary and accountable party for the service design, build, transition and management of the solution. The solution integration services are based on tried, tested and proven Collaboration Models underpinned by our Service Integration and Management (SIAM) expertise.

The establishment of a single point of contact with responsibility for multi-source supply, delivery and integration requires meticulous planning and execution with high quality Project Management, with the authority to drive outcomes that meet or exceed explicitly defined expectations. Our Project Management Office typically owns this management task.

The collaboration model established from the outset is critical to ensure an effective channel of communication so that every party understands the roles, timescales, quality demands, accountabilities and standards before implementation and transition. A framework of stakeholders is established and clear schedules of project meetings and critical path assessments underpinned by comprehensive Risk Registers to ensure current systems and services are “kept safe” during transition. The fundamental being to ensure user productivity and effectiveness is maintained and improved.

The Collaboration model is maintained beyond transition to “Business as Usual” as the control process for ongoing activities such as:-

- „ Third party supplier management
- „ Regulatory and Standards compliance
- „ Service and Operational Level Agreements / Service Level Agreements / Service Credits
- „ Service Integration and Management
- „ Procurement policies and standards
- „ Contractual responsibilities

# Service Integration



- „ Audits, Reporting and Exception management
- „ Knowledge Management

UKN Group's Service Integration and Management (SIAM) encompasses all of the following key policies and procedures that require the every stakeholder to fully conform and commit to:

- „ Performance Management standards
- „ Service Level governance
- „ Service Provisioning
- „ Service Knowledge Management
- „ Provider Governance & assurance.
- „ Consistent Tools and Technology
- „ Risk identification and mitigation
- „ Explicitly Defined scope.

UKN Group's model for Collaboration and SIAM will deliver the following benefits:

- „ Reduced costs – for example – standardised invoicing
- „ Improved Standards – reduce duplications
- „ Improved Productivity – Improved standards reduce the number of incidents and in turn this reduces costs
- „ Business needs – a comprehensive Service Integration ensures that all business needs are understood and met
- „ An in-depth understanding of what services are required and how often they are utilised.

## RM1058 – Lot 8 – Reference 1 – NHS England

UKN Group was awarded the contract to provide a comprehensive Managed Service to support the merger of five London Strategic Health Authorities. The contract required a new design of infrastructure to provide a desktop virtualisation solution using a thin client and Terminal Server model. Once delivered UKN was asked to undertake the integration of the various service desks into a single point of contact shared service desk solution.

Each SHA had a slightly different desktop deployment model based on PC's and file servers. UKN designed a new infrastructure to utilise the thin client and Terminal server model, to deliver the benefit of a simplified, central support for

# Service Integration



every user in the newly formed London SHA. The transfer of each operation into the central model was addressed through transformation of desktop and server side data into a fully server side data deployment. This resulted in economies of scale and a single central service for all data and applications, which could be managed by a team of engineers either remotely or on-site.

A comprehensive collaboration model was established from the outset that included supplier of hardware, software and services to each of the separate SHA's. This was critical to the project and timeline for delivery to ensure an effective channel of communication so that every party understood the roles, timescales, quality demands, accountabilities and standards before implementation and transition. A framework of stakeholders and clear schedules of project meetings and critical path assessments was established. This was underpinned by comprehensive Risk Registers to ensure systems and services were "kept safe" during transition which was fundamental to ensure user productivity and effectiveness was maintained and improved.

The Collaboration model was maintained beyond transition to "Business as Usual" as the control process for ongoing activities such as:-

- „ Third party supplier management
- „ Regulatory and Standards compliance
- „ Service and Operational Level Agreements / Service Level Agreements / Service Credits
- „ Service Integration and Management (SIAM) model for every third party and supplier
- „ Procurement policies and standards
- „ Contractual responsibilities & Compliance
- „ Audits, Reporting and Exception management
- „ Knowledge Management

UKN Group's Service Integration and Management (SIAM) encompasses all of the following key policies and procedures that require the every stakeholder to fully conform and commit to:

- „ Performance Management standards
- „ Service Level governance
- „ Service Provisioning
- „ Service Knowledge Management
- „ Provider Governance & assurance



- „ Consistent Tools and Technology
- „ Risk identification and mitigation
- „ Explicitly Defined scope

During the project, UKN was tasked with delivering a secure and centrally hosted SharePoint solution for the NHS London Emergency Preparedness Team. This supports collaboration between NHS teams across London in the event of an emergency (e.g. pandemic, flood, bomb or other significant incident). The 'SitRep Tool' enables NHSLEP to make critical and conclusive decisions quickly, which the people of London would rely on should a city wide emergency occur. UKN provided the Management Consulting service to define, design and deliver a new solution drawn from the systems and processes of the previous five Authorities.

We have worked with NHS England to extend the UKN service desk to work in collaboration with the NHS national IT service provider. This has minimised the impact on end users who can still contact the UKN Service Desk even for support that falls outside of the scope of the UKN Group Agreement.

## RM1058 – Lot 8 – Reference 2 – Rural Payments Agency

In 2007, UKN Group won a 7 year contract to provide an Ultra-Thin Client (UTC) desktop environment with full Service Desk support to Rural Payments Agency (RPA). The agreement was based on a full outsourced on premise Cloud solution. The objectives were to:

- „ Provide a standard desktop-as-a-service solution for up to 5,000 users
- „ Work in full collaboration with critical systems and infrastructure suppliers (IBM, Steria and Accenture) to implement, deliver and support a highly agile working environment scalable to above 6,000 users over the term of the agreement
- „ Provide extended hours Second and Third Line technical support for desktop applications and take responsibility for managing requests for service and incidents with application solutions and infrastructure providers, no matter where they originate be that in house or 3<sup>rd</sup> party provider
- „ Provide centralised application delivery via a virtual application system
- „ Provide an agile environment to allow users to work from any RPA location or at home, at any time, with full access to the Service Centre environment
- „ Provide a centrally managed service with the reliability to reduce the need for technical desk-side visits
- „ Reduce the computer footprint for each desk
- „ Reduce overall power consumption and increase the energy rating

# Service Integration



UKN was required to deliver integration of service, process and policy between the software solutions of the mix of suppliers together with the RPA IT Service Desk and our own service desk that adhered to ITIL and Service Desk Institute standards. The integration required some redefinition of the RPA policies which were matched against the strict operating standards of the UKN Service Desk and SLA's of the third party suppliers (IBM, Steria and Accenture).

The solution delivered covered a complex mix of regional offices, a mobile workforce, and application solution providers and included a Disaster Recovery service for all users. We collaborated with all parties (client representatives, IBM, Steria, and Accenture) to deliver and support a fully virtualised solution, with significantly simplified support services.

Over the term of the contract this agile, reliable and well supported solution enabled RPA to manage and increase user productivity, addressing the critical issue of a backlog of Farm Payments.

We delivered an extended hours support service to back up a small team (12) of first line RPA employed Service Desk Analysts. The service was fully integrated with our Shared Service Centre. The two centres operated seamlessly, using common processes and practices against a single SLA. We proactively worked with RPA to implement ITIL Compliant best practice, underpinned by our Service Desk Institute's 4\* Accreditation

## Delivering an integrated and efficient solution

The UKN Service Team Leaders and Service Delivery Manager attended the RPA Daily Incident Service Review Meeting to provide progress updates to RPA Service Management on High Severity Incidents assigned to us from the previous day. They also gained understanding of any service failures from third parties, which may impact upon the UTC environment and user experience.

Our Service Delivery Manager maintained the Continuous Service Improvement Programme and discussed progress at the Monthly Service Review Meetings with RPA Service Management. Our Service and Support Manager presented service desk improvements and efficiencies which we have developed for implementation. The minutes of this meeting feed into the Continuous Service Improvement Programme.

The Service Desk adopts 'Client Champions' who are nominated persons on the Service Desk with a specific focus on an individual customer, acting as point of reference for UKN Group staff for those specific customers. The Service Delivery Manager and the Client Champion attend the Service Review Meetings with the customer to allow them to participate in the review of service for the month.