Adopting cloud-centric services is now a viable mechanism to achieving increased cost efficiency, but it is not without risk. Our Service Design for the Cloud service has been created to help you ensure that cloud-centric services in your organisation are designed to minimise any risk inherent in this model.

- Full consideration of cloud service risks
- Reduced need for costly internal subject matter expertise
- Consideration of the full service lifecycle, not just Day-1 delivery
- Full consideration of the service value chain from supplier to end user
- Establish a design framework for future use even when we leave the building
- Assurance throughout the delivery process can ensure successful delivery
- Maintains continuity of service in a cloud based delivery model

**Introduction**

Public sector organisations face constant pressure to become increasingly cost efficient, pressure which inevitably filters down to the provision of technology services. Adopting cloud-centric services is now a viable mechanism to achieving this goal, but it is not without risk, and the need to ensure that new services consider all those elements unique to cloud service delivery, for the full lifecycle of the service, is critical to ensuring service objectives are met.

Sopra Steria’s Cloud Service Design service is a consultancy-driven on-site service delivered by subject matter experts in the field of technology service design who possess a wealth of experience with the support and delivery of services delivered either in part, or in full, through the use of cloud service technologies or service providers.

The design of fit-for-purpose services requires not just a robust technical architecture or comprehensively met set of functional requirements, but must also address all those additional elements critical to the successful support and delivery of the service from cradle to grave. These non-functional requirements can often mean the difference between success and failure of any new service and Sopra Steria are experts at ensuring that services are designed with these considerations in mind.
Service Overview

Sopra Steria has a considerable breadth of knowledge in the field of holistic service design, and our consultants are all service management experts with a strong heritage in the design and delivery of operational IT services spanning multiple models, markets and technologies. Sopra Steria recognised some time ago that the key to successful service provision lies not only with a solid technical foundation, but is also wholly reliant on a fully considered service delivery capability.

Over many years of designing IT services to be both operationally ready and maintainable for the life of the service, Sopra Steria have built a scalable, robust and repeatable framework for service design that can be deployed in any situation, for any IT service. Via a methodical process of requirements definition, validation and collaborative solution design activity, Sopra Steria consultants will work with all stakeholder communities to design services that are:

- Available
- Useable
- Performant
- Supportable
- Scalable
- Secure
- Recoverable
- Considerate

This service aims to leverage our significant intellectual capital in support of your business objectives by directly deploying Sopra Steria consultants to work as dedicated resource, in either an advisory or a delivery capacity, within your major change programme.

Cloud Service Considerations

Many organisations, not least in the public sector, will presently operate with a strategic model for IT services that comprises a mix of on-premises and outsourced IT services with an objective to move elements of this into the cloud over time. Moving a service into the cloud doesn’t absolve the service provider of their responsibilities, however, and the customer experience is still paramount.

Those elements of the non-functional mix that applied in legacy service architecture still apply either in part, or in full, in a cloud-centric architecture, but the solution for how these requirements are met (or exceeded) may have to adapt. Some areas of notable consideration include:

- Supplier Management and the necessity to ensure that cloud service providers continue to meet service (and contractual) obligations and are effectively managed in this process.
- Service Level Management and the necessity to ensure that cloud service provider service targets are sufficiently robust as to meet business requirements in the context of the entire value chain.

- Financial Management and the impact on both service charging and cost recovery models as a result of a move to a cloud service model where traditional licensing models are often eschewed in favour of ‘pay-as-you-go’ or utility based pricing.
- Service Models and the impact on the traditional people, process and technology dogma as a result of the shift away from the necessity to manage infrastructure and the devolution of certain specific costs and risks.
- Demand and Capacity Management and the ability for the business to appropriately respond to, and scale to, the potential significant fluctuations in demand for cloud-centric services as a result of the ‘turnkey’ nature of access to service resources or capabilities.
- Security Management and the very real threat of placing potentially sensitive data under the management of a third-party ecosystem.
- Availability and Continuity Management and the need to ensure that cloud service providers are capable of ensuring that critical IT services will be available according to requirements and equally are capable of integrating with any existing disaster recovery or service continuity processes or procedures.

How will it be delivered?

To achieve this, our consultants will embed themselves within your change communities and work hand in hand with your existing teams to design service solutions that meet your business objectives, augmenting the skills and experience incumbent to your existing organisation. Where necessary, Sopra Steria can deploy teams to work as self-contained capabilities within a wider organisational capability.

Our experts can operate to your process and within your existing governance, but will compliment this with the tools and approach necessary to ensure successful outcomes specific to the establishment and fulfilment of non-functional requirements.

Initial foundation workshops will seek to establish the scope of the engagement with respect to the applications, technologies, stakeholders, third parties and timescales relevant to the service(s) being designed.

We will then seek to understand the existing change delivery framework adopted by your organisation and agree the approach for integration with your existing organisation. Considerations will include factors such as co-location of staff, process integration and project/engagement delivery governance. We will establish how many consultants are required and what, if any, specific skill sets may be desirable.

Once embedded within the change organisation, our consultants will build on the information gathered during the foundation workshops to define and execute those activities, as defined in the Sopra Steria framework, necessary to establish detailed service requirements. This data will then be used to design coherent and pragmatic solutions via a workshop-driven design process working closely with existing service subject matter experts within the architectural, test, development and operational delivery communities.

The successful integration of third party supplier services into the solution, particularly relevant where cloud services form a key component of the overarching service architecture, will be a key focus area. Sopra Steria consultants can support and advise on contractual negotiations on behalf of your organisation where required. Our consultants will work as part of your delivery organisation throughout the design phase(s) of your project or programme. We can also extend the scope of this service to provide delivery assurance throughout the change programme, however, through the addition of service introduction and release governance.

Features
- On site subject matter expertise embedded in your programme
- Remote assistance where appropriate
- Can work to your framework or recommend our approach
- Repeatable process based on many years of experience
- High quality design products to inform your solution process
- Proactive assurance applied to design and release processes
- Flexible resource model to support your requirements

Benefits
- Full consideration of cloud service risks
- Reduced need for costly internal subject matter expertise
- Consideration of the full service lifecycle, not just Day-1 delivery
- Full service value chain coverage from supplier to end user
- Establish a design framework for use after we leave
- Assurance throughout the delivery process promotes successful delivery
- Maintains continuity of service in a cloud based delivery model
- Available in England, Scotland, Wales and Northern Ireland

About Sopra Steria

Sopra Steria, European leader in digital transformation, provides one of the most comprehensive portfolios of end to end service offerings in the market: Consulting, Systems Integration, Software Development and Business Process Services. Sopra Steria is trusted by leading private and public organisations to deliver successful transformation programmes that address their most complex and critical business challenges. Combining high quality and performance services, added-value and innovation, Sopra Steria enables its clients to make the best use of information technology.

+ 37,000 Employees

+ 20 countries

+ 45 years’ experience

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