

Overview



We are offering a Proof of Concept solution to demonstrate the value and benefits of the Transformational Government Accelerator. The Accelerator is modular in approach so you can start at the most appropriate technology point to suit your requirements.

Our Proof of Concept (PoC) covers the key concepts of running a service request or process through the Accelerator, proving its use for future requirements. The implementation of the Transformational Government Accelerator is modular so you can start at the most appropriate technology point to suit your requirements. It is an extensible solution allowing customers to use the basis of the Accelerator to extend and grow into a fully working and integrated solution.

Deliverables

- An understanding of change management and business process requirements
- Customer's project team formally trained in their choice of the key components of the Transformational Government Accelerator
- Correctly configured environment at the customer's site based on the components that they require
- Accelerated start to designing, developing and deploying processes and applications in a customer's environment
- Quality, best practice application in a customer's environment
- Deployed business processes (scope-limited) in the customer's development and/or test environment
- Knowledge transfer on the key technologies and implementations
- A solid foundation for a customer's project team to build or engage a partner, on the future roll out of the Transformational Government Accelerator.

Pack includes

These modules are designed to be integrated if a customer requires the PoC to use one or more of the Transformational Government Accelerator technologies.

For example, if the requirement is to run a PoC using SharePoint, Wisdom and K2 then the engagement is 60 days. If the requirement is to run a K2 PoC only, then the engagement is 20 days.

- Change Management and BPR fundamentals – 10 days
- Microsoft Dynamics CRM PoC – 13 days
- Microsoft Office SharePoint Server (MOSS) PoC – 20 days
- K2 PoC – 20 days
- Wisdom PoC – 20 days
- ROI calculators and next step rollouts – 10 days.

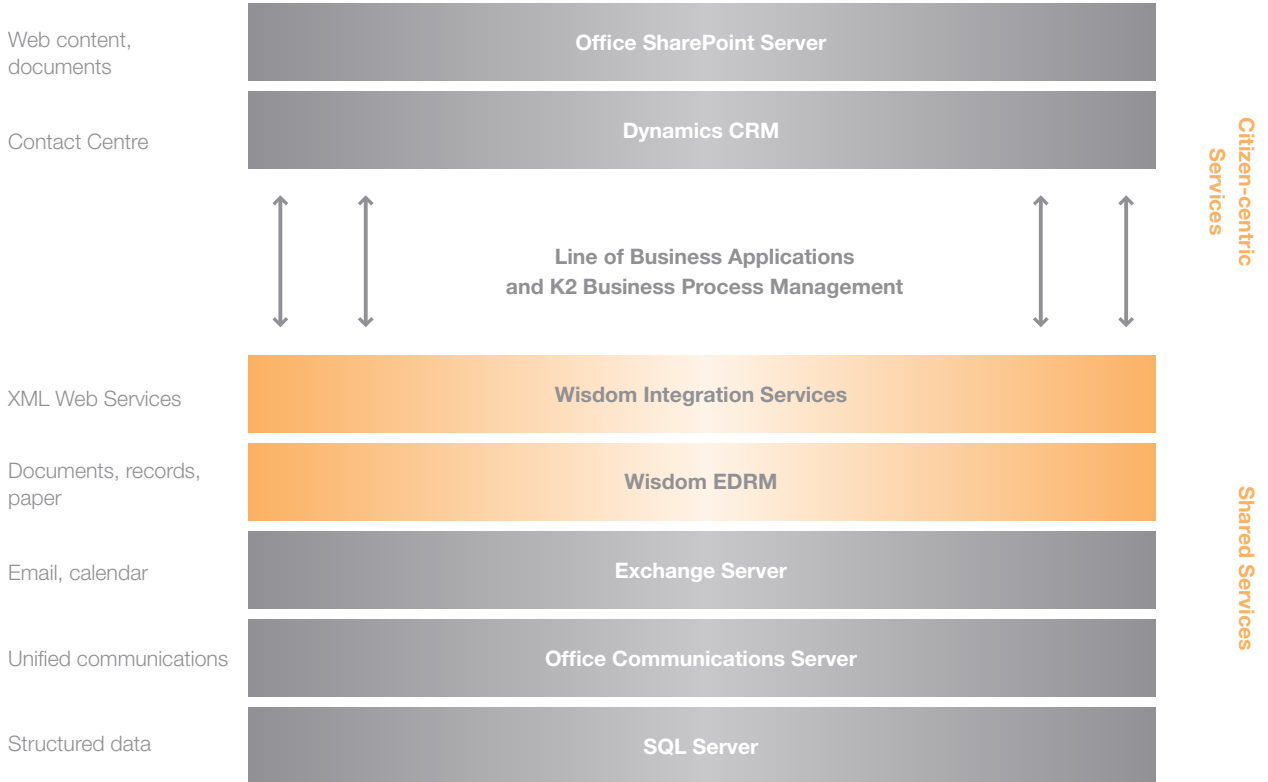
License requirements

To take the PoC to a live pilot a customer will need some or all of the following licenses:

- Dynamics CRM
- MOSS
- K2 blackpearl
- Wisdom.

Overview

A consortium of best-in-breed technology



Charteris PoC Stages and Required Resources

This module is to help you understand change management and help start you on a business process re-engineering methodology so that all processes stand up to scrutiny before being applied to the accelerator.

SCOPING/DESIGN		20 Days	Required
Kick-off Meeting	<p>This initial meeting identifies the goals and high level requirement for the customer centric change, and ensures buy in from both senior and operational stakeholders</p> <p>Operational stakeholder interviews to validate High Level Relationship Diagram (HLRD) = goals, supporting high level requirements (approx 30), scope as described by the HLRD, risks, list of products and services to be mapped, list of operational stakeholders</p>	5 days	Senior Stakeholders + Operational Stakeholders
Activity Dictionary and Analysis	Identification of activities in selected business areas that represent 10% or more of user's time, % of added value and cost (subject to full time employees information being supplied by client)	10 days	Senior Stakeholders
Overview Presentation	Including stats on processes and non-value add/cost	1 day	Key Stakeholders
Initial Business Case	<p>Initial business case identifies the percentages of value/non value add activities</p> <p>Identifies irregularities in working practices and projects the size of potential cashable savings along with benefits</p>	4 days	Senior Business Sponsor

“Charteris has delivered a true enabling technology that is helping us to fulfil our vision of collaborative working.”

Roberto Riaviz
 Technical Strategy Manager
 West Lothian Council



CHARTERIS

The essential bridge between business and technology

Charteris is a specialist in business change, delivering true enterprise agility through the strategic application of technology. Operating at a range of levels, from strategic advice to bespoke software development, Charteris helps public sector organisations gain real benefit from technology-enabled change programmes. Charteris recognises that all organisations, both public and commercial, need to be more responsive, or agile. This means being more responsive to external change, such as changes in the market, new legislation or externally directed organisational change.

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Microsoft Dynamics CRM PoC Stages and Required Resources

This module is run by Morse to implement and configure Dynamics CRM.

TRAINING		3 days	Required
CRM Introductory Modules	Introduction to CRM	5 days	Business Analyst/ Developer/Database Administrator/ Technical Assistance
CRM Developer Modules	Introduction to the CRM object model	1 day	Developer

SCOPING/DESIGN		2 Days	Required
Solution Scoping	Workshop to scope the initial solution to be created	1 day	Developer
Solution Design	Workshop to provide high level design of CRM entities	1 day	Business Analyst/ Developer

INSTALLATION		1 Day	Required
CRM Server Install	Installation of your CRM server	1 day	Technical Assistance

IMPLEMENTATION (Days spread over implementation tasks)		5 Days	Required
Entity Creation	Establish your CRM entities		Developer/Database Administrator
Custom Code	Implement custom code to integrate with other modules		Developer

REVIEW		2 Days	Required
Deploy->Demo->Use	Deploy the solution and demonstrate its use. Get your users involved in trialling the PoC		Business Analyst/ Developer/Users
Wrap-up	Finish up any loose ends and sign off the project		Business Analyst/ Developer

See overleaf for Office Sharepoint Server PoC stages and required resources.



Microsoft Office SharePoint Server PoC Stages and Required Resources

This module is run by Morse to implement and configure Office SharePoint Server.

TRAINING		3 Days	Required
SharePoint Introductory Modules	Introduction to SharePoint	2 days	Business Analyst/ Developer/Database Administrator/ Technical Assistance
SharePoint Developer Modules	Introduction to the SharePoint object model	1 day	Developer

SCOPING/DESIGN		1 Day	Required
Solution Scoping	Workshop to scope the initial solution to be created	0.5 days	Business Analyst
Solution Design	Workshop to provide high level design of SharePoint team site	0.5 days	Bunissess Analyst/ Developer

INSTALLATION		1 Day	Required
SharePoint Server Install	Install of your SharePoint Server	1 day	Technical Assistance

IMPLEMENTATION (Days spread over implementation tasks)		10 Days	Required
Site Build	Creating the team site template, including document libraries, discussions, lists and user groups		Business Analyst/ Developer
Custom Code	Implement custom code to integrate with other modules		Developer

REVIEW		2 Days	Required
Deploy->Demo->Use	Deploy the solution and demonstrate its use. Get your users involved in trialling the PoC		Business Analyst/ Developer/Users
Wrap-up	Finish up any loose ends and sign off the project		Business Analyst/ Developer

Microsoft®

Microsoft is the worldwide leader in software, services and solutions. Their mission is to enable people and businesses throughout the world to realise their full potential no more so than in local government. With the input of local government customers and partners such as the Transformational Government Accelerator Consortium, Microsoft have created the Microsoft Citizen Service Platform (CSP), a solution-set that helps local governments solve their unique business challenges. Component-based and rapidly configurable, Microsoft CSP can support common technology and process foundations across agencies – helping local governments to deliver high quality, and highly efficient services to citizens and businesses, everywhere.

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K2 PoC Stages and Required Resources

This module is run by Morse to implement and configure K2 blackpearl.

SCOPING/DESIGN		4 Days	Required
K2 Introductory Modules	Workshop to scope the initial solution to be created	2 days	Business Analyst/ Developer/Database Administrator/ Technical Assistance
K2 Intermediate Modules	Extending your basic design knowledge	1 day	Business Analyst/ Developer
K2 Developer Modules	Introduction to coding for and with K2	1 day	Developer

INSTALLATION		2 Days	Required
*K2 Server Install	Install of your K2 Development Server	1 day	Technical Assistance
*K2 Workstation Installs	Install and configure user workstation developer machines	1 day	Technical Assistance

IMPLEMENTATION (Days Spread Over Implementation Tasks)		10 Days	Required
Data / Document Storage	Establish your data and document storage mechanisms		Developer/Database Administrator
Workflow Processes	Implement your workflow designs using the K2 development environment		Business Analyst/ Developer
User Interfaces	Create user interface points to enable users to interact with your K2 solution		Business Analyst/ Developer
Custom Code	Implement custom code in your processes to extend the K2 solution		Developer

REVIEW		2 Days	Required
Deploy->Demo->Use	Deploy the solution and demonstrate its use. Get your users involved in trialling the PoC		Business Analyst/ Developer/Users
Wrap-up	Finish up any loose ends and sign off the project		Business Analyst/ Developer

***Note:** 2 days are normal for a simple single machine install of K2 and all related components (i.e. MOSS/SQL).
For a distributed install you may need further setup and configuration days.

“Having a strategic approach to Business Process Management is essential if you are serious about transforming your authority. We chose K2 blackpearl for just this reason.”

Ben Darlington
Essex County Council





K2 software has been improving business processes for more than seven years. In that time, we've become a trusted business partner to more than 1,500 customers. K2-based solutions are employed in dozens of verticals. The company is based in Redmond Seattle and is a globally managed Microsoft ISV and a partner to the Microsoft Citizen Service Platform (CSP). As with Wisdom EDRMS, K2 blackpearl is a scalable product.

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Morse Wisdom PoC Stages and Required Resources

This module is run by Morse to implement and configure Wisdom Electronic Document and Records Management System (EDRMS).

TRAINING		3 Days	Required
Wisdom Overview	Introduction to Wisdom	2 days	Business Analyst/ Developer/Database Administrator/ Technical Assistance
Wisdom Developer Modules	Introduction to the Wisdom SDK	1 day	Developer

SCOPING/DESIGN		1 Day	Required
Solution Scoping	Workshop to scope the initial solution to be created	0.5 days	Business Analyst
Solution Design	Workshop to provide high level design of the Wisdom file plan	0.5 days	Business Analyst/ Developer

INSTALLATION		1 Day	Required
Wisdom Server Install	Install of your Wisdom Server	1 day	Technical Assistance

IMPLEMENTATION (Days spread over implementation tasks)		10 Days	Required
File Plan Build	*Creating the file plan, including structure, metadata, security and retention		Developer/Database Administrator
Custom Code	Implement custom code to integrate with other modules		Developer

REVIEW		2 Days	Required
Deploy->Demo->Use	Deploy the solution and demonstrate its use. Get your users involved in trialling the PoC		Business Analyst/ Developer/Users
Wrap-up	Finish up any loose ends and sign of the project		Business Analyst/ Developer

***Note:** The file plan in the PoC is only created to support the initial business processes, not the entire organisation.



“With Wisdom, we have a document management tool and information platform that not only meets all ESCR guidelines but also makes the department better prepared to face the future, ensuring we continue to deliver the same award-winning level of social care going forwards.”

Mick Harris
IT & Information Manager
Leicestershire County Council



Morse is a leading international consulting company and partner to the Microsoft Citizen Service Platform (CSP), offering clients specialist business and IT advice and helping them execute for maximum benefit. Morse is a delivery orientated business combining management, application and infrastructure consulting skills, and have a significant track record in delivering specialist technology solutions in a variety of public sector environments.

Wisdom

Owned and developed by Morse, Wisdom is an Enterprise Content Management (ECM) solution that provides today's information intensive organisations with an integrated solution for the management of unstructured information assets.

As Wisdom is a fully scalable solution, it will cater for group deployments of less than 50 users to many thousands of users, in multiple locations, with a practicaly unlimited storage sub-system.

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