

DELIVERY ASSURANCE DATASHEET



SERVICE DESCRIPTION

Do you, like many others, struggle to manage the recruitment of the right specialist IT & network staff in the rapid timescales now needed?

In highly technical environments, the impact of staff churn can dramatically affect project milestones. Now with the employment of specialist contractors being disrupted by IR35, managing outcomes through external staff is becoming increasingly problematic for hard pressed business managers like yourself.

To help ease this burden, CACI offers Delivery Assurance with all our technical services to ensure that the required outcomes are achieved. We will engage collaboratively with you on a consultancy (i.e. time & materials) or project/ outcome basis (i.e. fixed price contract) basis. We can also work through a managed service agreement to provide flexibility and security.

We employ highly experienced consultants who can apply their knowledge and skill to be quickly productive. They are able to identify, assess and resolve issues while mitigating risk.

CACI DEFINES DELIVERY ASSURANCE AS TAKING RESPONSIBILITY FOR THE QUALITY AND TIMELINESS OF OUR CONSULTANTS' DELIVERABLES BY:

- Recruiting a high standard of consultant
- Providing management supervision of consultants' work
- Ensuring resource continuity and upscaling via a pool of consultants
- Overseeing quality of deliverables
- Checking customer satisfaction of our consultants' work

KEY FEATURES

- CACI Practice Managers or specialist Service Delivery Managers oversee all deployments
- Ability to ramp-up skilled resources at short notice
- Consultants are selected for their job experience and capability
- We can complement deployments with collaborative IT services for document management, knowledge management and team communications
- Regular communication with customer representatives
- We can provide a full managed service so that all issues of resourcing and knowledge retention are taken care of for you

KEY BENEFITS

- You can be confident that a programme will be delivered on time, to budget and with business benefits optimally realised
- You'll have an independent advisor to mediate and resolve any disputes you may have with a 3rd party supplier
- Resourcing and delivery issues are taken away
- Reduced stress about anything going wrong because you know you are covered and it will be resolved at no further cost

Our services can be delivered at a Gold, Silver or Bronze level depending on your need.
Contact us now to find out more.

CACI

DELIVERY ASSURANCE SERVICE CHARACTERISTICS

WHAT'S INCLUDED?



VALUE TO CUSTOMER

- Skilled resource to fill gaps in customers organisation
- Experienced practitioners to deliver solutions aligned to requirements
- CACI ensure the necessary people are in place to provide fast ramp-up
- Resiliency of resource (i.e. knowledgeable people behind the scenes able to provide cover)
- Deliverables are quality checked / peer-reviewed before issue to the customer
- Delivery of solutions aligned to customer business requirements
- Customer receives agreed solutions without the responsibility of resource management
- Knowledge maintained by CACI (and collaboratively shared with the customer)

COST MODEL

- Time and Material
- Time & Material for resource when used, Service Delivery Manager part-time, funded by the agreed rates.
- Fixed price contract; a full-time Service Delivery Manager is funded as part of the agreed cost

MONITORING

- A CACI Practice Manager will provide Delivery Assurance by conducting periodic checks with the Customer and deployed consultants
- Service Delivery Manager part-time on project with regular feed-back sessions with customer (& staff)
- Service Delivery Manager provides continual service management and leads monthly service review
- Full reporting
- Higher-level of peer review of artifacts for quality management

METRICS

- Positive customer feedback on the allocated resources
- Consultants are clear on required outcomes / outputs and how to achieve them
- Service Delivery Manager getting feed-back at regular meetings (also on-call for major issue escalation)
- Monitoring of budget spend
- Business KPIs (for service)
- Project delivery milestones (for programme)

TOOLING

- Customer provision of laptop and software
- In addition, CACI staff have laptops, Office, Visio and/or Project
- Contractors will be provided with CACI web mail account
- As Bronze, with potential additions:
 - Client Document Management services and/or Knowledge Collaboration based on SharePoint
 - Skype for Business collaborative services
- As Silver, with the addition that CACI can provide significant volumes of storage either in its own on-site, securely partitioned data warehouse or by flexing our partnership with AWS