

## ADIRA Categories

July 2019

SoW001	Agile/ Scrum Training	<p>Provides Customer organisations with the skills to introduce and implement Digital Working practices across their organisations, through the use of certified Agile and Scrum services. These services may include:</p> <ul style="list-style-type: none"> <li>• Scrum Master Facilitation and Training</li> <li>• Scrum Product Owner Training</li> <li>• Agile Coaches</li> <li>• Training in the use of DevOps</li> </ul>
SoW002	User Research and Testing	<p>User Research Services, enabling Customers to understand their end user requirements when designing and building a service or system, forming their digital strategy or developing applications. Services may include:</p> <ul style="list-style-type: none"> <li>• User Research Labs</li> <li>• Field Research</li> <li>• Remote User Testing</li> </ul>
SoW003	User Experience (UX) Design	<p>User Experience analysis, design and evaluation services aimed at providing user gateway services that are designed with the user experience at the forefront, with a greater focus on usability and access. The services under this SoW may include, but not be limited to:</p> <ul style="list-style-type: none"> <li>• Interaction Design</li> <li>• Information Architecture</li> <li>• User Interface Design</li> </ul>
SoW004	Phases of Agile Project: Alpha Phase	<p>This provides web, applications, software and platform services delivered in the Alpha phase of an Agile development project, these may include:</p> <ul style="list-style-type: none"> <li>• Build prototypes of the service</li> <li>• Test the prototypes with users</li> <li>• Demonstrate that the service being built is technically possible</li> </ul>
SoW005	Phases of Agile Project: Beta Phase	<p>Provides web, applications, software and platform services delivered in the Beta phase of an Agile development project, these may include:</p> <ul style="list-style-type: none"> <li>• Test service with users based on the user stories created in the Alpha phase</li> <li>• Solve technical or process-related challenges</li> <li>• Plan for the launch of the service</li> <li>• Release updates and improvements into the development environment</li> <li>• Undertake accessibility testing</li> </ul>
SoW006	Phases of Agile Project: Live Phase	<p>Provides Live phase services of an Agile project in order to continually improve services, these services may include:</p>

		<ul style="list-style-type: none"> <li>•Service analytics</li> <li>Obtaining user feedback</li> <li>•Ongoing user research</li> </ul>
SoW007	Data and Analytics	<p>The investigation, evaluation, interpretation and classification of data, which may include:</p> <ul style="list-style-type: none"> <li>•Data Collection, Organising and Analysing</li> <li>•Open Data</li> <li>•Big Data</li> </ul>
SoW008	Cyber/ ICT Security Services	<p>Provides Cyber/ ICT Security Consultancy Services to ensure security issues are considered through service development to service decommissioning, which may include:</p> <ul style="list-style-type: none"> <li>•Security strategy design and implementation</li> <li>•IT Health Checks/ Penetration Testing</li> <li>•Data/ Information management strategy design and implementation</li> <li>•Security Architecture</li> <li>•Risk Assessment and management.</li> </ul>
SoW009	Consultancy Services	<p>The purpose of this SoW is to provide Digital and ICT consultancy services. Service may include:</p> <ul style="list-style-type: none"> <li>•Technical Strategy &amp; Planning</li> <li>•Business Strategy and Planning</li> <li>•Information/ Data Strategy</li> <li>•Research.</li> </ul>
SoW010	Cloud Migration	<p>Relates to activities in the migration from internally hosted to cloud or cloud to cloud hosting arrangements. These services may include:</p> <ul style="list-style-type: none"> <li>• Assessment of existing arrangements (existing network, servers, applications etc.)</li> <li>• Development of Migration Strategy; what approach, what type of cloud</li> <li>• Migration Planning</li> <li>• Cloud Design</li> <li>• Cloud Migration.</li> </ul>
SoW011	Service Change and Transition	<p>Covers services required to undertake change and transition processes, which may include:</p> <ul style="list-style-type: none"> <li>•Establish service acceptance criteria</li> <li>•Configuration management</li> <li>•Asset management</li> <li>•Change management</li> <li>•Release and deployment management.</li> </ul>
SoW012	System & Database Architecture	<p>The purpose of this SoW is the provision of services relating to System and Database architecture, these services may include:</p>

		<ul style="list-style-type: none"> <li>•Specification and design of information systems to meet defined business need</li> <li>•Identification of concepts and their translation into implementable design</li> <li>•Design or selection of components</li> <li>•Ensure compatibility with enterprise and solution architectures</li> <li>•Ensure solutions meet Standards and security requirements.</li> </ul>
SoW013	Application Management and Support	<p>The provision of application maintenance and support services, either directly to users of the systems or to service delivery functions.</p> <ul style="list-style-type: none"> <li>•Investigation and resolution of issues</li> <li>•Developing corrections for faults and undertaking modifications</li> <li>•Performance monitoring.</li> </ul>
SoW014	ICT Hardware Rollout and Decommissioning Services	<p>The installation, testing, implementation or decommissioning and removal of hardware and associated software. These services may include:</p> <ul style="list-style-type: none"> <li>• Hardware rollouts</li> <li>• Hardware moves</li> <li>• Secure hardware decommissioning</li> </ul>
SoW015	Network Support	<p>Covers the provision of network maintenance and support services. These services may include:</p> <ul style="list-style-type: none"> <li>•Investigating and resolving problems and providing information about the systems</li> <li>•Monitoring their performance</li> </ul>
SoW016	Storage Management	<p>The provision of storage management services. These services may include:</p> <ul style="list-style-type: none"> <li>•Planning</li> <li>•Implementation</li> <li>•Configuration of storage hardware and software</li> <li>•Ensuring compliance with regulatory and security requirements.</li> </ul>
SoW017	Project Management and Support	<p>Provides ICT and digital project management and support, which may include:</p> <ul style="list-style-type: none"> <li>•Project management</li> <li>•Programme management</li> <li>•Procurement specialists.</li> </ul>
SoW018	Telephony Related Services	<p>The purpose of this Statement of work is to provide Telephony managed services and support. The services must not include the provision of any software or hardware. These services may however include:</p> <ul style="list-style-type: none"> <li>• Identification of concepts and their translation into implementable design.</li> <li>• Design or selection of components.</li> <li>• Configuration of Telephony related hardware and software.</li> <li>• Investigating and resolving problems and providing information about the systems; and</li> <li>• Monitoring their performance.</li> </ul>