Deepteam

Service Definition Document – All Products

Deepteam Limited

ABOUT US

Deepteam Ltd has been founded to bring the right experts together to deliver exceptional services to both the public and the private sector.

Typical GCloud Service Packages

➢ Business Integrated Governance

➢ Strategy Consulting

➢ Project and Portfolio Management

➢ PMO Services

➢ Business Analytics

➢ System Implementation

These **Typical Service Packages** are introduced in the next slide.

Services are typically provided through an **Engagement Lifecycle**, individual assignments or specific projects.

These are typically **Early Engagement** (to identify problem and scope) and further **Engagement Packages** (to deliver capability).

Service Packages can be assembled from **any** items in our service catalogue.

Deepteam

2

TYPICAL SERVICE PACKAGES

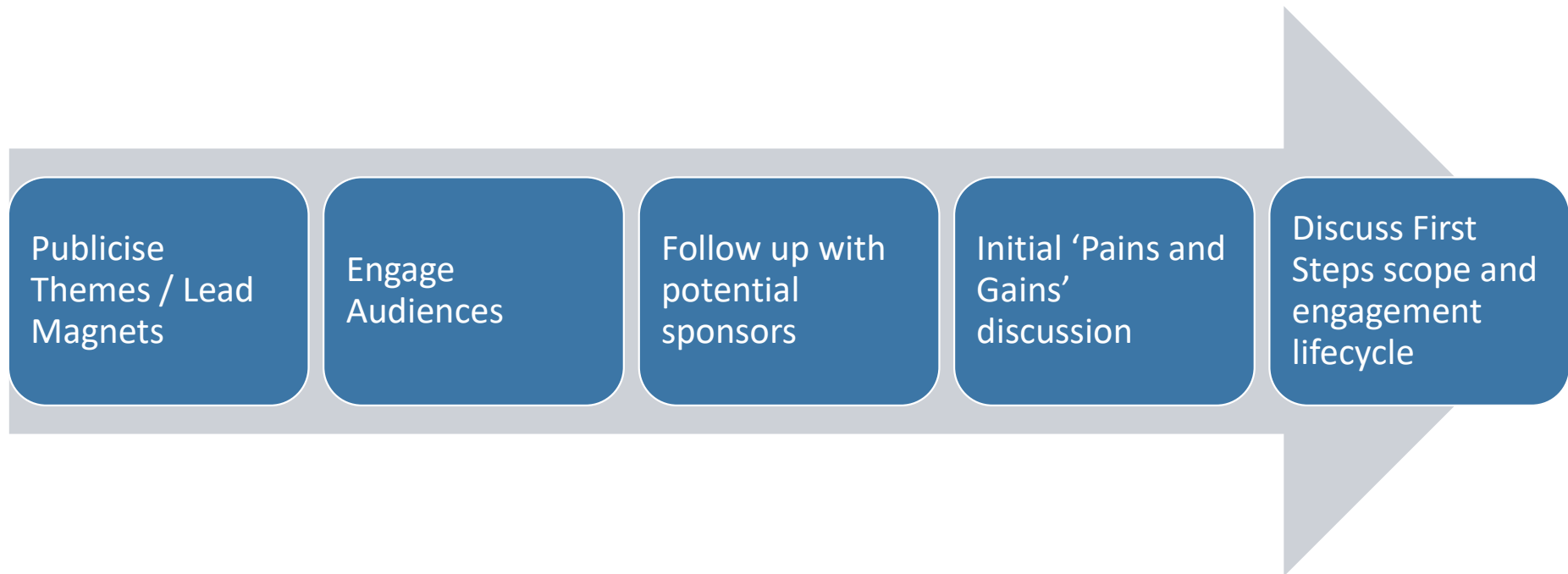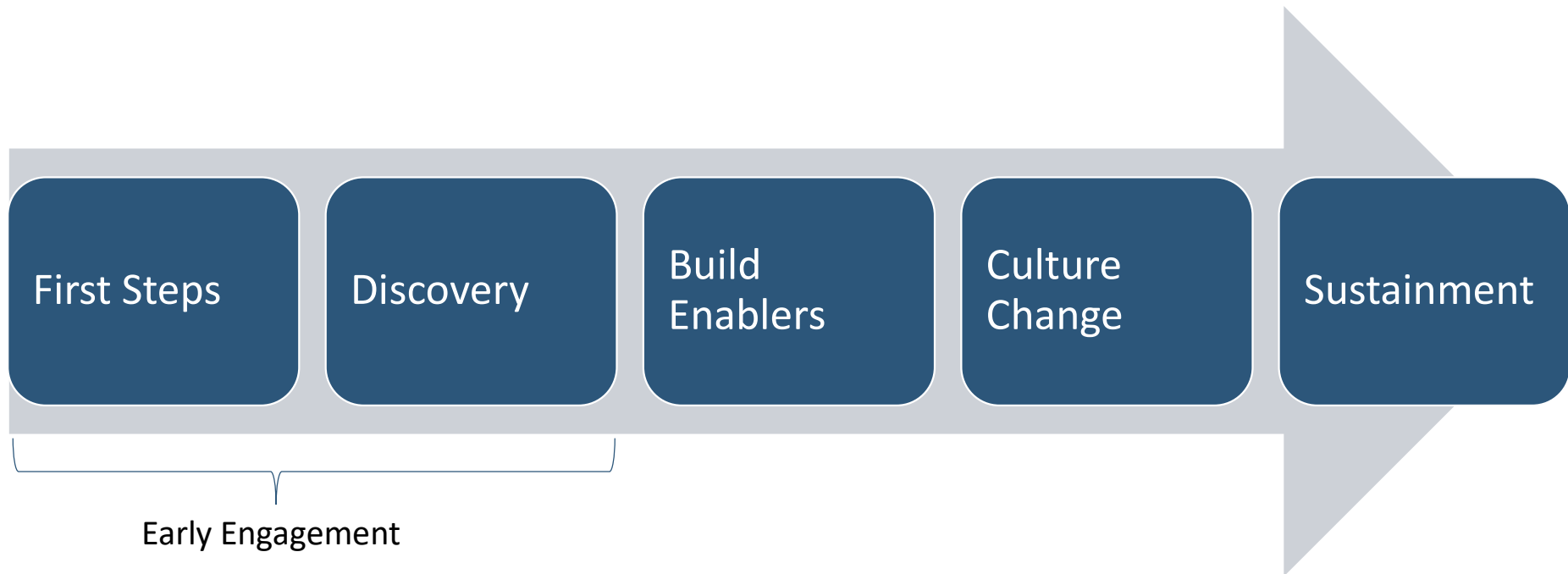|	
Business Integrated Governance (BIG) BIG is a systematic approach to integrating governance across portfolio, programme, product and project management, strategic processes and business as usual. BIG is - https://www.youtube.com/watch?v=4bUP2Qtzpe8&list=PLo1WPH5ee-6kQ2RIYLM96MAjI60ZJ3_iL Released in Praxis - https://www.praxisframework.org/en/integrated-governance/big-intro, Developed by the Core P3M data Club – https://www.corep3m.club	**Strategy Consulting** Deepteam associates are not expert in your business, but they are expert in strategy and the strategic process – at any business level.
	Business Analytics Deepteam associates can provide all enabling services to deliver business analytics to support operating or governance activity.
	Project and Portfolio Management Deepteam associates can consult in and deliver portfolio, programme, product and project management
PMO Services Deepteam associates can review existing PMO mission, capability, and operation. They can also build support functions from green field and develop existing PMO into a Business Support function suitable for the organisation to support BI	**System Implementation** Deepteam associates can consult in and deliver strategy, work management, portfolio, programme, product and project management solutions.
	The definition and packaging of outcomes and work is defined in 'Early Engagement'

PRE ENGAGEMENT

| Publicise Themes / Lead Magnets | Engage Audiences | Follow up with potential sponsors | Initial 'Pains and Gains' discussion | Discuss First Steps scope and engagement lifecycle |

OUR LIFECYCLE

First Steps | Discovery | Build Enablers | Culture Change | Sustainment

Early Engagement

Engagement Lifecycle

Early Engagement

First Steps
- Opportunity definition

Who is the customer, what are their problems, how might we help, how might we go about it, justify Discovery

Discovery
- Delivery scoping

Understand the customer, their problems / opportunities, outline the vision, roadmap, justify next step

Business Case
- Enable funding and resources

Help the customer develop further information needed to estimate cost and benefit to secure investment

Core Enablers
- Readiness

Make ready the fundamental building blocks of a solution

Culture Delivery
- Change

Systematic agile delivery of capability, adoption and sustainment for each business unit, through the roadmap

Engagement Package(s)

6

EXAMPLE PACKAGE:
BUSINESS INTEGRATED GOVERNANCE

Early Engagement + Engagement Package(s)

BUSINESS INTEGRATED GOVERNANCE (BIG)

BIG is a systematic approach to integrating governance across portfolio, programme, product and project management, strategic processes and business as usual. BIG is - https://www.youtube.com/watch?v=4bUP2Qtzpe8&list=PLo1WPH5ee-6kQ2RIYLM96MAjI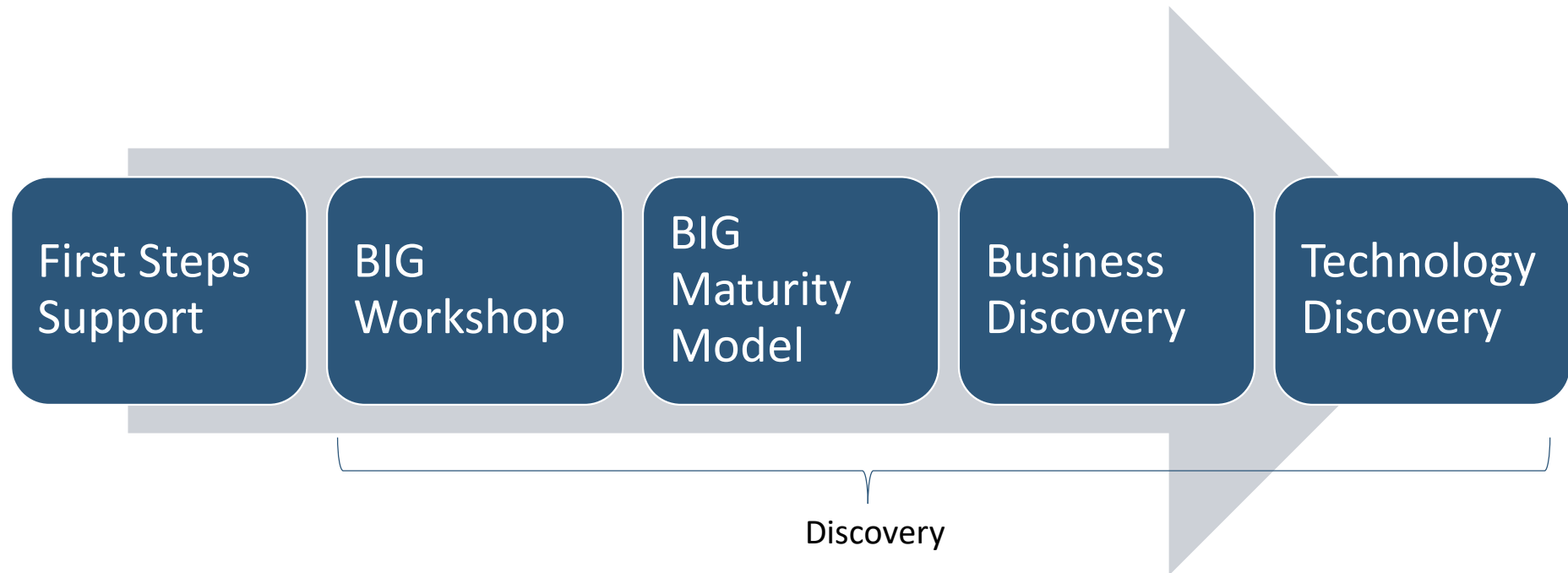60ZJ3_iL, and is released to the public domain in Praxis - https://www.praxisframework.org/en/integrated-governance/big-intro

Service Features:

➤ Compilation of component services from the Deepteam Service catalogue

➤ **Early Engagement** to engage stakeholders, identify opportunities and threats, develop vision and high-level change scope

➤ Further **Engagement Packages** to develop business case, prepare for change, deliver change and sustainment

Service Benefits (depend on the organisation):

➤ Business Integrated Governance benefits Greater strategic objective attainment

➤ Greater business agility

➤ Greater effectiveness of change and the delivery ecosystem that provides it

➤ Greater Accountability

➤ Greater efficiency in governance operations

➤ Achievement of ISO 37000 enablers

Deepteam

EARLY ENGAGEMENT

First Steps Support	BIG Workshop	BIG Maturity Model	Business Discovery	Technology Discovery

Discovery

BUSINESS INTEGRATED GOVERNANCE FIRST STEPS SUPPORT

Enables the organisation that has discovered the Business Integrated Governance (BIG) concept to find out more and make an initial alignment to internal stakeholders and their situations. Defines the method of approach for next steps.

BIG is - https://www.youtube.com/watch?v=4bUP2Qtzpe8&list=PLo1WPH5ee-6kQ2RIYLM96MAjI60ZJ3_iL

Service Features:

➢ Identify stakeholders and stakeholder groups

➢ Clarify stakeholder pains and gains in the context of their current roles and responsibilities

➢ Introduce the BIG concepts (Components, Lifecycle) – optional training workshop to provide detail

➢ Identify trigger scenarios – from pains and gains, what are the key problems and solutions that will enable progress to be made

➢ Identify the mapping of pains, gains and trigger scenarios to answers in the BIG Components and Lifecycle

➢ Identify the initial method of approach and initial business case

➢ Plan more detailed technology and business discovery

Service Benefits:

➢ Key stakeholder list known

➢ High-level positions with respect to current situation of integrated governance understood.

➢ Key stakeholders understand the concepts of Business Integrated Governance

➢ Business has a shared understanding of high-level pains and possible gains, and can see where interests of key stakeholders overlap

➢ Sponsors have a detailed understanding of BIG, and a high-level understanding of how to progress with their organisation (tactical / strategic)

➢ Overall business case outlined and agreed in principle

➢ The process to provide next steps clear

Deepteam

BUSINESS INTEGRATED GOVERNANCE WORKSHOPS

What is Business Integrated Governance (BIG), and how does this relate to me? Present the BIG material – in full, or focused for specific stakeholders, identify areas within the organisation to investigate, brainstorm initial scope ideas

BIG is - https://www.youtube.com/watch?v=4bUP2Qtzpe8&list=PLo1WPH5ee-6kQ2RIYLM96MAjI60ZJ3_iL

Service Features:

➢ Training course for BIG concepts
  ➢ Introduction
  ➢ Organisation and Governance Model
  ➢ Accountability Nodes
    ➢ Main Board, Portfolio
    ➢ Programme, Product, Project
    ➢ Management Team, Finance, Business Support.
  ➢ Information and Data
  ➢ Adoption
➢ Variations of the course:
  ➢ BIG for the Executive, BIG for the Sponsor and Programme Manager, BIG for the Support Office

Service Benefits:

➢ Understand what BIG is in depth
➢ Engage in discussion on how this relates to me
➢ Understand enough to engage in First Steps then Discovery and beyond for
  ➢ The Executive
  ➢ The Sponsor
  ➢ The Programme Manager
  ➢ The Support Office

Deepteam

11

STANDARD MODULES (PICK AND MIX FROM THESE)

Module 1 – Introduction – 45 minutes

- Walk through the Business Integrated Governance Concept

- Benefits and beneficiaries – how does that relate to you?

- Model Overview – from OTIG to OTC and into the business, Outline model concepts and components – in what form are these elements tackled in your organisation?

- How can we deliver a BIG change?

- **Output**: Preliminary OTIG and OTC definition

Module 2 – Organisation and Governance Model - 45 minutes

- The Importance of Organisation – what is yours?

- Integrated Governance – what are your workloads, how are they classified, how do they relate to each other and the organisation? Challenges faced?

- **Output**: First pass key stumbling blocks by department and function

Module 3, 4, 5, 6 – Governance Nodes - 2 hours 45 minutes

- Accountability and the structure of the Accountability node. Accountability nodes. How do these relate to your organisation? What is the accountability map in your organisation?

- Main Board, Portfolio

- Programme, Product, Project

- Management Team, Finance, Business Support.

- Output: Identify preliminary governance nodes

Module 7 – Information and Data - 45 minutes

- Information – Introduction. What are your key sources? What information is needed for which governance node?

- Data – Data warehouse and data integration as a concept, MI Tools, technology options

- Outputs: Key data points to help decision making

Module 8 – Adoption – 45 minutes

- Adoption – high level principles, roadmap, core enablers, change management and benefit realisation (capability development, adoption support and sustainment)

Deep Team

BUSINESS INTEGRATED GOVERNANCE MATURITY MODEL ASSESSMENT

Facilitated completion of the BIG Maturity Model, used to identify areas within the organisation to investigate for readiness for BIG Adoption

BIG is - https://www.youtube.com/watch?v=4bUP2Qtzpe8&list=PLo1WPH5ee-6kQ2RIYLM96MAjI60ZJ3_iL

Service Features:

➢ Assistance to identify stakeholders to interview / share the questionnaire with
➢ Online form to collect a simple status against
  ➢ Broken down into all the BIG Components
  ➢ Multiple questions to identify areas of readiness and lack of readiness for a BIG approach
  ➢ Simple choices for responses
➢ Service to collate and present responses
➢ Service to play back results and facilitate resolution of disagreements

Service Benefits:

➢ Understand what BIG is in depth
➢ Enable understanding of areas to make ready for a BIG solution
➢ Independent questions remove the risk of perceived politicking.
➢ Results to focus further investigation / readiness activity.

Deepteam

13

BUSINESS INTEGRATED GOVERNANCE – BUSINESS ANALYSYS

Enables the organisation that has embraced the BIG concept to create its own future usage and benefit vision in the context of its current state. Develops the method of approach for delivery of Core Enablers, roadmap and business case.

BIG is - https://www.youtube.com/watch?v=4bUP2Qtzpe8&list=PLo1WPH5ee-6kQ2RIYLM96MAjI60ZJ3_iL

Service Features:

➢ Work with stakeholders to tease out Specific Drivers, and who drives them
➢ Quantify stakeholder pains and gains in the context of their current roles and responsibilities
➢ More time to share the BIG concepts
➢ Design responses to trigger scenarios into specific Vision Statements, and who leads them
➢ Identify the mapping of pains, gains and trigger scenarios to answers in the BIG Components and Lifecycle
➢ Understand where opportunities and threats reside and define the right approach to a BIG programme. Where does the journey start?
➢ Full Business Case support

Service Benefits:

➢ Key stakeholders engaged for their drivers and operating needs
➢ Business Benefit basis established
➢ Key stakeholders understand the application of Business Integrated Governance to their scenarios
➢ Business has a solid understanding of pains and gains, can see the outline business case
➢ Sponsors can see a roadmap through the capability development and benefit realisation
➢ Overall business case outlined and agreed in principle
➢ Approvals process clear

Deepteam

14

BUSINESS INTEGRATED GOVERNANCE – TECHNOLOGY ANALYSIS

Enables the organisation that has embraced the BIG concept to create its own future usage and benefit vision in the context of its technology current state. Develops the method of approach for delivery of Core Technology Enablers, roadmap and business case.

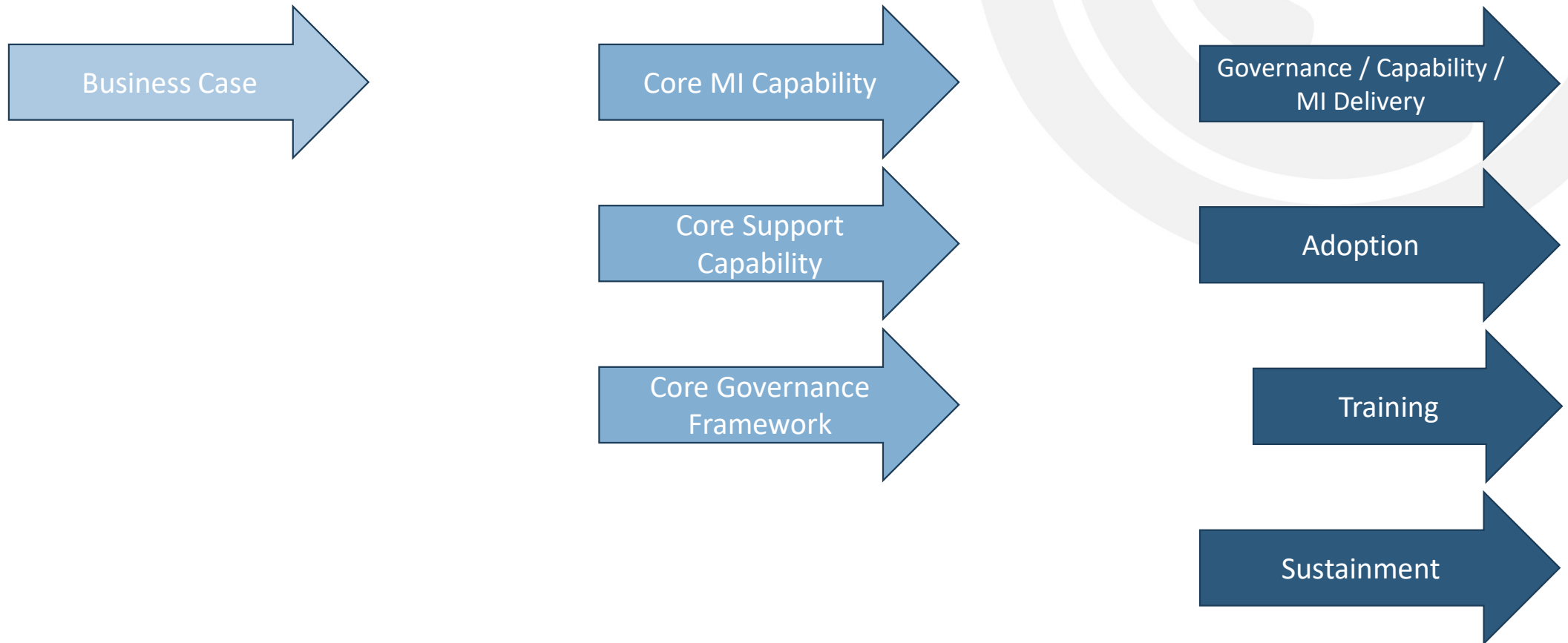BIG is - https://www.youtube.com/watch?v=4bUP2Qtzpe8&list=PLo1WPH5ee-6kQ2RIYLM96MAjI60ZJ3_iL

Service Features:

➢ Work with Technology stakeholders to tease out current Technology Drivers, and who drives them

➢ Maps out current Technology application and data landscape in relation to the BIG model

➢ Clarifies the current technology / data strategy for the relevant stakeholder groups

➢ Defines the BIG impact on current strategy for current state

➢ Understand where Technology opportunities and threats reside

➢ Where does the journey start?

➢ Full Business Case support

Service Benefits:

➢ Key stakeholders engaged for their drivers

➢ Benefit basis established through pains and gains analysis

➢ Key stakeholders understand the application of Business Integrated Governance to their scenarios, and can overlap interest area

➢ Business has a solid understanding of pains and gains, can see the outline business case

➢ Sponsors can see a roadmap through the Technology and data capability development and benefit realisation

➢ Fit to the current technology and data strategy clarified

➢ Overall business case outlined and agreed in principle

➢ Technology Design / Approvals process clear

Deepteam

ENGAGEMENT PACKAGES

Business Case

Core MI Capability

Core Support Capability

Core Governance Framework

Governance / Capability / MI Delivery

Adoption

Training

Sustainment

ENGAGEMENT PACKAGE – BUILDING ENABLERS

Core MI Capability → Consulting, support and technology products package to deliver Core MI Capability

Core Support Capability → Consulting and support to deliver Core Support Capability
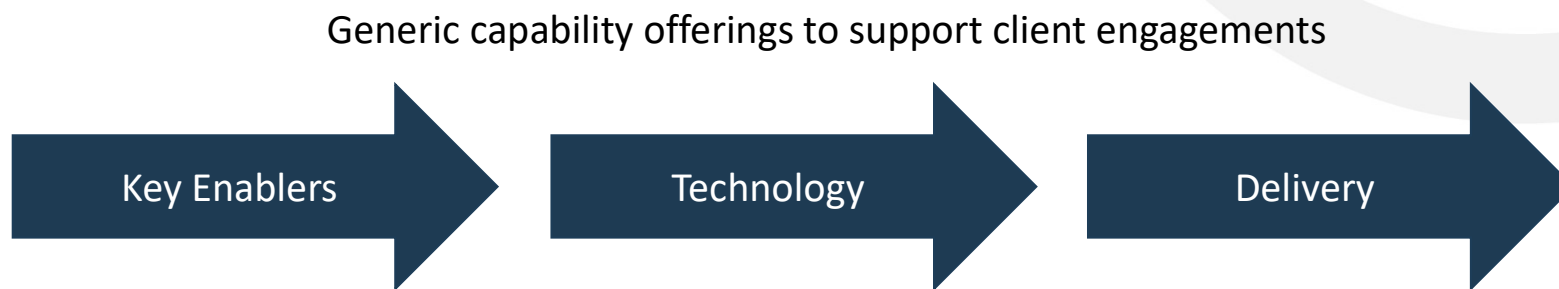
Core Governance Framework → Consulting and support ISO 37000 evaluation and deliver the BIG Governance Framework

Deepteam

ENGAGEMENT PACKAGE – CULTURE CHANGE

Adoption — Consulting and support to deliver Adoption

Training — Specific training design, build and delivery to fit adoption

Sustainment — Consulting and support to deliver a sustainment Capability

Deepteam

18

FURTHER DEEPTEAM CAPABILITIES

Generic capability offerings to support client engagements

Key Enablers

Technology

Delivery

FURTHER DEEPTEAM CAPABILITIES

Key Enablers	Technology	Delivery
PMO	Infrastructure	Programme Definition
PPM Tool(s)	Integration	Programme Management
Process	Underlying MI Capability	Agile Delivery Management
People Training	Technology Products	Culture

20

FURTHER WORK PACKAGES

PMO

PMO – to invigorate or initiate PMO services to construct Business Support from. A business support implication will emerge from the governance vision and high-level design. It may be necessary to repurpose or upgrade support services in some areas or implement a capability in others. A range of service options.

PPM Tool(s)

PPM Tool – Information can be periodically collected in spreadsheets and uploaded into a data model via Excel, but consistency, quality and utility of structured information innate within an effectively used PPM tool can far outweigh that within a set of spreadsheets. A range of service options.

Process

Process – as the operating model for governance emerges, this may expose the lack of reliable process for activity underpinning governance – for example project initiation, resource allocation, KPI measurement etc. Work may be required to invigorate or create process where it is not adequately defined or operated.

People Training

People Training – as good process definition emerges it may become clear that some people don't have the innate knowledge or capability to support it – for example in an area where agile delivery is key, it may become apparent that some don't have the knowledge or experience to be product owner, scrum master etc. Fundamental training may be required. Includes coaching. A range of service options.

Deepteam

21

FURTHER WORK PACKAGES

Technology

Infrastructure

Infrastructure – It is assumed that an organisation has an application portfolio, solution and data strategy into which the BIG Technology requirements fit. This may not be the case. For example, the desktop, cloud, and technology solution capability may not be adequate for a BIG Solution. Partners can provide fundamental services to support resolution of this situation.

Integration

Integration – It is assumed that an organisation has a capability to aggregate data for the information necessary to support governance (and operational) implications of a BIG solution. Should there be no Integration solution, Partners can provide fundamental technology and services to provide suitable data integration capability through products (preferred) or custom solutions (may be required for some elements)

Underlying MI Capability

Underling MI Capability – it is assumed an organisation has the fundamental capability (technology, user expertise and support framework) to deliver BIG MI implications. If not, Partners can provide fundamental services to support resolution of this situation

Technology Products

Technology Products – The BIG Company can provide:
Data Service – an online platform, MI capability and service into which an organisation can connect its data sources from which it can run its BIG Governance dashboards
Integration Toolset – an integration toolset to enable an organisation to integrate its data sources and set up its own BIG Governance dashboards

Deepteam

22

FURTHER WORK PACKAGES

Delivery

Programme Definition

Programme Management

Agile Delivery Management

Culture

Programme Definition – It is assumed that an organisation has the capability and capacity to lead a programme definition for a BIG Lifecycle. Should this not be the case, Deepteam can provide expertise and assistance through this process.

Programme Management - It is assumed that an organisation has the capability and capacity to lead a programme for a BIG Lifecycle. Should this not be the case, Deepteam can provide expertise and assistance through this (internal) process.

Agile Delivery Management - It is assumed that an organisation has the capability and capacity to lead delivery of a BIG Lifecycle. Should this not be the case, Deepteam can provide expertise and assistance through this (internal) process.

Culture – A BIG solution implies 'a different way of doing things around here'. It is not enough to set up the mechanics and expect them to work. Organisations may have their own internal change management teams. Should this not be the case, Deepteam can provide expertise and assistance through this (internal) process.

Deepteam

Deepteam

✉ DAVID.DUNNING@DEEPTEAM.CO.UK

❋ HTTPS://WWW.DEEPTEAM.CO.UK

FULL SERVICE CATALOGUE

HTTPS://DEEPTEAM.AGILECRM.COM/FORMS/67478
42798747648