



Service Catalogue

Your secure data centric guardians

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Professional Services

1 Introduction

Amicus ITS are secure data centric guardians. We follow the tough regulatory procedures of ISO 20000, ISO27001 and ISO 9001, along with the process frameworks of PRINCE2 and ITIL_v3 methodologies. As a leading provider of managed IT and cloud services, we specialise in delivering holistic solutions tailored for our customers in healthcare, public sectors, regulated markets and to blue chip corporates. Amongst our capabilities, we are specialists in design and build and maintaining services to align with boardroom strategies.

2 Objectives and Benefits

Amicus ITS has a wide array of technical expertise across the business from which it can draw upon consultancy resource for our customers - whether on project work that is done onsite or remotely.

Our range of IT professional services and solutions are designed to help you get the most from your IT investment. You may need to ensure your programme delivers according to the expectations of your business, implement new applications or make certain that supporting data is effectively managed and integrated. We support all levels of IT maturity to assure the quality of your systems.

Our professional services team don't just design innovative end-to-end solutions – we deliver them too. We work in the public and private sectors, re-engineering client operations by providing unique and cost-effective services. The outcome is a better experience for both our clients and their customers in turn.

3 Service

By partnering with Amicus ITS, our customers benefit from a pool of resource with multiple experience and deep industry knowledge which we tailor to your requirements. This is underpinned by our ITIL-aligned approach and PRINCE methodologies which create a focused approach and execution for the customer that is fully accountable from start to end. This is linked to our SFIA rate card and in accordance with the agreed SLA or as otherwise documented.

Professional Services are mapped to meet the requirements of today's compliant organisations. These can include:

- Project management
- Technical design architecture and planning
- Technical project work to update end client infrastructure, server infrastructure, business applications (on premise / cloud), networks and security, storage and storage networking
- Security consultancy

The level of service provision is in accordance with our standard SFIA rate card, where the degree of expertise is mapped against whether the Professional Services result in the resource following, assisting, applying, enabling, ensuring/advising, initiating/influencing, setting strategy/inspiring across the following:

- Strategy & Architecture
- Business Change
- Solution Development & Implementation
- Service Management

Professional Services / Contd...

- Procurement & Management Support
- Client Interface

4 Service Scope

PROFESSIONAL SERVICES	Service Level
Dependency / scope as required by customer work or project	✓

5 How We Provide This Service

5.1 Assessment of Requirements

The following criteria are taken into account across the various stages of design documentation for consideration of any changes within Amicus ITS, as a consequence of delivering the potential new or changed service. The results of considerations and any actions undertaken shall be documented.

- Authorities and responsibilities for delivery of the new or changed services
- Activities to be performed by Amicus ITS, the customer and any other parties for the delivery of the new or changed services
- New or changed human resource requirements including requirements for appropriate education, training, skills and experience
- Financial resource requirements for delivery of the new or changed service/s
- New or changed technology to support the delivery of the new or changed services
- New or changed plans or policies as required by current certified standards
- New or changed contracts and other documented agreements to align with changes to service requirements
- Changes to the Service Management System
- New or changed SLA's
- Updates to the Catalogue of Services
- Procedures, measures and information to be used for the delivery of the new or changed services

6 Service Pricing

All Professional Services work is chargeable subject to the level of resource utilised and the period of time to execute the project successfully.

6.1 Standards for Consultancy Day Rate Cards

- Consultant's Working Day 7.5 hours exclusive of travel and lunch
- Working Week Monday to Friday excluding national holidays
- Office Hours 0900 to 1730
- Travel and Subsistence Included in day rate within the M25. Payable at department's standard T&S rates outside M25.
- Mileage Payable at department's standard T&S rates outside M25
- Professional Indemnity Insurance Included in day rate.