



Application Services for Government

Making change happen with
technology-enabled services and solutions



Increasing successful outcomes, joining up services, keeping a focus on the customer, all the while driving down overall costs...

... at Steria this is the every day challenge that our Application Development and Application Maintenance services deliver

Supporting change and achieving efficiency

How do you ensure that your technology applications enable you to respond rapidly to the constantly changing political, economic and social climate?

Technology sits at the heart of government's ability to deliver citizen centric services and Steria is trusted to provide the Application Services underpinning this capability.

From the applications needed to link information infrastructures and provide joined-up front and back office functions, to the seamless web access designed to improve the customer experience, we provide government organisations with flexible, secure and scalable solutions – solutions that enable you to respond to the evolving policy agenda.

We manage a breadth and depth of capability and experience, this enables us to act quickly to provide you with the most appropriate technology applications to help you cope with a wide range of eventualities, whether it's to meet the increased demand for advice, support and services during an economic downturn, or to rapidly provide information at times of crisis, such as in a pandemic health alert or following a major incident.

At Steria, we draw on 40 years' experience supporting clients across the public and private sectors with IT-enabled services and efficient business processes. Our Application Services enable our UK government clients to meet their objectives for efficiency with reduced duplication of effort, enhanced online experiences for citizens and business alike, and service excellence that drives down costs.

Steria – a trusted partner in technology-enabled government

Scaling up to meet demand

The Jobs & Skills website (<http://jobseekers.direct.gov.uk>) has proved its capacity to accommodate a significant increase in user access at times of greatest need – and this user friendly and reliable web service consistently reaches the Number One spot for a government web service for function, accessibility, quality and performance, as measured by Sitemorse [see page 10].



Steria's flexibility and responsiveness to addressing the challenges along the way have helped us to develop a pragmatic and cost effective solution to a complex requirement.

Andrew Hall, CEO, Qualifications and Curriculum Development Authority

Steria has over 4,000 professionals who can help to enable this access. They are engaged in the delivery of application development and application management services, applying Agile tools and collaborative techniques that speed up application delivery and improve certainty of outcomes.

Real solutions to real-world problems

Our government clients depend on our high rates of project success and rapid IT solutions deployment to ensure they can respond efficiently and cost effectively to changes in government policy and macro forces. For example, we ensured the on-time and on-budget delivery of the vital IT system needed to support the launch of the new educational Diploma qualification for 14-19 year-olds – one of the biggest changes in UK education in recent decades undertaken by the **Qualifications and Curriculum Development Authority** [see page 11].

In today's web-enabled world citizens and businesses expect round-the-clock access to government services and information. Steria has over 4,000 professionals who can help to enable this access. They are engaged in the delivery of application development and application management services, applying Agile tools and collaborative techniques that speed up application delivery and improve certainty of outcomes.

The applications availability that we assure is crucial for our clients, with the launch of new government services and new products in the commercial sector depending on development speed as well as reliable back-up and contingency plans. For example Steria's Web Services behind Directgov ensure a 99.8% availability level, with 24x7 site monitoring [see page 11]

Safeguarding government data

Our wide ranging cross-sector delivery knowledge is integral to our ability to support change in government. For example, the impact on a financial services company's reputation if customer data is lost or hacked into is as damaging as the loss of trust that high profile public sector data security breaches cause. Security is a real-world issue – we safeguard the most valuable information assets of our clients, including the **Criminal Justice Information Technology Unit** for which we developed the CJS Exchange. This secure web portal links the UK's courts, police, crown prosecution, prison and probation services, enabling them to securely store and exchange information



Application Development

Application Development (AD) requires a significant investment in terms of resources. It's investment that organisations can struggle to build a business case for in the context of so many pressures to reduce costs. Yet there is a very real need to continually evolve technology capabilities in today's web-enabled world.

At Steria, that's what we help you achieve. We're experienced in building effective business cases that ensure you squeeze as much value as possible from your technology investments. Our standardised and proven processes, compliant with the Capability Maturity Model (CMM) of process maturity, mean that your applications are rapidly up and running – and yielding business benefit.

That's why our Application Development services are in such great demand. We provide:

- ➔ Application Development consultancy – to guide tool/method selection, eg Agile, UML modelling, and RUP (Rational Unified Process) for software and systems delivery and implementation
- ➔ Software architecture and design – enterprise architecture, Service Oriented Architecture, requirements, design
- ➔ Custom built solutions – bespoke development typically in Java, .net, web or package customisation
- ➔ Package solutions – select, configure, customise, train, implement, eg Oracle HR/Finance, CRM, (Customer Relationship Management), ERP (Enterprise Resource Planning)
- ➔ Web services – leveraging Internet technologies for improved business models, underpinned by Services Oriented Architecture (SOA)
- ➔ Collaboration solutions – Electronic Document and Records Management Systems (EDRMS), Knowledge Management and team working, often portal-based
- ➔ Technology transformation – re-engineering out of date/unsupported software to extend life

Supporting millions of customer interactions

Financial services organisations place great store on their ability to adapt quickly to market conditions and lead the way in customer-centric applications development. Like many government departments, banks and insurers are also dealing with millions of customers every day. Steria provides Application Development and Management services that are enabling some of the world's best known banks and insurers to enhance their customer interaction, respond to mergers and acquisitions, improve their debt management capabilities, fraud detection and batch cycle times, and introduce chip and pin services that are helping to cut crime.

We are trusted by household names such as AXA, Capita Life & Pensions, the Financial Services Authority and Department for Work and Pensions to deliver a wide range of technology services and business processes.



Our Application Management services are part of a broad portfolio of services helping Tesco, the UK's best known retailer, reduce the number of IT problems by over 37% in 2008 compared with 2007.

37% reduction in systems problems for retail giant

Our Application Management (AM) services are part of a broad portfolio of services helping Tesco, the UK's best known retailer, reduce the number of IT problems by over 37% in 2008 compared with 2007. In a highly competitive market Tesco must ensure its Supply Chain, Back Office and Commercial systems support the business as it strives to continually grow its market leading model 24 hours a day, 365 days a year.

Tesco is drawing on our knowledge of systems and retail supply chain processes to achieve cost reductions and system improvements savings through a largely offshore delivery approach to applications management and service delivery. By providing essential sustain and optimise application services we ensure there are fewer faults wasting time and resource or reducing business performance and growth.

Our Application Development services are helping Tesco to stock shelves more quickly across its wider store network with the availability of fast selling goods maintained even during peak trading periods. Improved processes for retail promotions, whether driven from the centre or locally, are also producing more successful store events and better deals for customers.



Steria, as a valued partner, provides us with expertise in Applications Management, an in depth understanding of our business and commitment to working together to deliver our key outcomes.

Mike McNamara, Tesco UK IT Director (now Operations Director reporting to the Board)



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Application Management

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Steria has a proven reputation for demonstrating a commitment to results and focusing on value creation across the Application Management portfolio with services that include:

- IT governance consultancy – establishing control frameworks to manage use of IT and maximises its value
- Portfolio assessment method – analysis of application portfolio to identify synergies from consolidation

- Testing & service gateway – managing release into production, ensuring quality and security maintained
- Service desk – incident, problem, change, configuration and service level achievement
- Service level management – aligning IT service in support of key business performance requirements
- Third party supplier management – ensuring end-to-end business service is supported across all parties
- Sustain & optimise service – reducing maintenance via improved stability, and increasing portfolio value through enhancements
- Innovation & continuous improvement – ensuring latest thinking in technology and services is applied.

Our established and proven integrated delivery model can be adapted to meet in UK, Europe and/or India as appropriate. Our flexibility allows us to satisfy client p



Integrated delivery model

Effective sourcing of Application Services can reduce costs and increase delivery efficiency. And at Steria we're world leaders in flexible, efficient global sourcing.

Our mature integrated delivery model approach allows us to tailor solutions both to our clients' needs and to their strategic sourcing models. This is especially important in the government sector where the gradual adoption of alternative delivery models, such as shared services and back office business process outsourcing, is evidence of growing interest in deriving the benefit of working with external partners like Steria.

- The typical split in the workload for our Application Development will vary according to the nature of the project and level of a client's outsourcing maturity, and can benefit from any preferred blend of On Shore, Near Shore, Off Shore working [see diagram].
- By retaining a strong presence in the UK combined with more than 25% of our workforce based in India and teams in Europe and North Africa, we can provide a rapid and flexible response to our clients' applications needs.

- Our blended delivery approach enables us to deliver the cost-effectiveness of offshore, balanced with the advantages of onshore control and governance. Speed, flexibility and cost savings make a valid business case for change.

We have developed the optimal model for integrated application management delivery and improved quality. At the Royal Mail where, as part of the Prism Alliance we are responsible for over 200 applications that serve 37,000 Royal Mail knowledge workers and drive business-critical systems, our team provides a full-spectrum Information Services function including application management. We have rationalised applications and actively look to reduce repetition and complexity to save the Royal Mail costs and drive efficiency.

Working in partnership

We partner with the best to ensure we extend the value of services we bring to our government clients without compromising our independence. Oracle, Microsoft, Sun and IBM are just four of the global technology leaders with whom we partner. At NHS Shared Business Services, our 50:50 commercial joint venture with the UK Department of Health, we have trained 48,000+ users on the Oracle system and are processing £30 billion payments and 2.25 million payroll transactions annually.

Individual client needs or circumstances, incorporating support from delivery centres across the preference, be it 'traditional' on-site or a blended delivery as illustrated.

Project Lifecycle Stages

Detailed Design

Build and Unit Test

System Test

User Acceptance Test

Implement



Service Overview

Our services are delivering benefits across our client portfolio of private and public sector organisations. We are trusted by household names and recognised public bodies. Our AD and AM services described below can be delivered to match the preferred delivery model of our clients, be it totally on-site or with a range of blended delivery based on client preference for on-shore/off-shore resource as in this example illustration;

	typical...	On-Shore	Off-Shore
Application Development Consultancy to guide tool/method selection, eg Agile, UML Modelling, RUP		██████████	
Software Architecture & Design Enterprise Architecture, SOA, requirements, design		██████████	
Custom Built bespoke development typically in Java, .net, web or package customisation			██████████
Package select, configure, customise, train, implement, eg Oracle HR/Finance, CRM, ERP			██████████
Web Services leveraging Internet technologies for improved business models, underpinned by SOA			██████████
Collaboration Solutions EDRMS, Knowledge Management & team working, often portal based			██████████
Technology Transformation re-engineering out of date/unsupported software to extend life			██████████

AM services align with ITIL Service Management and are built on 40 years experience AM services include;

	typical...	On-Shore	Off-Shore
<p>IT Governance Consultancy control frameworks to manage use of IT and maximises its value.</p>		■	■
<p>Portfolio Assessment Method analysis of application portfolio to identify synergies from consolidation</p>		■	■
<p>Testing & Service Gateway managed release into production ensuring quality and security maintained</p>		■	■
<p>Service Desk incident, problem, change, configuration and service level achievement</p>		■	■
<p>Service Level Management aligning IT service in support of key business performance requirements</p>		■	■
<p>3rd party supplier Management ensuring end-to-end business service is supported across all parties</p>		■	■
<p>Sustain & Optimise reduce maintenance via improved stability, increased value through enhancements</p>		■	■
<p>Innovation & Continuous Improvement ensuring latest thinking in technology and services is applied</p>		■	■

Size of boxes represent the typical relative input from parties across the full lifecycle
The onshore / offshore distribution varies according to the nature of the project

Case studies

Speaking the right language at DWP

We recently reached the ten year milestone in our relationship with Jobcentre Plus. Their award-winning website is pioneering the use of an innovative 'natural language' search tool that enables users of the jobs and skills web service to search for jobs quickly and easily. This is a clear example of how we are helping clients to link policy such as the "Power of Information" with delivery of outcomes.

We designed, developed and host the Jobs & Skills website (<http://jobseekers.direct.gov.uk>) which provides citizens with access to over a million jobs, learning opportunities and associated information. This cross-government service is the first to aggregate existing information resources nationally and make them available for citizens on the web.

Crucially, the search tool we developed uses natural language to draw together disparate information sources to identify the most relevant job information available. By using everyday words and surfacing only those results that best match the role, function or related skills and experience being sought, online searches become far more meaningful.

This highly scalable solution for DWP effectively breaks down barriers to work for citizens by ensuring equality of access to all. Importantly, it re-uses existing information resources and makes the system available from the Directgov website, increasing the cost effectiveness of the solution.

The investment made in developing the 'natural language' search is now being re-used in a number of guises that increase DWP's penetration into the jobseeker market .



An education in end to end project delivery to launch new Diploma service

Steria provided high levels of delivery assurance to the government-funded Qualifications and Curriculum Development Authority (QCDA) in support of the launch of the new Diploma qualification for 14-19 year-olds. Underpinning delivery of the Diploma is an IT system capable of data sharing, results aggregation and the grading of components and results for every single learner taking a Diploma. Steria built and manages the data aggregation application, completing our development project in time to successfully launch the new web service ready for the first wave of new Diploma Awards in August 2009.

Scalability and security were built into the application design with full performance testing along with penetration testing for security allowing Steria to prove that the application would be able to support the anticipated future demand.

Steria ensured that delivery of its application for the first phase launch of the multi-user IT system was achieved on target and on budget. End user acceptance has been encouraged with a range of training materials and train-the-trainer sessions in a blended learning solution developed by Steria.

Shared web services achieve champion status

Web services are a vital element in the provision of e-Government services. Steria is delivering a managed service to meet online communication needs in collaboration with two government departments.

This low risk, proven and operational web hosting and content management solution handles the public information sites of the Department of Health and Directgov. It supports the rationalisation of branded websites on a robust, resilient and fully convergent online platform that has been successfully independently benchmarked.

The Government CIO Council awarded "Champion" status for this Content Management System and Web Hosting Shared Service in January 2008. This means that government departments and agencies can now automatically shortlist these services. A pre-existing and extensive contract ensures procurement can be quick and simple, enabling departments to benefit from shorter overall implementation timescales and providing the reassurance that associated risks are shared with other users of the shared service.

Designed for government by experienced architects in line with the latest standards, The Content Management System and Web Hosting shared service offers a 99.8% availability level, 24x7 site monitoring of infrastructure, application, log analysis, availability and security.



Steria has played a pivotal role in the creation of a leading e-government service that we can be proud of and which has great potential for the future.

Graham Jack, Project Manager, Department for Work and Pensions



About Steria

Steria delivers IT enabled business services which help organisations in the public and private sectors operate more efficiently and profitably. By combining in depth understanding of our clients' businesses with expertise in IT and business process outsourcing, we take on our clients' challenges and develop innovative solutions to address them. Through our highly collaborative consulting style, we work with our clients to transform their business, enabling them to focus on what they do best.

Our 19,000 people, working across 16 countries, support the systems, services and processes that make today's world turn, touching the lives of millions around the globe each day.

Founded in 1969, Steria has offices in Europe, India, North Africa and SE Asia and a 2008 revenue of €1.8 billion. 16.5% of Steria's capital is owned by its employees. Headquartered in Paris, Steria is listed on the Euronext Paris market.



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