

Public Sector Service Delivery



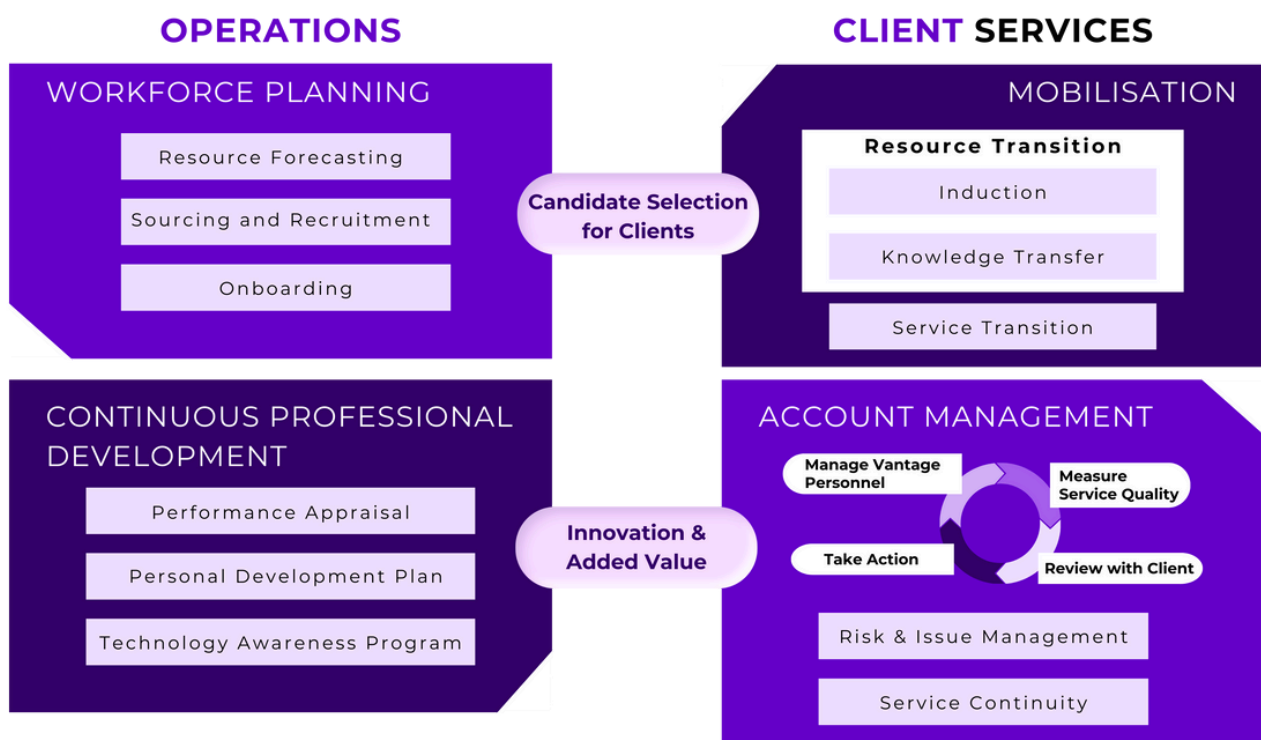
VANTAGE

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Vantage Service Delivery Model

Vantage's Service Delivery Model (VSDM) ensures the right resources are selected, deployed, and managed for our clients. It covers all aspects of planning and implementing services to meet our clients requirements. Operations focus on workforce planning and professional development, while Client Services focus on matching candidates with clients and maintaining service quality. This methodology enables us to deliver services and support staff roles for the public sector.



Contract/Project Management & Communication Plan

The Vantage Service Delivery Manager (SDM) collaborates with our clients to create a Contract/Project Management & Communication Plan. This plan outlines roles, responsibilities, communication guidelines, meeting schedules, key documents, and timelines. It includes Key Performance Indicators (KPIs) and Service Level Agreements (SLAs) such as Response Time, Resolution Time, Communication, and Documentation/Knowledge Transfer. Once approved, this plan guides regular reviews to manage client expectations and ensure project success.



Methodology for Service Transition / Project Take-on and Implementation

The Vantage methodology for Service Transition and Project Implementation focuses on building trust and flexibility with clients to meet their evolving needs. This approach has successfully launched large, long-term engagements with clients like An Garda Síochána (AGS), Irish Prison Services, Department of Justice, Department of Education, HSE, and GSOC.

Communication and Governance

With over 20 years of PSB service delivery experience, Vantage utilizes various effective approaches for communication, reporting, and contract management. We hold regular meetings with our clients management team on this contract to address any issues or challenges. Our communication is tailored to the client's preferences, and we collaborate with third-party vendors as necessary. Weekly progress meetings track project advancement, with the Vantage Service Delivery Manager leading if preferred by the client. Approved progress reports include meeting minutes and future agenda items for upcoming sessions. The Vantage SDM is available for ad-hoc meetings when needed.

The Knowledge and Skills Transfer Lifecycle

Vantage recognizes the significant importance of transferring skills and knowledge in our work, and this plays a crucial role in our Client Services model. We have developed a structured Knowledge Transfer lifecycle that encompasses five essential steps. These steps include identifying the key knowledge that needs to be transitioned, involving individuals who possess this knowledge in defining essential information and creating a Knowledge Transfer Plan, identifying those who require the knowledge, selecting the best tools for transferring knowledge, and monitoring and evaluating the process to ensure all necessary information has been learned.

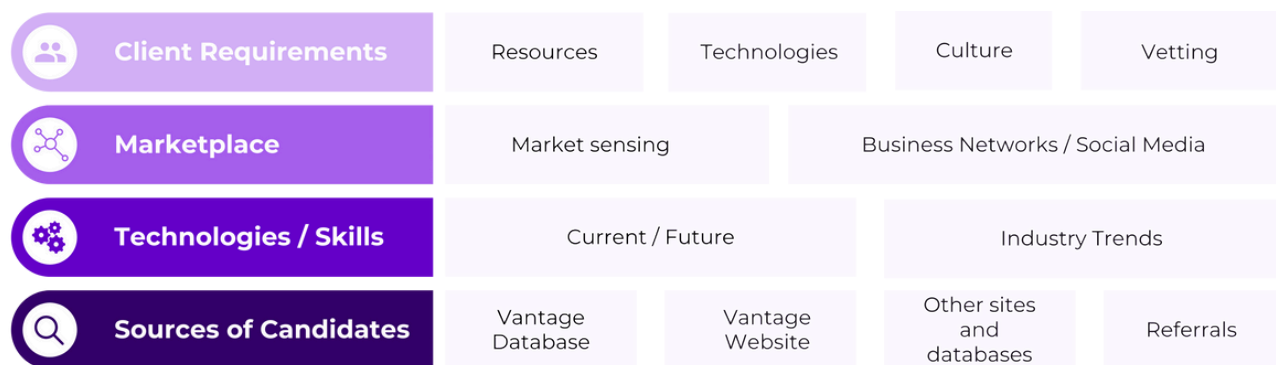


In addition to our structured Knowledge Transfer lifecycle, we also follow a standard skills transfer process known as the Four S's: Show Me, Study, Shadow, and Show You. This process involves the knowledgeable individual demonstrating the required skills to the knowledge receiver, the receiver studying relevant documents, shadowing the individual to observe their skills in action, and finally presenting back what they have learned.

This process has been successfully implemented in our work across the public sector on multiple sites, and we have also designed and delivered internal skills transfer and cross-skilling activities as part of our clients' strategy & planning. Our commitment to knowledge and skills transfer ensures that all necessary information and skills are effectively communicated within our team and to our clients.

Workforce Planning

Vantage helps our clients strike a balance between service needs and organizational goals. Our approach involves aligning requirements with efficient resource allocation to ensure effective workforce management. This is done through understanding the client's culture and goals, monitoring market changes, and staying up-to-date on technology trends.



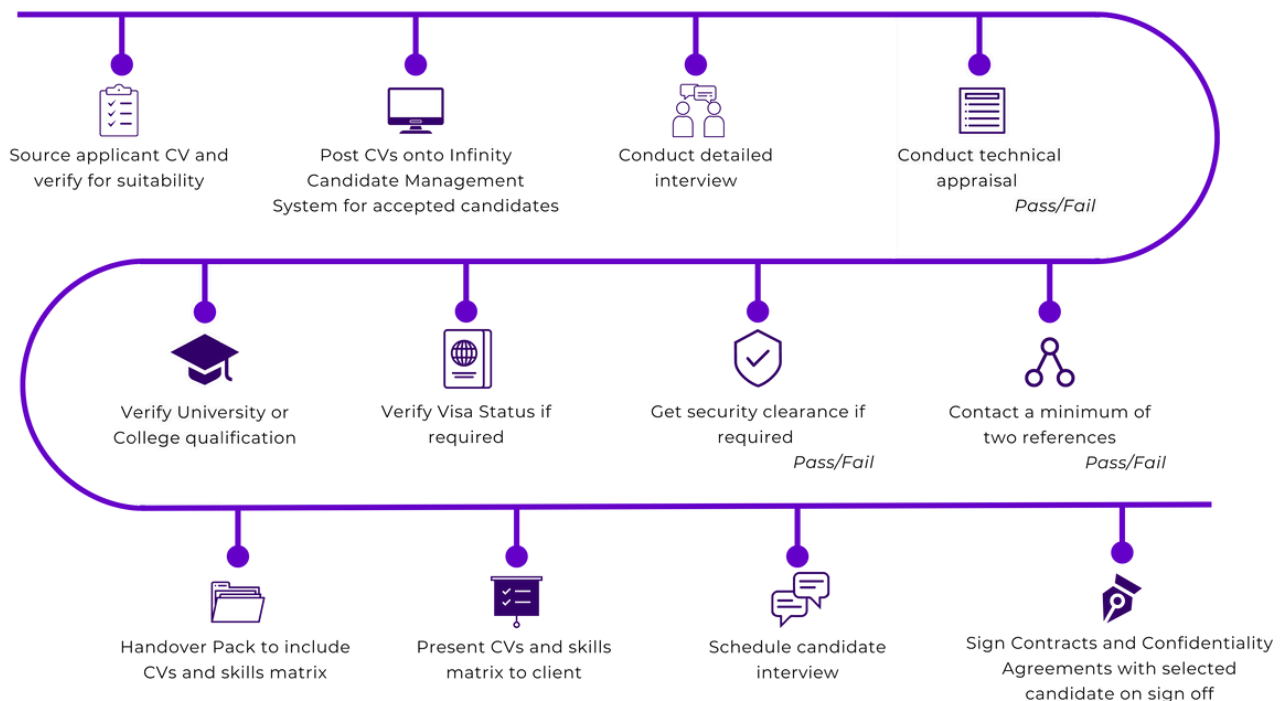
We utilize our extensive network and database of over 50,000 IT resources, built and managed over a decade, to provide a wide candidate pool for workforce planning.

Additionally, we have strong relationships with key ICT organizations in Ireland such as Accenture, Bearing Point, and Fujitsu for collaboration and resource sharing. Our comprehensive approach includes utilizing modern techniques like job boards and LinkedIn, along with our regularly updated website, to ensure a diverse and qualified pool of candidates, regardless of location.

Vantage Resource Sourcing & Selection

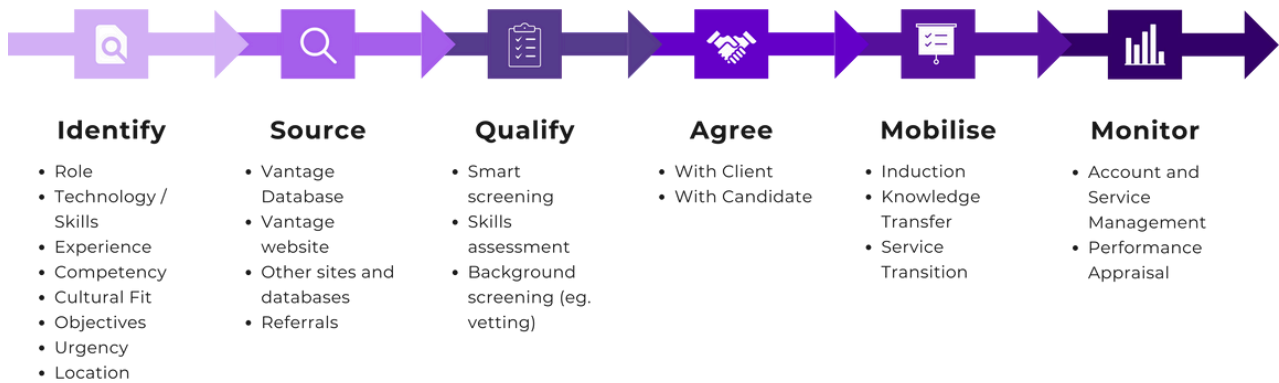
Sourcing the right candidates for our clients is crucial for a productive relationship. Vantage ensures that only the most suitable and vetted candidates are proposed for our clients' needs. Our candidate selection process is detailed and thorough, helping to identify the best-fit talent for operational success.

By aligning recruitment efforts with client goals and needs, Vantage identifies the requirements through consultation and uses the Vantage Infinity Database with over 50,000 IT resources, along with EMEA-wide job boards and LinkedIn for sourcing.



Candidates undergo Smart Screening and background checks to ensure they fit within the client's organization. Compliance is maintained throughout the process to adhere to regulatory and client policies. Once a suitable candidate is identified, they are presented to the client for review, and the mobilization process is initiated upon selection.

Regular service management meetings ensure continued monitoring of resources and service quality for successful delivery. This proven process has been effectively implemented across multiple sites.



Vantage Performance Management Approach

Our Performance Management Approach is focused on ensuring that our personnel receive candid feedback and have clear goals and development plans set for the year ahead. This feedback loop is essential for retaining key staff members and helping them grow professionally. We are committed to Continuous Professional Development (CPD) and offer ongoing training opportunities, whether on-site or in-house, to enhance skillsets in line with technological advancements.

Through Personal Development Plans (PDP), individuals outline the technical skills and competencies expected of them for customer assignments. We also promote a culture of technology awareness by encouraging proactive interaction among team members and supporting attendance at technical forums, conferences, and workshops. Additionally, we provide training courses for industry-recognized certifications such as ITIL, PRINCE2, and Microsoft MSCP programs, and encourage further education to enhance skills and knowledge. Vantage financially supports and offers exam leave for personnel pursuing additional education at no expense to the end client.



Vantage Induction and Training Program

Our induction program at Vantage is designed to effectively communicate client cultural identities, facilitating a seamless integration into client environments, projects, and teams.

When new resources join Vantage, they participate in a comprehensive Induction and On-boarding Program over several days. The program includes a day dedicated to the Vantage Induction Programme, covering essential aspects such as company overview, core values and behaviors, performance management lifecycle, and HR policies.

Additionally, new personnel are introduced to the internal Vantage team, Service Delivery Manager (SDM), and HR/Personnel/Operations contacts. Before new personnel start, the SDM provides an Induction Program, ensuring understanding of Personnel Processes and Procedures, familiarity with the role, project status, and delivery, orientation with site working hours, culture, and facilities, as well as briefing on the tech-stack and external staff guidelines.

The SDM also facilitates continuous professional development activities, conducts exit interviews with outgoing resources, and ensures new hires are well-prepared to be productive quickly. This comprehensive approach ensures a smooth transition and successful onboarding for new Vantage resources.

Vantage Risk Management Plan

Vantage's ICT risk management plan focuses on resource management and continuity of service to address potential threats and maintain a resilient infrastructure. This includes identifying potential shortages in critical resources, assessing their impact and probability, and implementing strategies for resource planning, contractor management, and change management. Regular assessments and communication with stakeholders are key components of our approach, along with periodic reviews and learning from past incidents to continuously improve our risk management strategies.

Knowledge Transfer for Replacement of Existing Resource	Agree Replacement Resource	Transfer Knowledge
<ul style="list-style-type: none">1. Agree with individual leaving the information and knowledge must be transferred2. Leaver completes a formal handover document	<ul style="list-style-type: none">3. Identify and agree replacement resource with client	<ul style="list-style-type: none">4. DAY 1: Replacement reviews handover document5. Day 2: One day shadowing and walk through6. Day 3: One day formal handover7. Days 4, 10, 20: Checkpoint reviews

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