

**SO15914 - DSAB External Audit to Analyse Quality of Technical Design for Border Crossing Project – part of the DSAB Programme
Appendix B – Service Description**

**APPENDIX B
SERVICE DESCRIPTION**

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1. INTRODUCTION

1.1 Digital Services at the Border (DSAB) is an agile programme within the Border Systems Portfolio that is building functionality to transform the way the Home Office manages Borders into the United Kingdom. It is currently entering a delivery Phase (Alpha and Beta). The DSAB Programme is made up of a number of critical projects of which Border Crossing is one.

2. PURPOSE

2.1 Border Crossing is a critical project for Border Force and the Home Office as part of the overall DSAB Programme. It will enable radical business improvement by replacing a number of obsolete, disparate IT systems with a single integrated platform. It will also maintain the security of the UK by gathering data from those people crossing the border both inbound and out and providing timely and accurate data to those who need to use it.

2.2 The ingest and use of data lies at the heart of the programme and it is therefore vital that the technical designs underpinning the new and improved systems are of the highest quality.

2.3 DSAB require a small short term piece of work from a company capable of analysing the Border Crossing project's technical designs and then make recommendations for improvements where necessary, as well as presenting those findings to the DSAB programme board.

3. BACKGROUND TO THE AUTHORITY

3.1 The Home Office leads on immigration and passports, drugs policy, crime policy and counter-terrorism and works to ensure visible, responsive and accountable policing in the UK.

We are responsible for:

- working on the problems caused by illegal drug use
- shaping the alcohol strategy, policy and licensing conditions
- keeping the United Kingdom safe from the threat of terrorism
- reducing and preventing crime, and ensuring people feel safe in their homes and communities
- securing the UK border and controlling immigration
- considering applications to enter and stay in the UK
- issuing passports and visas
- supporting visible, responsible and accountable policing by empowering the public and freeing up the police to fight crime

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Our priorities are to:

- empower the public to hold the police to account for their role in cutting crime
- free up the police to fight crime more effectively and efficiently
- create a more integrated criminal justice system
- secure our borders and reduce immigration
- protect people's freedoms and civil liberties
- protect our citizens from terrorism

4. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 4.1 The DSAB Programme launched in February 2014 to deliver a new generation of Border Security Systems including replacing existing systems. The primary benefits of delivering Digital Services at the Border (DSAB) are to: enhance the security of the UK; gather and act on data from those people and entities crossing the border, both inbound and out; and provide timely and accurate data to those who need to access/use it.
- 4.2 The Programme is high priority due to being Critical National Infrastructure. It is an enabler for transformation and facilitates the end of two large IT contracts.
- 4.3 The Programme is delivering an in house built digitally-driven Border Security IT system and associated new processes that will support Border Force, Visas and Immigration, Immigration Enforcement, HMRC, Police and the Security and Intelligence Agencies.

These objectives support the wider Home Office Improvement Plan to achieve:

- 2015 – Consistent Competence
- 2017 – Consistent Excellence
- 2020 – Consistent Public Trust

And deliver real Business benefits:

- Improved customer experience
- A complete view of our customer
- Improved decision making
- Effective and flexible IT
- Digital processes with less paper

The DSAB programme is a complex IT and Business Change programme, and the transformation will be managed by the Home Office. Development will be delivered using an agile methodology, in line with Government IT policy.

The DSAB programme is seeking to derive greater value for money and to improve on the reliability of IT delivery compared with the use of traditional procurement and delivery methodologies.

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5. SCOPE OF REQUIREMENTS

- 5.1 Output from this exercise will be a formal report providing an assessment of the Border Crossing business and technical designs including key findings and recommendations, alongside a subsequent presentation to the DSAB Programme Board. The report should focus on the maturity of the technical architecture and design documentation in place for the Border Crossing project.
- 5.2 This exercise should document an assessment of the following (as a minimum guideline):
- Does the project have a complete set of business requirements/user stories?
 - Do these map to the business case?
 - Do the technical designs demonstrate how these requirements will be delivered? In particular, do the designs unpin the agreed scope for the "live beta" release in spring 2016?
 - Do designs currently exist, to sufficient levels of detail for this stage in the programme, for:
 - Application
 - Networks
 - Hosting
 - Data storage
 - Tooling
 - Security
 - Service management

What are the most significant risks in the design? Specifically how well are risks being managed around:

- latency/performance of the solution;
- resilience;
- logins and authentication;
- Compatibility with existing distributed architecture and limitations on end user devices.

The result should provide an independent analysis of the quality of the Border Crossing project technical design as well as recommendations for improvements or alternative approaches which would assist speedier delivery or greater interoperability, which will then enable multiple systems to be decommissioned.

6. SERVICE LEVELS AND PERFORMANCE

- 6.1 If so required by the Customer, the Supplier shall produce a further version of the Plan (based on the above plan) in such further detail as the Customer may reasonably require. The Supplier shall ensure that each version of the Implementation Plan is subject to approval.

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6.2 The Customer shall have the right to require the Supplier to include any reasonable changes or provisions in each version of the Implementation Plan.

6.3 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.

7. ADDITIONAL REQUIREMENTS

7.1 Any proposed individuals who are non-British/EEA nationals must either be in possession of leave to remain with no restrictions on their time to live/work in the UK or their leave to remain must be valid for the duration of this award and permit work in this capacity.

8. LOCATION

8.1 There are two locations in central London:

8.1.1 8-10 Great George Street, London, SW1P 3AE

8.1.2 2 Marsham Street London, SW1P 4DF

9. SECURITY REQUIREMENTS

9.1 All participants will be required to be SC cleared due to the nature of the information being reviewed.

10. PROJECT TIMETABLE

10.1 Anticipate this piece of work will take no more than 10-15 working days. Final report is anticipated to be presented to the DSAB Programme Board by the end of February 2016.