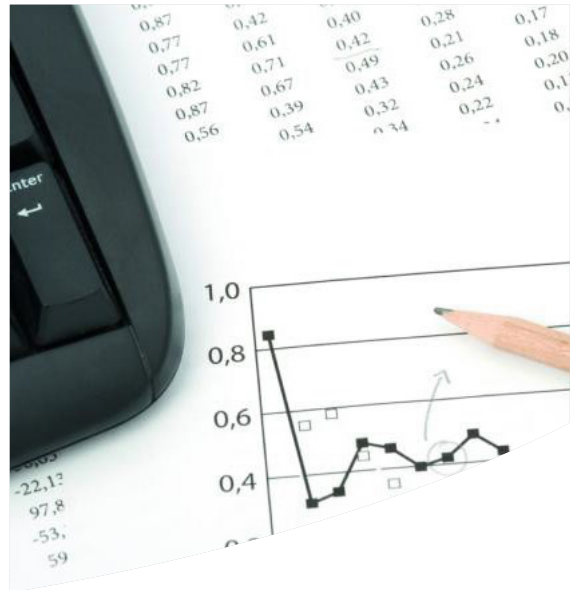


SUCCESS STORY

OFFICE FOR NATIONAL STATISTICS

Working in partnership to achieve the strategic vision of being 'first for trusted statistics'



Delivering strategically important projects as and when required

The challenge

The Office for National Statistics (ONS) is the executive office of the UK Statistics Authority, a non-ministerial department which reports directly to Parliament. It is the UK Government's single largest statistical producer and aims to be an innovator in the provision of trusted, relevant and independent statistics and analysis.

During 2009/10 ONS began a four-year change journey to become 'first for trusted statistics'. This aims to make strategic improvements to skills, delivery, quality, innovation and value for money. In transforming its ways of working and delivery approaches, ONS undertakes individual change projects requiring IT resource on an ad hoc basis. The on-going challenge facing ONS is how to manage the resourcing levels when the scale, scope and timing of these projects are so variable.

A recent example of this is its response to the demands of the 2011 UK census. ONS is one of the pioneers in making census data readily available in an easy-to-use format. It had identified the SuperCross

commercial off-the-shelf product from Australian company Space Time Research as a tactical solution for formatting and tabulating census data. Lacking the internal resource to manage the vendor relationship and oversee specified software enhancements, ONS sought a partner to run this as a standalone project.

Key points

- Successful delivery is integral to Sopra Steria's relationship with ONS
- Regular governance reviews ensure ONS benefits from the lessons learned during each assignment

- ONS stays at the forefront of statistics and analysis with the adoption of the most advanced technology tools
- Long-term nature of relationship allows Sopra Steria to fully immerse itself in the ONS strategic change program

Our solution

Having provided ONS with application development and project management support since 2004 through various contracts that were won through fair and open competitions, Sopra Steria was seen as a safe pair of hands for the delivery of this project on a fixed price basis.

Working across time zones, Sopra Steria closely collaborated with Space Time Research, who supplies the SuperSTAR product set. This partnership provided ONS with software enhancements to deliver metadata functionality and output data in a format to disseminate via the ONS web sites. The solution helps ONS to aggregate the information gathered in the 2011 census that can be published in the future. The availability of census data will enable local authorities and government to make informed spending decisions regarding areas such as health provision, housing and travel.

How we worked together

The project to define software enhancements to the off-the-shelf SuperCross application and manage it through to completion and support runs from August 2011 until March 2014. ONS chose Sopra Steria to manage this project based on a strong track record of project delivery success. Since 2004 Sopra Steria has also provided ONS with a flexible resourcing capability, assigning people to work for the agency on an ad hoc basis as and when required.

Sopra Steria's successes for ONS have included an award-winning project. In 2009 Sopra Steria was asked by the ONS Social Survey Allocations (SSA) project team to provide remote-based field and regional managers with a tool to allocate survey work to interviewers. The system developed by Sopra Steria incorporated an innovative map interface, which enabled managers to effectively allocate work within a particular region.

The SSA team – comprising the Social Data Collection Division (SDCD), Information Management Directorate (IMD) and Sopra Steria – won the Project and Programme Management Award at the ONS Excellence Awards 2009.

ONS has also adopted and developed Sopra Steria's approach to design and development and badged it as its own product called ONSide. The ONSide development and delivery methodology was also nominated for an e-Government Award in 2009 in the 'Leadership and professionalism' category.

Sopra Steria has also contributed to a number of other strategically important projects for ONS. These include National Accounts, International Passenger Survey, Web Development, Labour Force Survey and Census Downstream Processing for which Sopra Steria provided development resources.

These successes gave ONS confidence in Sopra Steria's ability to manage the project to deliver its new census outputs software. A collaborative and agile approach has been essential. For example, fortnightly web conferencing sessions between the UK and the Australian development team have demonstrated the software's functionality as it has been enhanced.

Results and benefits

Sopra Steria has built a reputation within the Office for National Statistics for responding quickly to changing needs and the high quality of its commercial engagement. Projects are delivered according to requirement and a process is in place to transfer knowledge from Sopra Steria to ONS. This ensures each project continues to deliver on its promise after Sopra Steria hands it over.

ONS benefits from:

- Assurance of project delivery
- On-demand resourcing for ad-hoc project needs, either for ONS-run or Sopra Steria-managed projects
- A dedicated account delivery manager based on site
- Sopra Steria's provision of value added services such as providing advice on best practice in project management, estimating and the use of Agile

“ Sopra Steria has added an extra dimension; demonstrating a willingness to participate and be involved.”

Ian Shopland
Deputy Director
Information Management
Delivery



Sopra Steria, European leader in digital transformation, provides one of the most comprehensive portfolios of end to end service offerings in the market: Consulting, Systems Integration, Software Development and Business Process Services. Sopra Steria is trusted by leading private and public organisations to deliver successful transformation programmes that address their most complex and critical business challenges.

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