

ESSI Customer Engagement

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*We believe in making Britain more connected,
so we can all lead smarter, greener lives.*

The Ask

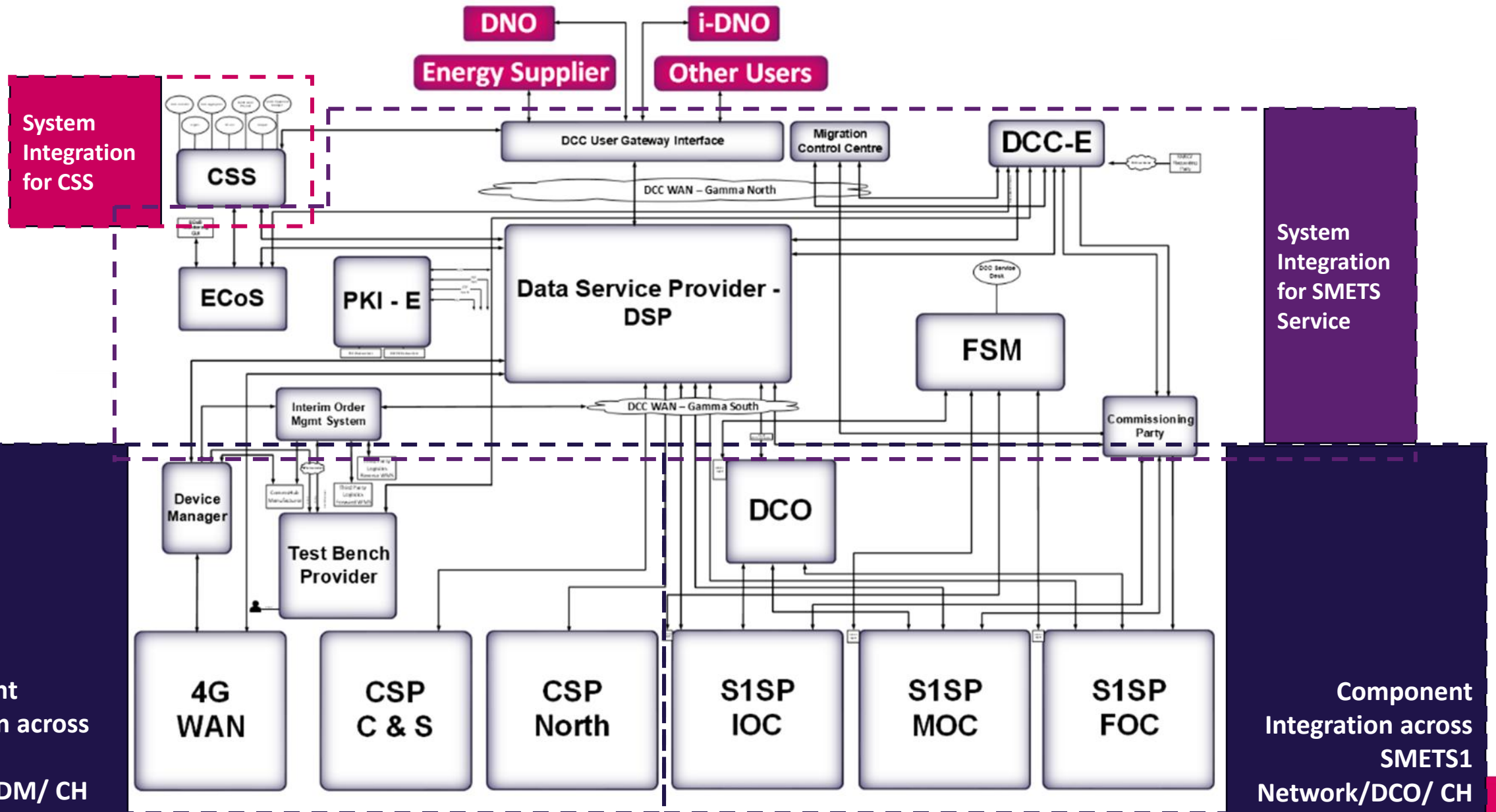


- ESSI Programme Update
- Provide an overview of the;
 - Integrator Service
 - Draft Problem Statement
 - Draft Business Needs
- For Discussion

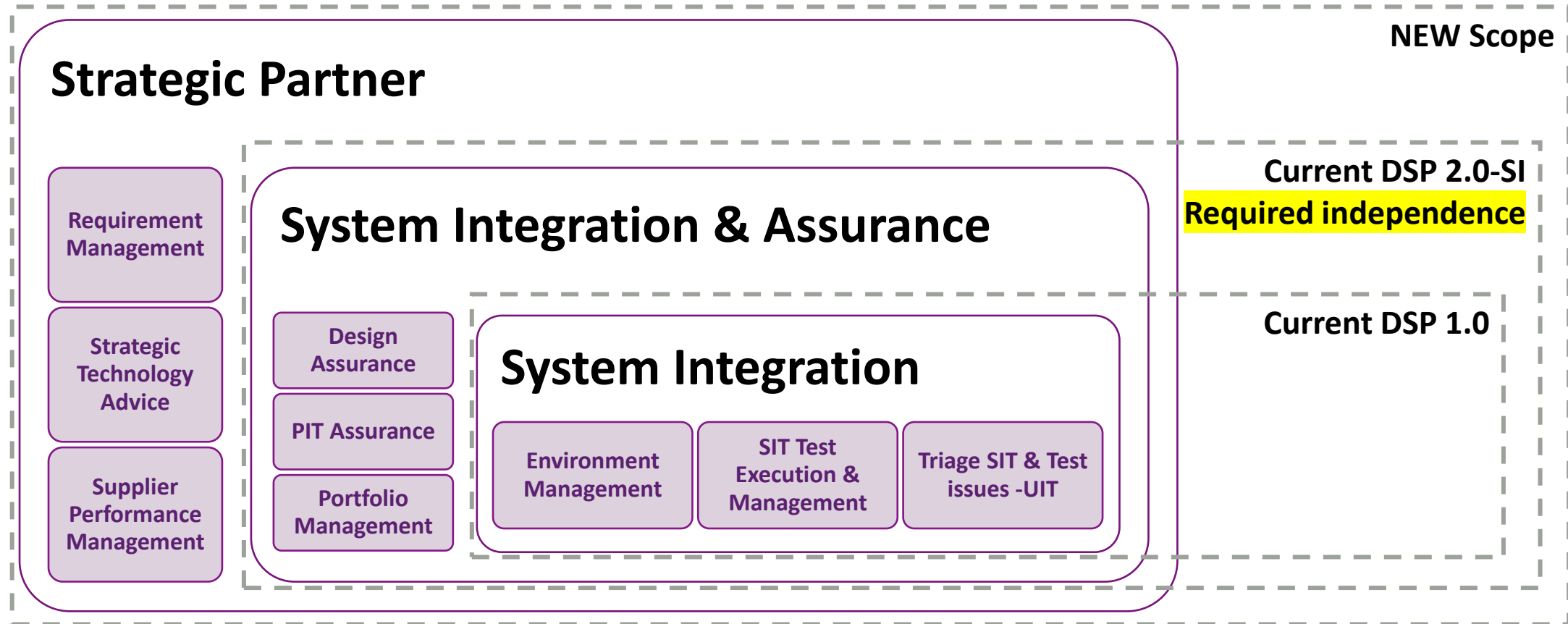
Agenda

Areas to discuss include:

- Context of System Integration Service
- Evolution overview of System Integration
- Draft Problem Statement from SOBC
- Draft Business Needs from SOBC
- Proposed ESSI Procurement Plan



Evolution of System Integrator Service



Draft Problem Statement from SOBC

The DCC Total System has grown in complexity over the past decade, with the number of service providers increasing from 9 Tier 1 suppliers in 2016 to over 15 in 2025. Around 90% of these contracts include elements of system integration responsibilities, which are often delivered in part throughout programme or project change management arrangements. This can lead to:

- ***Extended time taken to deliver change:*** Duplication of effort, particularly in handing over responsibility from one SI to another through different test phases and inconsistent processes and tooling across suppliers, potentially increasing testing gaps.
- ***Limitations on end-to-end visibility:*** Across integrated design, planning and assurance resulting in raising further change requests.
- ***High cost of change:*** Particularly costs associated with integration testing.

Draft Business Needs from SOBC

Problem Statement	Objective	Type	Business Need	Description
Time taken to implement changes	Reduce duplication	Essential	A single independent and responsible owner	A single independent and responsible owner that coordinates and manages end to end change
	Reduce inconsistency	Essential	System integration services to be provided consistently	System integration services to be provided consistently to support all technologies and project and program phases
		Desirable	Standardised shared tooling	Implementation of standardised shared tooling
	Reduced time of negotiation for change requests	Essential	Standardise cost of change	Includes cataloguing cost of change to allow for faster commercial negotiation for change request contract changes
Limitations to end-to-end visibility	End-to-end design, build and test assurance	Essential	Improved change management process and oversight	This will enable and inform improvement, providing end-to-end assurance
		Desirable	Introduction of more automation in E2E change management process	For example, the evolution and management of a CI/CD pipeline to expedite the delivery of change.
High Cost	Reduce costs of change	Essential	Introduce competition into the change management process	This is to drive value, for example utilisation of the Competitive In Life Change (CILC) process
		Desirable	Improved technical requirements management	Refinement of change requirements that would reduce the cost and improve the accuracy of cost proposals

ESSI Procurement POAP

