

Cloud Assessment, Design and Delivery Service

Service Definition Document

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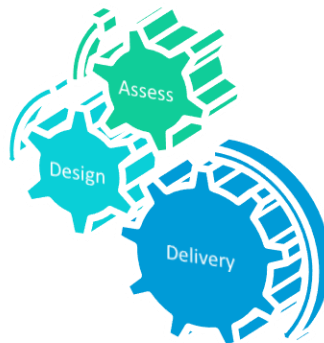
Service Summary

Gaia can help your organisation benefit from integrating Cloud services into your IT environment. We do this by either offering you **skilled individuals** who can be managed directly by your team or by **working together** to help in one or more component of the project lifecycle.

We can help you to develop a strategy for such integration based on an **assessment** of requirements and existing services. We then help you to **design** the service using the best combination of on premise and cloud services (IaaS, PaaS, SaaS). We then help to **deliver** the design using formalised agile project management processes and using skilled professionals. Finally, we can also help you support the new environment on short term or long term managed service basis.

Gaia help customers at different stages of their cloud integration journey from the development of a business case, strategy and roadmap, through to individual service design, migration and legacy off boarding. We can assess your business, technical and service requirements, rationalise your infrastructure portfolio, develop your cloud strategy, roadmap and end-state architecture, and manage your change program.

We work together through a structured plan using internal and external inputs, tools, workflow and deliverables with our team offering your organisation its diverse range of skills and experience across the commercial, technical, project implementation and security domains.



Gaia professional services can be procured as stand-alone engagements or as part of the following ADD phases:

- **Assess** – to review business drivers behind cloud adoption and develop the strategy roadmap
- **Design** – to produce design documents (HLD/LLD) and a clear Scope of Works the details the integration of one or more selected cloud services
- **Deliver** – to help implement the design and ensure its integration with current on premise or cloud services and migration from legacy ones.

Professional Skills

Gaia provides the Service utilising appropriately qualified and experienced staff.

- Business and Strategy Consultants
- Enterprise Infrastructure, Application and Security Architects
- Cloud Consultants
- Technical Project Managers (Agile, Prince 2)
- Technical Design Authority (Servers, Storage, WAN, Security)
- Service Consultant (ITIL 2.0, 3.0)

- Security Consultant (DDoS, Encryption, VPN, DB, etc.)
- Technical Specialist (Data, Users, Monitoring, Event Handling)
- Data Architect (SQL, NoSQL)
- Network Consultant (WAN, LAN, VPN, PSN, Cloud Connect)
- Mobile and Web Application Developer

Information and Data Handling

Gaia has significant experience in the migration of customer IT services and all its technical and non-technical staff are subject to annual DBS checks to ensure safety for our customers and their data. Where necessary, Gaia will also require security cleared staff for any infrastructure, network connectivity and data management to comply with customer security requirements.

Where applicable, Gaia will store and process any of its service-related data such as plans, records and reports to appropriate Security Impact level standards. Any Gaia technical server, storage or network infrastructure required by Gaia to deliver the service will be hosted in secure Tier 3 Amazon AWS, Google or Microsoft Azure Europe data centre.

Gaia is an **ISO 27001:2013** registered company and it applies the security standard for data and information handling on itself, customers and their projects.

Business Continuity Management (BCM)

Gaia takes data management and protection very seriously and implement a multi-level data backup, synchronisation across a number of distinct secure sites to ensure high availability for its systems and data.

Gaia is an **ISO 25999-1:2007** registered company and complies with the details for data Backup, Business Continuity and Disaster Recovery standards. Our service documentation, plans and supporting materials will be subject to a daily backup regime with restores available the next working day. Gaia maintains a business continuity and disaster recovery plan, which underpins its service delivery operations.

The Service

The approach to the Service follows the Gaia ADD protocol:

- **Assess** the current setup and the desirable outcome
- **Design** an appropriate solution to match commercial, technical, and operational requirements
- **Deliver** the proposed design in an agile manner to ensure continuous verification to its alignment with the desirable outcome both in terms of approach to delivery and final solution.

Assessment Phase

The Assessment Phase aims at gathering customer requirements, stakeholder information and timescales; and documenting and assessing existing services and desirable features of the new replacement service.

We engage with relevant customer technical, service, security and 3rd party providers to gather information about the existing service and establish rapport with the teams involved through face to face meetings, online audio/video conferencing, email communication or good old fashioned paper based communications.

Such meeting may include commercial and business team leaders; internal or external customer technical teams; existing service or hosting providers as well as application / service management and support teams.

Commercially, we would be looking to business owner to establish:

- The high-level business requirements, overview of IT Service to be migrated, key stakeholder contact information, key project timescales, dependencies and risks.
- Service migration budget and resourcing.
- Migration business cycles and downtime availability.
- Agreement of Cloud Migration Acceptance Criteria including testing and user acceptance requirements.

Technically, we would be looking to Customer Technical Design Authority to establish:

- Technical solution architecture design: network topology, network access and bandwidth, infrastructure (compute, storage), software, tools, applications, data management and platform security.
- IT solution and service integration requirements and dependencies.
- Audit and assess the Legacy Hosting Service IT solution, service and hosting arrangements

Operationally, we would be looking to assess existing support and maintenance contracts and service agreements as well as current operational processes and software license, including:

- Current hosting environment, key contact points and interfaces
- Interfaces and dependencies
- Identification of desirable hosting partner (AWS, Google, Azure, On-Premise Hybrid, etc) and specific IaaS, PaaS, SaaS requirements and proposed designs.
- Data management and security requirements including retention periods, access control, logging and audit requirements as well as backup and disaster recovery requirements and processes.
- Application requirements, proposed architecture, interfaces, dependencies and roadmap.
- Development, test, staging and production environment requirements including release management processes and responsibilities.
- Support and Maintenance contracts, SLA's and operational processes.
- Approach to migration, dependencies and risks re application, data and service migration.

The outcome of this Assessment phase is to produce a project brief outlining the customer business requirements, budget, IT solution/service architecture overview, key stakeholder information; priorities, timescales and risks; and technical and user acceptance criteria.

Design Phase

During the assessment stage, Gaia and Customer teams would have reached specific requirements and desirable outcomes based on detailed priorities, dependencies, budget, and implementation timeline.

It is typical that the project will contain independent and co-dependent components (work-packages) that can be designed and delivered in series or in parallel such as hosting, migration, testing, training, etc. The aim of this phase is to produce a mutually agreed **Scope of Works** document containing individual work packages that make up the entirety of the service which include for each work package the following:

- Implementation Timeline
- Project Plan, Milestones, Tasks
- Resources (Professional, Hardware, Software, Licenses, IaaS, PaaS, SaaS) Required
- High Level Design
- Low Level Design
- Design and Delivery Risks
- Training Requirements
- Warranties for Service
- User Acceptance Testing
- Operational Acceptance Testing
- Post Delivery Support and Management including SLA
- Commercial Costs

On-boarding Information

Whilst Gaia will do its utmost to work with the customer teams, it is expected that the customer will have defined and documented the to-be solution architecture for the project containing an overview of the functional and non-functional requirements including, but not limited to:

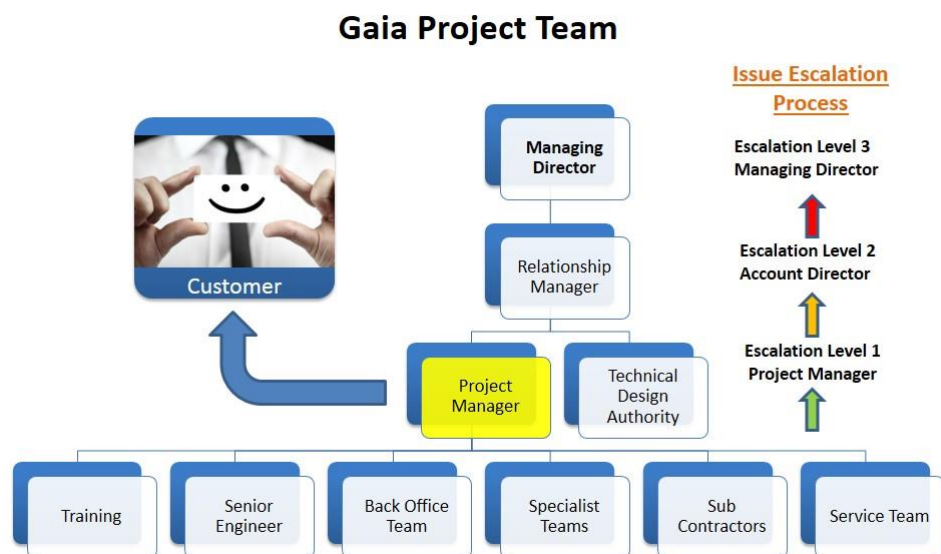
- An overview of business requirements, including use cases and activity flows where necessary.
- Application architecture including software and tools.
- Infrastructure including compute, storage, network access and network bandwidth requirements
- Service level requirements.
- Integration requirements and architecture, if required.
- Data requirements including databases, storage retention policies etc.
- Security requirements including password management, encryption etc.

The Project Manager will share with approved stakeholders an online dynamically updated project plan using Gaia online Project Management Dashboard. The plan will include tasks, milestones, work-packages, progress reports, Gantt Charts and notes as to the completion of tasks. Gaia utilise cloud based Project tools to enable online collaboration and up to date communication of phase and task completion with stake holders, but would be amenable to adopting a standard customer system, subject to agreement.

Delivery Phase

This is the final stage of the (Assess, Design, and Deliver) ADD Protocol. The delivery phase involves the close working relationship between the Gaia Commercial, Technical and Operational Teams working on the agreed tasks and continuously feeding back to the corresponding Customer's team progress through online project information updates as well as pre-set Audio/Video Conferences and Face to Face meetings.

The Project Manager remains the focal point for all communications and the role involves project managing the implementation and control of the Scope of Works, including managing defined phases, underpinning stages and boundaries and controlling risks.



A typical team organisation chart is shown above which highlights the single point of management and the underlying support through commercial, technical and supporting services. The diagram also demonstrates the escalation route which can be triggered at any stage of the implementation.

The implementation may be supplemented by a number of technical Gaia service options, notably data extraction, technical design and post delivery service support.

Initiation

During project initiation monies, people, and resources are allocated to implement the project in line with the agreed Scope of Works. This includes interfacing to customer project and quality systems, setting up project control mechanisms, project files and collaboration environments.

Off-boarding

Off-boarding covers the technical, service and commercial aspects of terminating the current service ensuring data, software and operational documentation are removed and made available to the project team.

On-boarding

The On-boarding Phase deals with technical, service and commercial actions required to initiate the implementation establishing the technical infrastructure, tools and configurations required to support the process including service initiation and the setup / purchase of the infrastructure (IaaS, PaaS, SaaS) to host the new services.

Migration

Once the Service is initiated and the core technical infrastructure is setup the implementation of technical and service migration of the service to the new environment can commence in line with the detailed design plan. This is a critical phase of the delivery and will be closely overseen by the Gaia Project Manager following agile or Prince 2 implementation processes to minimise and control risk and ensure successful delivery.

Integration

Following migration of the service to the new environment, a system and service integration phase may be required in relation to internal or 3rd party systems to establish the full end-to-end customer solution. This may include integration with other cloud and non-cloud software and application services and providers.

Acceptance Testing

User and Operational Tests are pre-agreed scripts detailed in the Scope of Works document and carrying out those tests will be done by customer technical, operations and business representatives alongside Gaia Project Manager and Project Technical Lead.

Tests are classified into Core and Partial where a Core criteria reference a systematic component of the service without which the services fails to function. Partial operational criteria typically reference a desirable functionality but will not impede the functionality of the system.

Failure to either type of test will be analysed, and corrective actions and plan for implementation is put on place and test scripts will be repeated until the tests are passed.

Commissioning

This is the final stage of the delivery phase where the Customer begins to utilise the service.

Off-Boarding

Following successful service commissioning, a post-implementation meeting will be held to review project delivery against the plan including cost, timeline and acceptance testing.

The project will then be closed and unless additional services are required, Gaia will destroy all data held in its systems belonging to the Customer. Gaia is an **ISO 27001:2013** registered company and it applies the security standard for data handling and retention on itself, and customers' projects.

Service Management

Gaia is an ISO 2000-1:2011 Registered Organisation and its projects are typically run according to Agile and/or Prince2 project management guidelines to control the Assessment, Design and Delivery phases. The service requires close collaboration with the customer and key stakeholders in relation to project definition, acceptance criteria definition, and change and risk management.

Hours of Service

The service is provided during Core Hours of Service, which are Monday to Friday 8am to 6pm, excluding Public Holidays and the period between Christmas Day to New Year's Day inclusive.

Project Control

The service can be regarded as a number of distinct projects each divided into stages, with acceptance criteria acting as boundary gates, which must be satisfied before progressing. Each stage will be defined in terms of work packages specifying the activity, subtasks, owner, authoriser, milestones and acceptance criteria.

Project control is maintained by the regular review and reporting of work package progress against milestones; capturing issues, taking mediating actions and escalating as required. The Gaia Project Manager will, as required, update the under a change control process and a risk log will be maintained.

Work packages will be closed on completion and acceptance criteria compliance as appropriate. The final work package(s) form the boundary to the next migration project stage and will typically require customer sign-off before progressing to a new stage.

The Gaia Project Manager will provide regular communication of project progress and risks via a weekly Project Progress Report and by other agreed communication mechanisms such as face-to-face progress meetings, conference calls, project board meetings and risk and issue reviews.

Project Reporting

The Service will deliver a weekly Cloud Migration Project Progress Report highlighting:

- Service progress against the Plan.
- Current issues, risks and mitigation actions.
- Current project spend against budget.

Risk Management

The Gaia Project Manager will hold and maintain a risk log, which prioritises project risks and identifies mitigating actions, owners and timescales. Risks will be regularly reviewed, reported and escalated to the customer following an agreed process.

Change Management

Major business, technical or service change affecting the baseline Plan will typically be reviewed by a Project Board, which includes the Gaia Project Manager. The Change Project Board will agree the change scope, planning, implementation and cost impact.

Significant customer changes impacting the service will follow an agreed Request for Change process to Gaia. Changes will be logged and referenced as part of a project configuration control approach, which maintains service integrity and control.

Service Deliverables

The following deliverables are key milestones within the project lifecycle:

- **Assessment** Report outlining the customer business requirements, migration budget, IT solution/service overview, stakeholder information; priorities, timescales and risks; and acceptance criteria.
- **Design** or Scope of Works Document detailing individual work packages, high and low level design documents specifying approach to implementation and success criteria with any associated service options such as training, warranties or ongoing support and management.
- **Delivery** plan and detailing:
 - Plan of works against each of the work-packages, milestones and tasks
 - Progress Reporting on agreed interval covering progress, issues, risks and mitigation actions.
- **User Acceptance Tests** confirming the compliance of the new service against acceptance criteria.
- **Operational Acceptance Test** confirming compliance with the suitability for Service commissioning
- **Project Closure** review which highlights deliverable against planned cost, schedule and acceptance criteria.

Project Milestones

The following is an example of primary milestones within the lifecycle of the **Assess / Design / Deliver** approach. Gaia will agree with the customer to additional milestones that trigger the next stage of the project implementation or funding approval. These additional milestones would be agreed during the design phase and the project plan development phase.

Project Deliverable	Deliverable Due Date
Project Setup and Brief	Two working weeks after completing the assessment
Scope of Works	Two working weeks after approving the HLD/LLD in design meetings.
Project Plan	Issued with Scope of Works
Project Progress Reports	Weekly, delivered by end of each working week during the Delivery Stage.
Work-Package Completion and Mutually Specific Milestones	Those are specific work-packages or milestones agreed with the customer at specific points in time or project deliverables that form part of the overall project completion.
User and Operational Acceptance Testing	One working week after completion of witnessed tests
Project Closure / Review	One working week after review meeting

Pricing and Invoicing

Gaia offers its customers an initial estimate of costs assessed during a pre-sale consultancy on the basis of the size and the scope of their requirement. Once detailed designs and approach is completed, Gaia will agree a fixed or on-going price approach for one or all components of the service.

Gaia is a competitive organisation and is happy to match and improve over service delivery and pricing with its competitors to offer its customers a working solution that is fit for their purpose.

Invoicing will be related to milestone completion with a 5% for 30 days post commissioning.

Training and Trial Service

The service may or may not include customer training or trials. Where these are requested they would be detailed as part of the extended services and specified in the Scope of Works document.

Service Credits

The Cloud Migration service does not issue Service Credits.

Service Termination and Off-boarding

Customers may terminate the service in line with the relevant Gaia Terms and Conditions. On completion of the service, Gaia will:

- Provide the customer with copies of all project deliverables and reports.
- Cease its access to any project or collaboration tools or workspaces.
- Delete and cleanse any customer-related data or information held by Gaia or on Gaia infrastructure to required security standards.
- Should the Customer terminate early / before the end of the agreed period additional exit charges may apply

Service Constraints

The service has the following limitations and exclusions:

- The service is based on an Assess, Design and Deliver approach
- The Customer can allow Gaia entry at any stage in the above life cycle.
- The service is a one-off and unless specifically agreed, does not include ongoing support.
- The Design stage includes the production of a detailed Scope of Works document which will be required prior to any delivery. This “design” phase will not preclude the customer from detailing their requirements.
- Changes to the design agreed in the Scope of Works document are controlled and may incur further cost.
- Unless specifically agreed, this is a remote service and does not include on-site visits which if requested will be subject to prior agreement and charges.

Customer Responsibilities

The customer has the following responsibilities in relation to the service:

- The customer will provide Gaia with access to, and the sufficient time of, customer business and technical stakeholders in order for Gaia to carry out its work.
- The customer will provide Gaia with contacts and technical information in relation to existing services, and service integration partners, in order for Gaia to conduct its Assessment phase.
- The customer will agree to milestones and associated costs prior to starting the project delivery.
- The customer will witness of Acceptance Criteria with Gaia in relation to all key project stages.
- The customer will provide on-going input to the Project Manager in relation to changes and risks.
- The customer will follow designated procedures for logging for Request, Change and Support.

Service Options

This service may be enhanced by a number of options to enhance and add value.

Training

Gaia can provide a service to help customer team learn how to manage the service within the new environment and provide support within that context.

Data Extraction Service

Gaia can provide a service for extracting and processing specified customer data located on existing infrastructure which can be conducted on a periodic basis or as a 'one-off' as part of this service.

Design Authority Service

There are a number of aspects that need to be considered when integrating existing infrastructure, service or application whether on premise or in the Cloud. It would be therefore necessary for the Customer team to consult with skilled professionals to help them review aspects of the requirement that is not immediately part of the requirements but will ultimately affect its future implementation.

Gaia can support the customer by providing them with a Technical Design Authority across the following:

- Secure Cloud hosting with Content Distribution Network
- Application Development,
- ITIL 2.0/3.0 Service Management and Delivery
- IaaS compute and storage platform design
- PaaS and SaaS design for application, database and service integration requirements.
- Security design to incorporate IL2, IL3 requirements.
- Network design, including secure access and service integration requirements.
- Backup and disaster recovery solutions as required.

On Premise Infrastructure Consolidation Service

This is a service whereby Gaia offers the Customer temporary resources (design, time, skilled professionals, and hardware resources) to help them re-organise their environment prior to finalising their final status.

Where a Customer is attempting to migrate a number of services from a legacy on premise or Cloud infrastructure, it will be necessary to carry out an assessment as to what can be removed, migrated to other environments, virtualised, or replaced with another service. During such stage, it would be necessary for the Customer to have the resources necessary that will help them re-organise such services.

The service will consider the use of:

- Infrastructure consolidation: typically virtualisation technology to reduce the number of solution physical servers and to increase resilience, scalability and agility.
- Application consolidation: typically the use of shared platform approaches to simplify the size and scope of the application architecture.

Application Support Service

Gaia can offer application support to Cloud Service Provider-hosted 3rd Party 'off the shelf' and/or bespoke customer applications. Support duties include:

- Application availability and health monitoring and alerting via scripts and plug-ins.
- Incident diagnostics, corrective action and/or workaround provision.
- Application-oriented routine maintenance and housekeeping tasks e.g. log maintenance, routine content uploads and backups.
- The implementation of minor upgrades and patches.
- Application developer and 3rd party liaison.

Managed Application Environment Service

Gaia can provide a fully scoped managed service up to the management of Cloud Service Provider-hosted applications and can include support to:

- Operating System.
- Web servers.
- SQL Server.
- MySQL.
- SharePoint platforms.
- Application support to off-the-shelf and/or bespoke customer applications.
- Code-level application management to Gaia developed solutions.

Associated Services

Gaia offers a suite of services covering IaaS, managed infrastructure, managed services and associated professional services. These can be taken up individually or in combination to support a wide range of hybrid cloud solutions with differing information assurance, security and connectivity requirements.

Infrastructure as a Service

Gaia provides a procurement route for public cloud platforms such as Amazon Web Services, Google and Microsoft Azure allowing us to procure and manage these cloud services on your behalf.

Gaia Managed IaaS

Our Managed Infrastructure service looks after the day-to-day running of your cloud infrastructure, freeing you up to focus on more strategic work. We'll take care of your virtual machines, operating systems and network connectivity, undertaking provisioning, general housekeeping, anti-virus configuration and patching. We also offer a number of optional add-on managed services including VPN, backup, DR, Active Directory, load balancing, PSN connectivity, SSL certificates, secure remote access and hybrid cloud connectivity.

Gaia Managed Application

Gaia offers its customers the day-to-day running, maintenance and backup of data and database based applications (MS SQL Server, Oracle, MySQL, and Hadoop). The service includes availability and health monitoring, integrity checking, regular housekeeping, user management, performance tuning and incident handling. We also provide a wide range of service options (including business intelligence and data analytics services) and can design and build a database to your requirements with our associated Cloud Professional Services.

Microsoft Skype for Business (Lync 2015) and SharePoint services, either separately or in combination, in order to deliver an enterprise collaboration platform for a Customer organisation. The Service includes Active Directory (AD) and application management, availability and health monitoring, backups, integrity checking, regular housekeeping, performance tuning and incident handling. Optionally, Gaia can also provide user and mailbox management services and DR facilities.

Gaia Managed Security

From its 24/7 Network Operations Centre, Gaia provides the setup, configuration and ongoing operation of log monitoring, event analysis and automated alerting. All relevant logs are collected, analysed, reported on and archived appropriately to help them adopt a robust approach to security and service resilience.

Gaia Consultancy

We offer a range of specialist technical and business Professional Services to organisations utilising or planning to utilise Cloud-based IT Service Delivery models, covering both cloud and security. We have a broad range of practical experience in relation to managing many aspects of cloud and IT service design, migration and operation. We draw on this experience to offer organisations skilled, flexible and pragmatic resources to meet short-term business challenges and/or to contribute to, or lead, long-term projects or cloud-centred IT transformation programmes.

Annex 1: Pricing

Product Pricing

IaaS, SaaS or PaaS subscription, or licensing monthly or annual costs will be passed to the customer **at supplier advertised rates including any discounts for volume purchasing offered by the supplier**. Gaia will act as a reseller of 3rd party services at their advertised costs and discount structure in the relevant time period from their corresponding suppliers.

Service Pricing

If an organisation is procuring multiple solutions from Gaia Technologies, the overall solution costs may be considered and economies of scale applied. Our approach to service pricing is as follows:

Pre-Sale Consultancy

Gaia will provide a **free** pre-sale consultancy to help assess the initial requirements of the Customer and determine our ability to provide a successful solution.

Assessment Stage

The Assessment Stage will be priced based on a fixed number of consultancy days conducted by a Gaia Consultant and Gaia Project Manager at the provided SFIA Table Day Rate of “Strategy and Architecture” and ‘Procurement & Management Support, 6. Initiate / influence’. A key deliverable is a clear project brief and a baseline plan

Design Stage

The Design Stage will also be a fixed-price technical consultancy and project management service, which delivers a clear Scope of Works Documents containing a High and Low Level design documents, approach to implementation and success criteria for the delivery.

This stage is conducted by a Gaia Project Manager at the provided SFIA Table Day Rate of “Strategy and Architecture” as well as ‘Procurement & Management Support, 6. Initiate / influence’.

Delivery Stage

The Delivery Stage will also be a fixed-price technical consultancy, implementation and project management service, which delivers the agreed milestones according to the specific project plan including:

- Project Initiation,
- Off-boarding of Legacy Services,
- Service On-boarding,
- Service Migration,
- Service Integration,
- User and Operational Acceptance
- Service Commissioning

This stage will be conducted using a combination of commercial, technical and operational resources with cost across the multiple entries of the SFIA Table Day Rate.

Rate Card

Standard Day Rate Card

	Strategy & architecture	Business change	Solution development & implementation	Service management	Procurement & management support	Client interface
1. Follow	350	350	350	350	350	350
2. Assist	450	450	450	450	450	450
3. Apply	550	550	550	550	550	550
4. Enable	650	650	650	650	650	650
5. Ensure/Advise	750	750	750	750	750	750
6. Initiate/Influence	850	850	850	850	850	850
7. Set Strategy/Inspire	950	950	950	950	950	950

Consultancy Standards

- **Working Day:** 7.5 hours exclusive of travel and lunch.
- **Working Week:** Monday to Friday excluding bank holidays
- **Office Hours:** 09:00 – 17:00 Monday to Friday
- **Travel and Subsistence:** Included in day rate
- **Professional Indemnity:** Included in day rate.