

Transition to Cloud Services

Service Definition Document

Prepared for: G-Cloud 10 Framework Agreement

Prepared by: CDG (Scotland) Ltd hereafter referred to as 'CDG'

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TRANSITION TO CLOUD SERVICES

About CDG

CDG is an innovative SME with over 30 years of experience in the Scottish Public Sector. We provide consulting, technical architecture, network security, application development, systems integration, disaster recovery, testing, deployment and support services. This increasingly includes cloud-based elements as organisations look to drive further efficiencies and reduce costs. Our clients include Scottish Government, its departments and agencies, Historic Environment Scotland, CalMac and NHS as well as leading ICT providers such as Elcom, Lockheed Martin, Maindec, CompanyNet, CGI and IBM

Service Overview

These services assist clients wishing to transition to public, private, hybrid or community cloud services. We offer a range of services from planning and proof of concept through to systems architecture, integration, implementation and support. Experienced SIAM services provider and cloud technology specialist with an enviable reputation for service quality.

CDG is able to assist in the transition to four Cloud deployment models:

- Public Cloud: where the service is open for public usage.
- Private Cloud: (or internal cloud): where the platform is implemented on a cloud-based secure environment that is safeguarded by a firewall that is under the governance of the IT department that belongs to the particular organisation.
- Hybrid Cloud: cloud computing, which is integrated. An arrangement of two or more cloud services where resources are managed and provided either in-house or by external providers.
- Community Cloud: where setup is mutually shared between many organisations that belong to a particular community

The service offered depends on how ready an organisation is to adopt cloud services and on the chosen deployment model. Typically any transition service covers one or more of the following service elements:

Cloud Readiness Assessment

CDG works in a structured way to explore and understand pain points of the current platforms and strategic thinking for cloud services in the future. The objective is to capture in detail what the current service(s) are, the underpinning hardware, software and networking elements, service strengths and known issues. Further, it considers what cloud business benefits are being sought, what other service constraints exist and seeks to identify (if appropriate) any tactical fixes that might be needed in the immediate term. The output of this stage is a 'to-be' cloud service definition outlining the proposed solution and deployment plan. This may include an early proof of concept or pilot phase if considered appropriate.

Cloud Transition

This covers all implementation activities including planning, systems integration, configuration management, release management, change management, testing and assurance. It finishes when the testing activities are complete and the client is ready to adopt the new cloud service.

Post Transition Support

Post deployment support services could be anything from conducting a post deployment review to offering on-going advice, guidance or support.

Service Features

- 30 years of experience consulting, architecting, implementing and supporting customer systems
- Focus on Public Sector and associated government department and agencies
- Track record in building and transition to cloud services
- Recent examples include:
 - Historic Environment Scotland's hybrid cloud solution
 - Design, Build and Support of Scottish Housing Regulators award winning Business Intelligence service including an innovative single sign on solution allowing staff to securely access this externally hosted cloud service from their corporate devices
 - Design, Build, Migration and Support of the cloud platform hosting the Scottish Public Sector eProcurement service (PECOS)
 - Analysis, design and migration of the Scottish elements of the Food Standards Authority (FSA) from a private sector hosted ICT service to the SCOTS private cloud
- Cloud readiness assessment, cloud deployment and post deployment services offered
- Trusted relationships with many leading ICT providers to aid deployment activities
- Best-in-class people deployed to exploit intelligent use of cloud technologies
- Experience includes:
 - Microsoft Active Directory
 - Microsoft System Center Solutions
 - Microsoft SQL
 - Microsoft Azure
 - Microsoft Office 365
 - VMware including Site Recovery Manager
 - Storage Area Networks, EMC, HP, NetApp, IBM, Dell
 - Oracle
 - All unix platforms
 - Cisco, HP, Brocade, F5 networking
- Services will differ according to client needs

Service Benefits

- Low risk transition from a trusted and proven supplier
- Increase efficiency savings to help improve cash flow
- Introduce operational agility to cope with fluctuating demands
- Implement disaster recovery solutions that avoid large up-front investment
- Reduce on-premise maintenance activities
- Reduce capital expenditure moving to pay-as-you-go
- Increase team collaboration to access, edit and share documents
- Work from anywhere if you've got an internet connection
- Enhance security by minimising local storage of sensitive information
- Drive competitiveness by fast access to enterprise-class technology
- Deliver environmental responsibility by minimising carbon footprint.

Information Assurance

CDG's engagements are typically for organisations such as Scottish Central Government where adherence to standards such as ISO 27001 certification, CESA guidance, network codes of connection and Government Security Classification (GSC) is essential. Our designs and implementations are regularly penetration tested and subjected to CLAS and CHECK reviews.

Service Assurance

CDG support, promote and comply with government and industry best practice for service assurance. This includes, but is not limited to:

- Prince2 - government's project management method
- TOGAF (the Open Group Architecture Framework) - an industry-standard architectural framework - a detailed method and a set of supporting tools for developing a broad range of different ICT architectures to enable business requirements to be met by IT systems
- Microsoft Project - the widely used project planning/management software
- ITIL (IT Infrastructure Library) - used as best practice guidance for consultancy assignments on service delivery improvement
- CESA
- PSN and SWAN codes of connection.

Best-in-Class People

CDG recognise that the relevant expertise and credibility of its consultants are of paramount importance to ensure the quality and rigour of our work. We have an exceptional track record in the deployment of best-in-class individuals whose consulting and technical expertise is matched with strong public sector awareness and a flexible approach. This enables us to offer innovative service solutions that best meet a clients needs.

CDG may, from time to time, choose to include specialist sub-contractors in the delivery of the service. Any such arrangement is discussed with the client in advance and is subsequently noted in the Order Form.

Data Backup, Restore and Disaster Recovery Levels Provided

CDG is able to advise and implement appropriate data backup, restore and disaster recovery service options, from off-site tape backups, replicated disk to disk through to tightly integrated hypervisor-level VM replication with automated site recovery. All disaster recovery solutions are fully tested and CDG recommend and perform regular rehearsals of disaster recovery scenarios for our clients.

Pricing Overview

£405 to £1,480 per person per day (during Office Hours and Working Week)

Excludes VAT, travel and subsistence

Minimum contract period: 10 days

The Service is offered on a time and material day rate basis as per the CDG SFIA Rate Card. A copy of this can be found using the 'SFIA Rate Card' link next to this Service Definition Document in the Digital Marketplace. Rates chosen depend on each individual requirement and level of skill and experience required.

In most instances there is a need to customise the service in order to meet individual requirements and conditions. This is done in consultation with the client and pricing is subject to the same CDG SFIA Rate Card.

CDG is able to offer further discounts to the day rates under certain conditions to ensure value for money to the client at all times. This is assessed on a case by case basis and is typically in recognition of one or more of the following conditions - strategic importance of the service being undertaken, number of days purchased, financial value of expenditure and length of service.

Service Constraints

Service constraints vary from client to client and are dependent on a number of factors pertinent to their environment and priorities. CDG recommends early engagement to identify what these are (if any). Any service constraints identified are captured and clearly documented within the Statement of Service.

Service Levels

Where Service Levels are required CDG recommends early engagement to agree performance parameters, KPIs and availability requirements, support hours, severity definition and so on.

Financial Recompense

Should Service Levels be required, any financial recompense for not meeting any those Service Levels are agreed on a case by case basis and are dependent on factors relating to the severity of those Service Levels and the supporting environment.

Ordering and Invoicing Process

Buying through the G-Cloud framework is faster and cheaper than entering into individual procurement contracts. It offers a simple, pre-agreed and legally compliant arrangement comprising, in order of contractual precedence:

- Framework Contract (between CDG and the G-Cloud framework managers, Crown Commercial Service)
- Call-Off Contract (between CDG and the client)
- Order Form (sets out the detail of each order for the Call-Off Contract)
- Service Contract (defines the specifics of the terms and conditions of the CDG service)

All parties must ensure that they follow a pre-described buying process summarised below:

1. Prepare requirements and get approval for what is needed
2. Search for services on the Digital Marketplace using key words
3. Review services and apply filters to create a shortlist
4. Evaluate options to find the best value for money
5. Choose the service, award contract and sign the call-off agreement
6. Complete the CCS benefits form.

CDG recommends making contact as early as possible in the procurement process to discuss individual requirements and strategic thinking. The outcome of these discussions is a document called the Statement of Service. This describes in detail the service that CDG proposes in order to meet organisational priorities and constraints. Pricing for the service is on a time and materials basis as per CDG's SFIA rate card. A copy to this can be found using the 'SFIA Rate Card' link next to this Service Definition Document in the Digital Marketplace.

On contract award (or step 5), the client completes the order (in accordance with the Order Form for the Call-Off Contract) and issues this to CDG. The order is for the total price for the service described in the Statement of Service and on receiving this CDG actions commencement of service delivery.

CDG raise invoices monthly in arrears and as otherwise in accordance with the contract agreed. The customer shall pay each invoice within thirty (30) days of the date of issue.

Termination

Given the quality of the service proposed it is not anticipated that there will be any wish to terminate any contract. In the extremely unlikely event where termination is required, either party can do so by giving at least three (3) months written notice. Any termination will be in accordance with the CDG Services Contract specific to this service. A copy can be found using the 'Terms and conditions' link next to this Service Definition

Document in the Digital Marketplace and should be read in conjunction with the G-Cloud Framework Agreement and G-Cloud Call-Off Contract.

Technical Requirements

CDG designs its solutions to support the technical requirements agreed during the requirements gathering phase of the engagement.

Client Responsibilities

CDG agree any client responsibilities in advance and document these within the Statement of Service. These include:

- maintaining appropriate organisation and governance structures to support the delivery of the services
- providing information on the current state of the IT provision, IT organisation, staff and skills
- providing access to client sites for the purpose of carrying out the delivery of the service
- review and approval of service outputs
- communications with the organisations IT team and broader client community
- be in possession of all relevant software, hardware and licenses required to deliver the proposed service.