



NEL BI Cloud Solution Hosting

G-Cloud Hosting Service Options

NEL
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About NEL

NEL is one of the strongest Commissioning Support Units (CSU) in the country, offering a seamless support service that is excellent value for money. Our collaborative and innovative approach to everything we do drives consistently high standards in the quality of our work. Our priority is to deliver excellence and innovation to help our customers achieve their strategic goals.

We deliver insight, innovation and excellence to help achieve your strategic goals and strive to be your trusted advisor and indispensable partner. We operate openly, with integrity and in line with our NHS culture and values. We achieve this by:

- An unsurpassed track record of delivering effective services that help our customers to improve health and health services and to reduce health inequalities;
- Being responsive, easy to do business with and ensuring we understand our customers' needs;
- Leveraging our scale to provide specialist advice and support, access to the best talent and delivering optimum value for money, whilst remaining nimble enough to offer tailored packages according to customer requirements;

NEL is the leading provider of analytics to NHS commissioners, putting you, the customer, at the heart of everything we do. We deliver consistently high-quality products and services, all of which are overseen by our executive team. We provide expert support and advice to NHS England (NHSE), Sustainable and Transformational Partnerships (STPs), Clinical Commissioning Groups (CCGs), Hospital trusts, GP Practices and Local Authorities to improve the delivery of healthcare for their populations

Service Overview

NEL provides Business Analysis, Design and Implementation services that will support you to build and manage cloud solutions using the Microsoft Technology Stack, specifically the Microsoft Business Intelligence stack. We provide private and public cloud hosting within NEL hosted services or within the Microsoft Azure cloud services including Infrastructure as a Service (IaaS), Platform as a Service (PaaS) and Software as a Service (SaaS) solutions. NEL will engage with you iteratively to deliver solutions that will solve your specific business needs.

Health and social care private/public cloud hosting design, build and manage solutions focused, on the Microsoft Technology Stack to support population health management, the service will include;

- Microsoft Azure based;
- IaaS/PaaS/SaaS options;
- Care improvement focused;
- Data warehousing, reporting and visualisation tools (SQL/PowerBI/SSRS/SharePoint);
- Unique understanding of Health and Care data solutions;
- NHSE/CSU/CCG/STP/Acute/Community/Mental Health basis;
- Integrated Care Systems;
- GPs, Alliances/Network/federations/partnerships;
- Information Governance and NHS and social care data use of Public Cloud Services compliant;

Planning and strategy

NEL has knowledge and skills in numerous areas that will support our customers in leveraging cloud solutions. It includes planning cloud roadmaps and integrating them with organisational and wider ecosystems as well as help in planning to maximise any existing investment in cloud services that customers have already made.

Managed service hosting options

Our Managed Services options provide a uniquely flexible approach to delivering support services. Unlike many of our competitors, our Managed Services hosting option are provided by highly qualified and experienced NHS professionals and designed to support health and social care organisations but with the flexibility to support any organisation e.g. STP/CCG/Integrated Care System. Our full range of remote, onsite and emergency support services covers all key application, database and infrastructure technologies plus we provide additional services including Service Desk management and IT and Business Process design and delivery.

Our solutions have been designed to ensure compliance with

- General Data Protection Regulation (GDPR);
- NHS and social care data: off-shoring and the use of public cloud services;

NEL as part of NHSE, having a strong Information Governance compliance team and operating an NHS Digital DSCRO environment, have been involved in shaping the content of the guidance "NHS Guidance on cloud services"; Within service hosting, we can support a full turnkey service or provide flexible support options depending on the customer capacity and appetite. We can manage through IaaS or PaaS solutions end-to-end solutions;

The NEL BI function primarily supports the following key services;

- **Compute and application hosting; (IaaS);**
- **Relational databases; such as Microsoft SQL Server or Azure DB etc.;**
- **Collaboration services such as SharePoint;**
- **Data Warehousing;**
- **Web server applications;**
- **NoSQL;**
- **PaaS;**
- **BI Reporting Tools (PowerBI, SSRS, Tableau);**
- **Message queuing and processing;**
- **Azure Machine Learning / AI;**

Our service delivery takes advantage of the wide range of services supported by our NEL ICT colleagues who can offer the following services under this arrangement;

- **Cloud hosted virtual desktop estates;**
- **Archiving, backup and disaster recovery;**
- **Load balancing;**
- **Logging and analysis;**
- **Networking (including Network as a Service);**
- **Infrastructure and platform security;**
- **Firewall;**
- **Intrusion detection;**
- **Protective and Performance monitoring;**
- **Search;**
- **Storage;**
- **Block storage;**
- **Object storage;**

- **Distributed denial of service attack (DDOS) protection;**

Key cloud managed service Features

The key features of our services are the provision of;

- Specialists in supporting integrated care and population health management solutions;
- Hybrid cloud (on-premises and cloud solutions) options including Microsoft Azure;
- Full Microsoft Technology Stack and wider service hosting solutions as needed;
- Support for Business Intelligence and Analytics services;
- Aligning solutions to existing customer strategy for ICT, Analytics and Digital services;
- Security and Identity Management;
- SQL Server and Microsoft BI stack support and maintenance;
- NHS and social care use of Public Cloud Services compliance;
- N3 and Public Service Network (PSN) compliant hosting solution interface;
- Knowledge of public sector requirements to support health and social care providers;
- Information Governance compliance design for system and data architecture;

Successful managed support services

Our Client Services and BI team are responsible for the on-going availability and continuity of the systems that:

- Provide an end to end hosting and support system for North West London CCGs to support the delivery of the population health management tool, Whole Systems Integrated Care (WSIC) via a core IaaS service plus additional support, the services covered are;
 - Managed IaaS support and guidance (including patching and performance monitoring);
 - Data management services including a GP data extraction service supporting care provider data feeds on daily, weekly and monthly refresh cycles;
 - Data warehouse platform hosting;
 - Data visualisation reporting tools via Tableau;
 - Messaging interface service configuration, setup and management;
- We provide hosted data and reporting environments accessed by Academic Institutions, CCGs, STPs, Provider organisations, NHS Digital, NHS England and third party commercial vendors delivering services to health and social care organisations.

Business As Usual adoption and implementation

When implementing new systems we will work with customers to transition their BAU systems and processes, using the following methods;

- Planning, facilitation, procedures and operating model design and adoptions
- Lean methodology application to 'as is' and new operating processes to create business efficiency
- Dual running support and User Acceptance Testing
- Transfer of roles and responsibilities
- Agree on and document existing and future support models

Hosting service optimisation and solutions

Recent examples of how our Client Service Team transforms business include:

- Data operations consolidation;
- Supported local solution migration to Microsoft Azure;
- Business transformation from business case to support, for leading health and social care and population health management solutions;
- Identifying suitable market vendors and support organisations to achieve the desired strategic results;
- Interfacing existing solutions with IaaS and PaaS solutions to leverage hybrid operations and maximise existing investment in assets,
- Enabling access to better business information for leading service providers in the health sector;
- Increasing efficiency through high-impact and value-for-money solutions for public sector customers;
- Supporting new market entry for leading utility companies;

Ongoing cloud support options

First-Line / Service Desk Support

As a standard offering, first-line support will be provided between 8:30 am to 5:30 pm, Monday to Friday, excluding national holidays, via email and phone. The core functions provided are;

- Ticket logging for all service requests and incidents relating to access and/or use of systems;
- Ticket logging for all service requests and incidents relating to requests for data;
- Ticket logging for all service requests and incidents relating to queries and ad-hoc requests;
- Assignment of logged service requests and incidents to the appropriate team for resolution; and
- Agreeing prioritisation for logged service requests and incidents with the designated team in line with customer business needs and priorities;
- Escalation of a ticket from incident to problem - internal escalation process;
- Provide monthly reports on the performance of the service;
- Liaising with second-line and third-line support teams;

These functions and the core support hours can be extended and tailored to meet our customers' requirements.

Second and Third-Line Support

Second and Third-line support staff, with greater technical knowledge and specialist skills will be available to assist with diagnosing and fixing problems or to respond to incidents.

Disaster Recovery and Backups

NEL will work with our customers to understand their data backup and security requirements, Recovery Time Objective (RTO's) and Recovery Point Objective (RPO's) to define and implement backup policies.

Database Performance Monitoring

For customers that require specialist SQL Server DBA support, NEL can deploy database performance monitoring tools to provide expert database and SQL query tuning, identify database problems in real-time and carry out root cause analysis on performance bottlenecks.

Why work with NEL

Working with NEL will offer the following benefits:

- Unrivalled knowledge of health and social care data and underlying systems;
- Extensive knowledge and experience of the Information Governance requirements for health and social care data as well as other providers such as the voluntary sectors;
- Our pragmatic strategy and design solutions will focus on outcomes;
- Adaptive solutions to meet financial envelopes with robust investment cases;
- Delivery at pace with focus on benefits realisation;
- Building stakeholder support and commitment to change;
- Collaborative working style, building internal team working;
- Skills transfer enabling continuous improvement;
- Influence, scale and partnerships;

Reseller and subcontracting

Whilst NEL have a private cloud solution we are ourselves harnessing the power and flexibility of public cloud services and are building this on the Microsoft Azure services. Having set this up we can offer solutions to customers on either mode and are able to offer flexible reseller options.

Microsoft Azure Services

As a reseller, we can facilitate the setup of arrangements direct between Microsoft and the customer or manage the interface. NEL have a strong relationship with Microsoft that has supported several proof of concepts and supported a number of customer cloud solution design and build projects.

Utilise NEL Azure services

Using existing NEL Cloud services allows a rapid, secure deployment allowing customers to benefit from existing services and connections. All environments will have suitable perimeter security and logical segregation of data and services.

Set up and manage customer Azure services

NEL can support those customers wanting their own customer data environments, similar to NELs that are dedicated, and these will be designed to interface with existing solutions (on-premises, public cloud or with third party data centres) or be transitioned to ongoing customer management at the end of any setup project.

Sub-contracting

NEL can provide all the services under this contract. However, we also realise that customers may have overlapping business priorities and require a flexible support model. To facilitate this approach we have arrangements to have in place a number of sub-contractors that can supplement and be overseen by NEL as a prime contractor, to provide/deliver some services.

Our partnerships

In the evolving health and care environment, it is more important than ever to work collaboratively with customers, stakeholders and partners. Whilst we are a support service provider, we feel we can work with any organisation to achieve better outcomes. Most organisations have a variety of support services and therefore we look to work collaboratively with your local framework of partners to add value. We will not push our solutions if they are not the right choice for you, and can provide flexibility in building on existing systems that can provide significant benefits for all.

Our delivery partners

We already work with a variety of delivery partners across our existing health and care economies customer base to maximise the potential benefits to patients. We have a range of existing relationships that we use to complement our existing service delivery. As long as the partnership is financially viable and achieves shared goals, we will support you to make it happen. Where it may not be the best fit, we will discuss this with you and suggest alternative options. We have access under the national procurement frameworks to support organisations that can complement our delivery of services to give you the best possible solutions.

Ways of working

Working in partnership is at the heart of our strategy and vision. We offer expertise to local health and care services and can help any health or social care organisation with cloud solutions ranging from big to small. To ensure we work in the most efficient way, we expect to establish close working relationships between NEL and our customers.

We will work with you to achieve your goals, asking you for advice or guidance on shaping local strategies or supporting the implementation of a local project or digital solution to achieving the best possible outcomes for your area.

Customer obligations

In any piece of work, NEL will expect the customer to have a Senior Responsible Officer (SRO) for the work NEL has been commissioned to undertake. NEL will look to support your SRO in their key areas of responsibility that we would expect in any delivery; however, the SRO will need to have authority to support and mobilise in the following areas;

- The customer will be responsible for maintaining the required Information Governance standards that the introduction of cloud services may require. These may include Privacy Impact Assessments, Data Processing Agreements and amendments to Fair Processing Notices.
- The customer shall bring to NELs attention any potential Information Governance risks including but not limited to those specific provisions surrounding person confidential data
- The customer will actively support the engagement and transformation process required to on board new services.
- The customer will actively support the engagement and transformation process required to on board new services.
- The customer will provide a clear Statement of Works and or requirements specification document and adhere to contract and change management processes.
- The customer will ensure there is access to dedicated ICT colleagues.

Pricing

NEL solutions are costed and priced based upon the specific need of customers. We offer competitive rates. We would look to ensure all services provide good value for money for customers.

Pricing structure

The cloud hosting solutions will follow the following outline model.

Services	Cost
Cloud Hosting Management (Private or public) IaaS/PaaS/SaaS	From £250 per month*
Compute Services (Private or public) IaaS/PaaS/SaaS	From £1.24 per unit per hour ^
Data and Infrastructure Management	Price on ask*^ using standard rate card
Consultancy support services	Price on ask*^ using standard rate card
Other Costs to be considered	Price on ask*^ using standard rate card# Licence costs, etc. will be charged in line with best available price^ or can be supplied by the customer

Key

* discounts available for longer projects, where there is clear alignment to NEL social values and strategic objectives and/or delivered into health and social care organisations

^ Services will be managed and passed through costs and charged per use dependant on user choice or consumption based upon specification, private vs public cloud and configuration options.

Implementation and Additional Services

Implementation and additional services will be charged in accordance with the standard rate card.

Standard rate card

	Strategy and architecture	Business change	Solution development and implementation	Service management	Procurement and management support	Client interface
1. Follow	N/A	N/A	N/A	N/A	N/A	N/a
2. Assist	N/A	£440	£440	£440	£440	£440
3. Apply	£598	£598	£598	£598	£598	£598
4. Enable	£780	£780	£780	£780	£780	£780
5. Ensure / Advise	£1091	£1194	£1091	£1091	£1091	£1091
6. Initiate / Influence	£1141	£1141	£1141	£1141	£1141	£1141
7. Set Strategy or Inspire	£1417	£1417	£1417	£1417	£1417	£1417

Discounts

Discounts will be applied based on the scale of cloud hosting management requirements. All public cloud Public Cloud Service costs i.e. Microsoft AZURE will be passed on to customers as a cost of consumption unless specified otherwise.

Public Cloud Services

NEL provides a managed infrastructure service based on Public Cloud Services provided by Microsoft Azure. We work with our customers to ensure that value for money is achieved by choosing the most appropriate options for Public Cloud Service for your requirements. All Public Cloud Services provide full price lists, these are regularly changed and updated and are not replicated here. Azure pricing can be found here: <https://azure.microsoft.com/en-gb/pricing/>

For up-to-date pricing for Azure resources, an online calculator can be found here: <https://azure.microsoft.com/en-gb/pricing/calculator/>

NEL can help customers understand the services on offer and provide the guidance you need to select the service that fits in with your Cloud Strategy, service requirements and technical skills. These can be

managed by NEL, at an agreed management fee or purchased directly through the customer depending on your preferences.

The managed service charge is dependent on the number, size and throughput of the compute resources and is based on an estimate of support hours required per month, calculated using the standard rate card. The following costs are additional and will be quoted based on specific customer requirements, these will include;

- Communications and connectivity;
- Integration Services;
- Active Directory integration;
- Disaster Recovery provision and simulations;
- Audit and Compliance support;
- Additional Penetration Testing;
- Additional security requirements/Official-Sensitive (IL3) operation;
- System configuration;
- Ongoing data management and enrichment, reporting tools and services;

Managed service costs can be from as little as £250 per server per month but will depend on required specifications.

Private Cloud Services

NEL can provide access to Private Cloud Services hosted within the NEL infrastructure as a service linked to the N3 and PSN network, in the same way as the Public Clouds Services. Alternatively, NEL can support you in establishing, maintaining or even maximising the potential of your own private clouds.

VAT

All prices quoted exclude VAT

NEL will not charge VAT to other NHS bodies in line with <https://www.gov.uk/hmrc-internal-manuals/vat-government-and-public-bodies/vatgpb9720>

Resource based pricing

Analytics Consultancy and Implementation services can be delivered on a day rate basis – by levels 3 to 7 (please refer to Rate Card).

Rate Terms and conditions

NEL and its customers will be expected to follow G-Cloud Terms and Conditions as a standard.

We look forward to working with you

NEL would be delighted to have the opportunity to work with you and believe we would add tremendous value due to our close working relationship, complementary NHS expertise and cloud service knowledge skills and experience.

All proposals assumes that our customers, working closely with NEL, will commit to jointly drive and deliver each phase of your project. In return, you can expect NEL to utilise its experience in providing

cloud services and a commitment to streamlining and automating work wherever possible, to ensure continuity of service and improved outcomes for customers.

Cloud hosting features

In general, we will look to support you using public cloud services. However as indicated below we can provide private cloud options within the NEL datacentres.

	Private Cloud (NEL)	Public Cloud (MS Azure)
System Requirements	Service features will be discussed as part of a service configuration. Please ask for more details.	See https://docs.microsoft.com/en-gb/azure/
	Service features will be discussed as part of a service configuration. Please ask for more details.	Linux or Unix, Windows, macOS, Other
System constraints	Service features will be discussed as part of a service configuration. Please ask for more details.	See https://docs.microsoft.com/en-gb/azure/ to determine applicable constraints based on buyers' requirements.
How quickly do you respond to questions?	We seek to acknowledge all routine questions within 3 hours.	See https://azure.microsoft.com/en-gb/support/plans/
	Service features will be discussed as part of a service configuration. Please ask for more details.	
Assistive Technology users	Service features will be discussed as part of a service configuration. Please ask for more details.	See https://www.microsoft.com/en-us/accessibility/
Support	Our service levels are agreed with the customer during the engagement process. We provide our customers with a variety of response levels and include business hours and 24x7 support via our dedicated help desk.	See https://azure.microsoft.com/en-gb/support/plans/
Web interface features	N/A	Manage and deploy services via the Azure Portal. See https://azure.microsoft.com/en-gb/

	Private Cloud (NEL)	Public Cloud (MS Azure)
API	Service features will be discussed as part of a service configuration. Please ask for more details.	Users are able to utilise the Azure API Management service to create their own API's for the solutions they deploy on to the platform. Additionally we have the Azure Service Management API, which provides programmatic access to much of the functionality available through the Management Portal. Available here https://msdn.microsoft.com/en-us/library/azure/ee460799.aspx Users are able to utilise the Azure API Management service to create their own API's for the solutions they deploy on to the platform. Additionally we have the Azure Service Management API, which provides programmatic access to much of the functionality available through the Management Portal. Available here https://msdn.microsoft.com/en-us/library/azure/ee460799.aspx
Describe what users can and can't do using the command line interface.	Service features will be discussed as part of a service configuration. Please ask for more details.	Azure CLI 2.0 is optimized for managing and administering Azure resources from the command line, and for building automation scripts that work against the Azure Resource Manager. See https://docs.microsoft.com/en-us/cli/azure/install-azure-cli
How do you help users start using your service?	Will depend on service configuration and support services. Please ask for more details.	See https://azure.microsoft.com/en-us/resources/ plus comprehensive online documentation for various solutions available across the platform. See https://docs.microsoft.com/en-us/azure/
How do users extract their data when the contract ends?	Customer are able to remove their data at any time through the same means they uploaded. This can be offered as a managed support service if required.	Customer are able to remove their data at any time through the same means they uploaded. Either over their network (internet or express route) or via the Azure Import/Export services. Also see https://www.microsoft.com/en-us/trustcenter/privacy This can be offered as a managed support service if required.
End of contract	Service features will be discussed as part of a service configuration. Please ask for more details.	Please see https://www.microsoft.com/en-us/trustcenter/privacy/you-own-your-data . In the Online Services Terms, Microsoft contractually commits to specific processes when a customer leaves a cloud service or the subscription expires. This includes deleting customer data from systems under their control. If you terminate a cloud subscription or it expires (except for free trials), Microsoft will store your data in a limited-function account for 90 days (the "retention period") to give you time to extract the data or renew your subscription. During this period, Microsoft provides multiple notices, so you will be amply forewarned of the upcoming deletion of data. After this 90-day retention period, Microsoft will disable the account and delete the customer data, including any cached or backup copies. For in-scope services, that deletion will occur within 90 days after the end of the retention period. (In-scope services are defined in the Data Processing Terms section of our Online Services Terms.) See http://www.microsoftvolumeicensing.com/Downloader.aspx?DocumentId=13655
Describe how else you protect data within your network.	Service features will be discussed as part of a service configuration. Please ask for more details.	

	Private Cloud (NEL)	Public Cloud (MS Azure)
How long are system logs stored for?	Service features will be discussed as part of a service configuration. Please ask for more details.	Down to user configuration but generally between 6 months and 12 months
Describe how else you protect data at rest.	Service features will be discussed as part of a service configuration. Please ask for more details.	See http://download.microsoft.com/download/0/D/D/0DD8FB12-6343-4A50-80B2-545F2951D7AE/MicrosoftAzureDataProtection_Aug2014.pdf , and https://docs.microsoft.com/en-us/azure/storage/storage-service-encryption
Describe how your service is designed to be resilient.	Service features will be discussed as part of a service configuration. Please ask for more details.	Please see https://www.microsoft.com/en-us/cloud-platform/global-datacenters and https://www.microsoft.com/en-us/TrustCenter/
How does your service report any outages?	Service features will be discussed as part of a service configuration. Please ask for more details.	Please see https://azure.microsoft.com/en-us/status/ and https://portal.azure.com/#blade/HubsExtension/ServicesHealthBlade
Describe how different organisations sharing the same infrastructure are kept apart.	Service features will be discussed as part of a service configuration. Please ask for more details.	Please see https://www.microsoft.com/en-us/TrustCenter/Security/default.aspx
Describe how you approach security governance.	Service features will be discussed as part of a service configuration. Please ask for more details.	Please see https://www.microsoft.com/en-us/TrustCenter/Security/default.aspx
What information security policies and processes do you follow?	We have standard security policies However service will depend on service configuration. Please ask for more details.	<p>An Information Security Management Program has been established to enable Microsoft Azure to maintain and improve its management system for information security. Through establishment of the ISMS, Azure plans for and manages protection of its assets to acceptable security levels based on defined risk management processes. In addition, Azure monitors the ISMS and the effectiveness of controls in maintaining the confidentiality, integrity and availability of assets to continuously improve information security.</p> <p>The ISMS framework encompasses industry best practices for information security and privacy. The ISMS has been documented and communicated in a customer-facing Information Security Policy, which can be made available upon request (customers and prospective customers must have a signed NDA or equivalent in place to receive a copy).</p> <p>Microsoft Azure performs annual ISMS reviews, the results of which are reviewed by management. This involves monitoring ongoing effectiveness and improvement of the ISMS control environment by reviewing security issues, audit results, and monitoring status, and by planning and tracking necessary corrective actions.</p>

	Private Cloud (NEL)	Public Cloud (MS Azure)
Describe your configuration and change management processes.		Also see https://www.microsoft.com/en-us/TrustCenter/Compliance/ISO-IEC-27001 and The Microsoft Cloud Security Policy is available via the Service Trust Platform aka.ms/stp
	Service features will be discussed as part of a service configuration. Please ask for more details.	<p>Azure has developed formal standard operating procedures (SOPs) governing the change management process. These SOPs cover both software development and hardware change and release management, and are consistent with established regulatory guidelines including ISO 27001, SOC 1 / SOC 2, NIST 800-53, and others.</p> <p>Microsoft also uses Operational Security Assurance (OSA), a framework that incorporates the knowledge gained through a variety of capabilities that are unique to Microsoft including the Microsoft Security Development Lifecycle (SDL), the Microsoft Security Response Center program, and deep awareness of the cybersecurity threat landscape.</p> <p>Please see https://www.microsoft.com/en-us/SDL/OperationalSecurityAssurance and https://www.microsoft.com/en-us/sdl</p>
Describe how you authenticate users when they access the service.	Service features will be discussed as part of a service configuration. Please ask for more details.	<p>Azure Active Directory is Microsoft's multi-tenant cloud based directory and identity management service. Azure-AD provides an affordable, easy to use solution to give employees and business partners' single sign-on (SSO) access to thousands of cloud SaaS Applications like Office365, Salesforce.com, DropBox, and Concur. For application developers, Azure-AD lets you focus on building your application by making it fast and simple to integrate with a world-class identity management solution used by millions of organizations. Azure-AD also includes a full suite of identity management capabilities including multi-factor authentication, device registration, self-service password management, self-service group management, privileged account management.</p> <p>https://docs.microsoft.com/en-us/azure/active-directory/active-directory-what-is</p>
Describe how you restrict access in management interfaces and support channels.	Service features will be discussed as part of a service configuration. Please ask for more details.	<p>Azure-AD can designate separate administrators to serve different functions. These administrators will have access to features in the Azure portal and, depending on their role, will be able to create or edit users, assign administrative roles to others, reset user passwords, manage user-licenses, and manage domains, among other things. A user who is assigned an admin role will have the same permissions across all of the cloud services that your organization has subscribed to, regardless of whether you assign the role in the Office365 portal, or in the Azure classic-portal, or by using the Azure-AD module for Windows PowerShell.</p> <p>https://docs.microsoft.com/en-us/azure/active-directory/active-directory-assign-admin-roles</p>

	Private Cloud (NEL)	Public Cloud (MS Azure)
Describe how you authenticate management access to your service.	Service features will be discussed as part of a service configuration. Please ask for more details.	See https://docs.microsoft.com/en-gb/azure/role-based-access-control/manage-access-to-azure-resources
What is not covered by your ISO/IEC 27001 certification?	Whilst we work towards ISO/IEC 27001 standards, we are not currently certified.	Please see https://www.microsoft.com/en-us/trustcenter/compliance/iso-iec-27001
Describe the free version of your service.	No free versions are available. However demonstration of capabilities are possible	Please see https://azure.microsoft.com/en-us/free
Provide a link to the free version of your service.	N/A	https://azure.microsoft.com/en-us/free/