Fordway

SERVICE DEFINITION

Fordway Cloud Service Management

Introduction

Fordway Cloud Service Management provides the added value services required to integrate and enhance Fordway's and other third party Cloud Services under a Service Integration and Management (SIAM) capability.

Cloud solutions, be they public, private or hybrid, are commodity services which offer the cost benefits but also adds complexity when planning the management of services that these individual solutions support. The customer's regulatory requirements and strategic approach to service management need to be mapped against both the service provider's deliverables and the internal organisation's service provisioning. All cloud providers will have their own service management models and associated Service Level Agreements (SLAs); it is important that the customer fully understands their own requirements when cloud services provide all or part of the customers' overall IT service.

Fordway provide insight and advice to develop a service integration and management layer that manages the cloud environment and meets the customer's Service Level Requirements. Fordway can then work with customers to review, design, implement and operate service management that supports the transition of their services into a cloud environment, potentially across multiple suppliers, to ensure their Service Level Requirements are met.

Overview

Fordway provide Cloud Service Management to provide a single point of contact for all stakeholder organisations within the service chain including internal customer groups, Fordway Cloud Services and third party suppliers.

This Service Management layer provides a true Service Integration and Management (SIAM) capability.

The services offered are:
- A nominated and responsible Fordway Service Delivery Manager for consumers of Fordway's hosted services; Infrastructure as a Service (IaaS), Platform as a Service (PaaS), Desktop as a Service (DaaS), Identity and Authentication Management Service (IDAMS), Cloud Monitoring as a Service (CMaaS) and Cloud Intermediation Services (CMIS)
- Scheduled onsite or teleconference service reviews, as appropriate, frequency to be determined on customer requirements, complexity of services managed, scale and criticality.
- Managed major incident and problem management process with SDM oversight.
- Customised reporting to customer requirements for Fordway and third party services consumed.
- Integration of Fordway's service management tools with customer IT Service Management applications for incident, problem, change, service requests and event forwarding.
- UK based manned 24 x 7 service desk services in addition to standard Cloud service portal based support.
- Optional end user support for clients' users.
- Integrated service management across multiple providers, offering single-point support including incident management, service level management and escalation for 3rd party suppliers.
- Service reporting to include availability and performance of other Cloud and third party services where customers contract for Fordway CMaaS (in G-Cloud Lots 2 and 3).
- Asset management of client devices and infrastructure.
- Optional onsite support staff where required by clients.

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Service Benefits

The key benefits of utilising Fordway's Cloud Service Management are:

- Tailored, human assistance for organisations migrating to Cloud services.
- Customised services and reporting in addition to those available from Fordway's standard services.
- Cross supplier service consolidation and reporting against defined service levels
- Independent review and reporting of third party supplier capabilities and outsourced contracts
- Service on-boarding and Service Management capabilities for dealing with multiple partners, including third parties
- Excellent and established relationships with other organisations (e.g. network providers for WAN links)
- All services provided are UK based
- 24 x 7 service capability where required

Information assurance

All elements of Fordway's Cloud Service Management are certified to ISO27001 and comply with ISO20000 and the ITIL framework. Data is managed to ISO27001 procedures. All Fordway services are delivered from Pan Government Accredited IaaS and DaaS Services. Fordway will treat all information at the appropriate level and for Public Sector clients is currently certified to store information up to and including OFFICIAL, we also can provide the necessary controls to meet OFFICIAL-SENSITIVE.

Service Initiation (on-boarding)

The service is predominantly a consulting engagement and the following procedure will be used to commence the service:

- Provide a combination of Project Manager, Account Manager, Relationship Manager, Lead Consultant and appropriate consultancy team, depending on the scope of the engagement. Fordway will generally seek to provide a peering alignment with the customer.
- Agree and formalise Non-Disclosure Agreements
- Review the customer requirements and determine the contractual requirements
- Agree the scope of the engagement with the customer and provide a Project Initiation Document which will define the engagement.
- Schedule work
- Commence engagement
- Provide deliverables
- Complete engagement

All engagements will be run to PRINCE2 standards.

Service Termination (Off-boarding)

Termination will be defined at the on-boarding stage to align with the consulting services procured, the contractual requirements and the project closure products.

The standard Fordway termination process is:

- Fordway will receive formal notification to terminate the service from an authorised person.
- Date and time of expiration of the service will be agreed.

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- Detail of data and applications to be returned to the Customer will be agreed. Customer to provide suitable hardware, media or other cloud service with sufficient capacity to migrate any agreed data.
- All relevant systems and services will cease at the allotted time.
- Any data and customer supplied application licences will be returned to the Customer.
- Once all data has been returned, data held by Fordway's services on behalf of the Customer will remain available for 30 days after service termination, following this it will be deleted from Fordway's infrastructure in compliance with ISO27001 security procedures.

Termination

The service is predominantly a consulting engagement and any termination terms will be defined In line with G-Cloud contract terms and conditions. Fordway require a minimum of one month notice for termination of a Fordway service agreement. Where Fordway have on site contract staff within a customer location, the notice period is three months.

Service levels

The service levels will be agreed appropriate to the contract. For Cloud Service Management services, Fordway has standard SLA's which will be agreed depending on the intermediation requirements but can be referenced in Fordway's related services.

The standard service levels are:
- Infrastructure availability range depending on intermediary requirements is 99.5% to 99.95% measured annually, 99% to 99.9% in any quarter.
- 24 x 7 telephone and web support are provided as standard.

Service Management

Service Management will be appropriate to the contract agreed with the customer and the processes required. Any service management procedures that form part of the service will be defined within the Project Initiation Document and will be aligned to ISO20000 and within the ITIL best practice framework.

Fordway's Service Operations and Service Support teams will maintain and monitor the CIMS Operations service, according to the level of intermediation. Utilisation and trending information on service performance and availability is included as part of the management service and is available through an on line portal.

Service Constraints

Where Fordway are to be responsible for managing and providing service assurance for third party suppliers, the customer will also need to contract for related Fordway services. For the ongoing management and reporting of any third party service agreement, Fordway will need authority from the customer to engage with third party suppliers on the customer's behalf. Alternatively, the relevant agreements can be novated to Fordway for the duration of the Fordway Cloud Service Management agreement.

Financial Recompense

Not applicable to this service.

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Service Connectivity

Fordway require connectivity to our Operations Centre to provide the required level of service monitoring and management. Primary network connectivity is via secure SSL (https) or IPSec VPN connectivity over standard Internet links. Fordway's datacentres also support MPLS and VPLS connectivity from major service providers. For Public Sector customers Fordway have PSN and NHS N3/HSCN compliant network connections in their datacentres.

Trial of Service

Not applicable to this service.

Data Security

Any information processed by Fordway will be transitory in nature and Fordway will comply with the customer's data security procedures once the engagement is over. All Service Records will be securely managed with appropriate boundaries and isolation.

Training

Fordway will provide skill transfer as part of the engagement and can offer more formal training if required, which will be defined within the Project Initiation Document.

Customer Responsibilities

Fordway will apply data access restrictions and other information security policies as mandated by the customer and required within Fordway's own organisational security controls; these are defined and set up as part of the project scoping and defined within the Project Initiation Document. The customer is required to provide the necessary resources and information to allow Fordway to achieve the service deliverables as agreed within the Project Initiation Document.

Change Management

As the engagement will be project managed from end-to-end, any changes in requirement will go through the process identified in the Project Initiation Document. Fordway offer a standard change management process through their customer IT Service management portal and toolset. Where appropriate Fordway can integrate their IT Service Management toolset with a customer's own toolset or third party toolset.

Data Restoration and Migration

Not applicable to this service.

Backup and Restore

Not applicable to this service.

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Technical Requirements

Depending on the customer environment there may a need to install and configure tools, agents and updates to support the service which will be defined within the Project Initiation Document and the service contract if appropriate. All changes will be applied through change control with relevant communication and scheduling.

Related Services

- Fordway IaaS (variants)
- Fordway PaaS (variants)
- Fordway Cloud Monitoring as a Service
- Fordway Cloud Migration Service
- Fordway Cloud Service Management
- Fordway Identity and Authentication Management Service
- Fordway Backup and Recovery as a Service
- Fordway Cloud Security Management Service
- Fordway Cloud Security Monitoring Services

Ordering

Fordway Cloud Service Management can be ordered by contacting your Fordway account manager or other members of our team on 01483 528200, emailing sales@fordway.com or using the contact form on www.fordway.com

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Fordway   Telephone 01483 528200   www.fordway.com | Page 5 of 5