

## Digital Marketplace Service Description

### Triad UKCloud Solution

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# 1 Introduction

## 1.1 Company Overview

Triad is a trusted partner to many UK Government organisations, including the Cabinet Office, Ofgem Ministry of Justice, the Home Office, Business Energy and Industrial Strategy, Department for Transport, and the Construction Industry Training Board.

Triad has significant experience of leading agile projects and delivering digital services following the Government Digital Services (GDS)'s Service Design Manual, Design Principles and Digital Service Standard. We have guided digital services through GDS assessments and consistently deliver value to organisations.

## 1.2 Value Proposition

Triad clients consistently highlight the benefit they receive. Whether it is “going the extra mile”, bringing innovative thinking to the table, or being a critical friend to our customers, it is always our intention to leave behind a solid foundation for our clients that stretches beyond the successful production of the contracted deliverables.

Our public sector projects deliver:

- Cost Reduction
- Efficiency
- Lean Thinking
- Innovation
- Proactive Reuse
- Cost Optimisation

## 1.3 What the Service Provides

Triad will help buyers maximise the use of their UK Cloud-hosted assured cloud solutions. We will support organisations through all stages of planning, design and deployment. We provide on-going support to maximise the benefit of the most appropriate and up-to-date solutions and services. The service embeds good planning, best practice, constant learning and adaptability.

## 1.4 Overview of the G-Cloud Service

UKCloud has a rich catalogue of services across the three Cloud Service Models of IaaS, PaaS and SaaS with SLAs that are aligned to business requirements. Triad provides support when utilising these services through the provision of planning, set-up and migration, testing and on-going support.

## Planning

Triad will review your architecture and operating environment and assess the optimal UK UKCloud solution for your business needs. Triad will help you design the solution; plan migration and transition of your operating environment and data; project manage the changes and plan new services, putting in place governance, tools and techniques; and develop continuity plans that are suitable for your UKCloud based services.

Changes associated with UKCloud-based services can have a significant impact on the wider organisation. Triad will advise leaders and senior managers to help identify the critical areas, which we will address during these change processes, with insights drawn from our vast experience of similar scenarios. Triad will review how you conduct your business; look at your drivers and motivations, such as reducing waste and realising savings; and identify business changes and UKCloud services that deliver maximum benefit within your constraints. We articulate where you are, where you want to be, how to get there.

Triad will help you pick the most appropriate UKCloud services for your requirements. We compare different services from a business and technical perspective with a focus on the value they deliver. We explore the benefits and trade-offs to consider when incorporating them into your solution landscape.

## Design Assurance

The design assurance service ensures alignment with your IT strategy and the Digital Service Manual principles and guidelines. It de-risks your UKCloud-based delivery projects by ensuring traceability to business and technical requirements and that high-level, low-level designs and build records exist with relevant content.

Assurance throughout the discovery, alpha, beta delivery phases reduces risks and avoids issues arising at formal gates such as business case approval and at service readiness reviews when transitioning into live service. The design assurance service is an iterative, outcome-based model that delivers clear recommendations for improvements necessary to de-risk delivery. Plans for SaaS, PaaS and IaaS services are checked for compliance with your Enterprise Architecture, technical, business, security and data architecture initiatives so that new UKCloud-solutions will be directly supporting business objectives.

## Set-Up and Migration

Triad will help you design and execute your migration strategy to deliver the transition to UKCloud services that you require. The service will ensure successful migrations and deployments by impact and risk assessing changes to fully understand their impact and make sure that we mitigate risks; quality assuring solutions. Triad assesses your current operating environment and identifies where savings can be realised and improvements made by transitioning legacy applications and data to the UKCloud (or from UKCloud to UKCloud).

We will design and implement a road map to re-host, repurpose or replace your applications with UKCloud alternatives. You receive practical advice and guidance on the most achievable way to embrace UKCloud

services whilst improving the IT service delivered based on understanding user needs. Triad's service will ensure that we deploy your solutions to the UKCloud with confidence. Our service ensures successful deployments by impact and risk assessing changes so that we fully understand and mitigate the risks; quality assuring solutions; planning for and communicating change so that staff are aware and trained. Experience in a diverse range of UKCloud technologies: AWS, Azure, Google, Heroku, UKCloud, O365, SharePoint Online, MarkLogic, Atlassian Suite, ServiceNow and many more.

## Testing

Triad is certified to ISO9001:2015 for the provision of IT consultancy services. Triad's testing services ensure successful deployments by impact and risk assessing changes so that we fully understand them and we mitigate risks; quality assuring solutions; planning for and communicating change so that staff are aware and trained. Our services are designed for testing digital by default, UKCloud or software assurance.

Triad provides the following quality assurance services to test that UKCloud solutions realise the client's functional and non-functional requirements and thereby meet the on-going needs of users and the business:

- Unit Testing, API Testing, Integration Testing and System Testing
- User Acceptance Testing (UAT)
- A/B User Experience Testing
- Performance Testing, Load Testing and Stress Testing
- Usage and Performance monitoring

We use a variety of test management tools, such as Mercury and Quality Centre, and test automation tools, such as Selenium, Cucumber, Maven, QTP plus others. We regularly incorporate these tools into a Continuous Delivery pipeline. Triad also has two User Experience Laboratories at clients' disposal.

## On-Going Support

Triad's UKCloud Support service puts in place governance, processes for tools, and techniques and provides comprehensive in-service application support and maintenance. Our service includes DevOps and DevSecOps, implementation of patches, continuous improvement, defect investigation and resolution, application monitoring, preventative maintenance, service desk support and a support wrap for a suite of applications hosted in each buyer's UKCloud environment.

We will implement or improve processes which will embrace transparency, collaboration, automation, monitoring and continuous improvement. We can support the development of good Service Management, having implemented significant ITIL and ServiceNow management systems. We also have experience of a diverse range of UKCloud technologies on which we can advise and support implementation and improvement including (but not limited to): AWS, Azure, Google, Heroku, UKCloud, O365, SharePoint Online, MarkLogic, Atlassian Suite (including JIRA and Confluence) and many more.

## Features

- Expertise of diverse technologies: AWS, Azure, O365, Google, SharePoint 2016
- Disaggregation of cloud services and suppliers
- Maximise service scope and design cost-efficient services
- Transitioning legacy systems to the cloud/hosted environments
- Testing deployment of cloud applications
- Able to provide Security Cleared resources
- Maturation of UK, cloud services or suppliers
- Building and support expertise for cloud services and applications
- Application Management and continuous improvement
- Cloud application service management

## Benefits

- Highly experienced UKCloud consultancy
- Planning services for price efficiency and alignment of business processes
- Customer management centred on “business first” objectives
- Independent and objective appraisal of Cloud options, including GDS compliance
- Experienced service management development with ITIL best practice and ServiceNow
- Support for incorporation of new technologies
- Cloud delivery management and robust change control processes minimising risk
- Highly proactive risk management to avoid delays and project failures
- Hand-holding, experienced consultancy and support for low-risk transition and implementation
- Specialists in open source development

## 2 Data protection

### 2.1 Information Assurance

Triad is certified to ISO9001:2015 for the provision of IT consultancy services. Triad has a certificate of assurance for compliance with the requirements of the Cyber Essentials scheme expiry Apr 2019. We also have a certificate of assurance, verified self-assessment for compliance with the IASME Governance standard.

We often provide services to client organisations to ensure their Information Assurance systems are compliant and fit for purpose. For example at The Home Office, for the Action Alerting project the Information assurance accreditation was dependant on strict requirements around protective monitoring, physical access control, and obfuscation of system names as well as selective persistence of data.

Assignments, which require appraisal and assurance of current systems and strategic advice on enhancements to better meet business need/reduce costs, will be led by consultants who regularly advise at executive, CIOs, CTOs and business stakeholder level.

### 2.2 Data Back-Up, Data Restoration and Disaster Recovery

Triad has a comprehensive Disaster Recovery Plan as a company and specific Business Continuity Plans for each individual Triad site.

Plans cover:

1. Security of premises, data and systems
2. Critical system loss
3. Loss of Telecommunications
4. Interruption in utility services such as: electric, water
5. Damage to premises caused by fire, explosion or flood damage.

We perform back-ups daily, managed by our IT department.

If buyers have specific requirements, then we would be happy to discuss and confirm bespoke arrangements on the order form.

Methods of Backup/Restore include:

1. Native SQL Server Backup & Restore
2. SharePoint Backup and Restore (Central Admin Console)
3. File backups of the metabase, system state, home directories, web.config, install path, custom assemblies, binaries and code, customizations, site defs, list defs, IIS logs, evt logs, etc.
4. Recycle Bin – files, lists, and list items are retained for 30 days before deletion.

## 2.3 Privacy by Design

Triad is GDPR compliant and will put compliant systems in place for buyers. To protect citizen's data Triad have security systems in place to ensure all data under its control is safe and secure. Integral to some of the services we provide to our clients is a requirement to have access to citizen's data, which entails becoming a data processor for the provision of the service.

As part of the project kick off process, we discuss with clients what access we will be given to data and establish where we will be a data controller or a data processor on behalf of the client. Based on this conversation, we put in place a data sharing agreement to ensure we are fully aware of how we should handle data on behalf of the client.

Triad also carry out privacy impact assessments to identify any risks to the data and any extra security we may need to ensure we comply with the data sharing agreement.

## 3 Using the service

### 3.1 Ordering and Invoicing

#### Ordering

Orders for Triad services follow the procedures and processes outlined in our Quality Management System (accredited to ISO9001:2015). There are three defined stages: proposal, review and acceptance.

Buyers receive a formal proposal based on their needs, which sets out our recommended solution.

The proposal is subject to management review and approval. Subject to acceptance contractual we will generate project documentation.

Acceptance of proposals generates Project Kick-Off protocols: we will appoint a Project Manager; create record repositories (e.g. for reporting and monitoring), requisition resources and set milestones.

Queries can be addressed to [Michael.warren@triad.co.uk](mailto:Michael.warren@triad.co.uk)

#### Invoicing

Upon receipt of orders, draft invoices are reviewed/validated by our Finance Team, before submission to buyers by post or email, whichever is their preferred method.

Triad ensures accurate invoicing through:

- A state-of-the-art finance system
- Rigorous end-to-end finance processes (regularly audited)



- Automated and manual verification checks

Verification and accuracy checks are applied throughout the finance process.

### **3.2 On-Boarding, Off-Boarding, Service Migration, Scope etc.**

On-boarding of the service is simple, once we have agreed a mobilisation plan we can start to implement and deliver the service immediately.

Off-boarding is equally simple we can terminate a service within a short timeframe. We can also prepare knowledge transfer activities for planned off-boarding where internal teams pick up elements of the service.

Service Migration to the cloud can be planned to suit existing business processes and can be carried out swiftly if required.

Scope – we can help you plan the scope of a new or existing project in preparation for using our service.

### **3.3 Training/Service Management/Service Levels/Financial Recompense**

N/A

## 4 Provision of the service

### 4.1 Customer Responsibilities

Access to buyer teams and resources must be at an adequate level to ensure successful project outcomes. Arrangements will need to be made in a timely manner, ahead of the project commencement. This will include but not be limited to:

- Provision of a Product Owner – responsible for providing business input and direction. The product owner must represent the needs of both the grant and statistics communities.
- Technology Teams – appropriate access to relevant in-house teams and systems to leverage knowledge and prompt re-use.
- Provision of a Business Change Champion – responsible for co-ordinating and communicating changes to the impacted organisations and users.

### 4.2 Outcomes/Deliverables

This service will help buyers set up and maintain their cloud services. The service will support migration of services to UKCloud, maturity and optimisation of services through to de-commissioning or migration to new services.

Outcomes could include:

- Reduced costs
- Scalability
- Business Process Change
- Increased remote working
- Fast application implementation and deployment
- Accommodating growing storage needs
- Enhanced monitoring and tracking processes

### 4.3 Termination Process

The notice period needed for Ending the Call-Off Contract is at least [90] Working Days from the date of written notice for disputed sums or at least [30] days from the date of written notice for Ending without cause.

## 5 Our Experience

### 5.1 Our Credentials



## 6 Further Information

If you would like to discuss this service, or any of the other services offered by Triad in the Digital Marketplace, please do not hesitate to contact us for an informal conversation:

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