DXC Technology Enterprise PaaS

Cloud Hosting

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Contact Us

DXC Technology supports G-Cloud customers through an unsurpassed portfolio of transformation services. If at any point you are unsure of the offering described below, please drop us a line on:

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1. The move to cloud

In today's world, your organisation demands increased IT agility, responsiveness, reliability, security, and efficiencies. How do you manage these while lowering costs?

Traditional IT: under pressure

In some areas of the UK public sector, it might feel like your systems have become too complicated, cumbersome and, in some cases, unusable.

Here is why: by 2020, more than a trillion applications (from Microsoft Exchange to bespoke electronic patient record software to judicial case management software) will be exchanging 58 zettabytes of digital data over 100 billion devices.

Aside from being a policy objective, moving to a secure cloud-based service is now business critical, from the boardroom to Westminster, to government agencies and public bodies.

How cloud can untangle IT complexity; provide speed, agility and security

The idea of cloud transformation can sound daunting and futile. What is the value of migrating this complexity out of a physical server into a virtual one?

Part of the problem is that the term 'Cloud' doesn't describe a single service. It is a catchall term that relates to a broad range of propositions, which sit together in the cloud-computing stack.

In DXC Technology, you will find a trusted partner, which provides the public sector with a 'big picture' perspective, making sure that every service we offer – however big or small – is done so in consideration of your broader needs.

Each organisation is experiencing its own unique stage of digital transformation and will naturally have different needs. But, we don't believe in selling one service for a certain cost if it is reliant on another that carries a separate price tag.

So, for every cloud service we provide on the G-Cloud framework, we'll help you find the one, which is right for you. Some work in isolation, some don't.

Included within the cost of any cloud services, therefore, we offer a free, no-strings half-day Discovery Workshop to help you map your journey to the cloud and identify the service or services on the Digital Marketplace that best align to your digital transformation objectives.

We can provide round-the-clock support and intelligence in all aspects of cloud computing. If you're up at 4am with an IT problem, we can be too.

Our cloud services come with a different set of objectives, each of which are rooted in efficiency and flexibility. They don't just host your infrastructure, they untangle it, make it ripe for future development and make it easier for the end user, be that a government official, patient or citizen.

2. What is the service?

All the benefits of cloud, with you in control.

DXC's Enterprise PaaS is the ideal solution for UK Public Sector organisations seeking a wide variety of traditional and modern compute platforms for Enterprise Applications. Hosted in DXC List X Data Centres located in the UK and managed and operated by

security cleared staff to SC, this is a shared facility that eliminates the need for high investment associated with traditional IT provision. These data centres are part of DXCs next generation of DCs, which are some of the most efficient in the industry.

DXC is offering Enterprise PaaS to meet the Government G-Cloud requirement for a Platform as a Service Offering (PaaS) accredited to appropriate security levels.

Service activities are carried out at DXC's Regional Delivery Centres near Glasgow and Newcastle using ITIL-compliant and proprietary management capabilities and tools.

Enterprise PaaS offers compute services to operating system level for the major platforms in use in UK Public Sector.

Mainframe:

- MVS (z/OS)
- VME

Midrange:

- AIX
- HP-UX
- Solaris
- X86 (Linux and Windows)

3. What are the features and benefits?

DXC's capability is underpinned by years of experience in delivering mission critical Hosting Services to Public Sector clients across the UK. In summary;

Features:

- Provision of highly secure, isolated private cloud, including information you mark as OFFCIAL-SENSITIVE
- Connection to the Public Services Network
- The ability to transform your traditional IT system to a managed private cloud with the associated commercial flexibility
- Platforms on which your existing applications can operate
- Full management of operating systems, security services and server management
- Enterprise-class support included as standard at all service level agreements
- A partner with exceptional experience at managing private cloud transformation

Benefits:

- 100% dedicated, managed, complete IaaS and PaaS solution
- Choice of purpose-built, pre-integrated solutions using market-leading DXC hardware, software and services
- Tailored hardware and software solutions from leading manufacturers - both legacy and current configurations

- Choice of pre-defined configurations aligned to workloads
- Consumption-based service configured to meet your needs
- Greater security options, data placement preferences, and support locations

4. Where does it fit in the cloud stack?

DXC Enterprise PaaS is a platform service, which sits in the middle of any cloud computing model. It the platform on which you can order and manage hardware, software and develop, run and manage applications.

As you can see from the table below, for a fully functioning cloud, what you also need is:

- The hardware and software that powers it all - servers and storage
- An application transformation service to ensure each of your current applications will work on the cloud.

Table 1. Offering Placement

Service	Description	DXC solution on G-Cloud
Software-as-a-Service (SaaS)	Transforming existing applications for use on the cloud	DXC Applications Transformation, Modernisation and Cloud
Platform-as-a-Service (PaaS)	A managed cloud service wrapper providing a quick and efficient cloud transformation	DXC PaaS
Infrastructure-as-a-Service (IaaS)	The hardware and software that powers it all – servers and storage	DXC IaaS Compute

Each of these services work in concert, and DXC Technology offers them all as an end-to-end solution. They are separated for the purposes of G-Cloud because it may be the case that your IT department prefers to handle them internally.

5. Information assurance

At the heart of our production processes are infrastructure, software and procedures to protect customer data from physical or electronic compromise. This service meets the security requirements of UK Government in relation to information classified at OFFICIAL.

- All DXC Datacentres used to accommodate its G-Cloud customer services are covered under ISO 27001 certification

6. What you can do with this service

This suite of services delivers the major IT platforms in use in UK Public Sector today. It recognises that you have a considerable investment in your current systems, with complex dependencies that mean that you cannot easily run a major application

transformation to a new Cloud platform. DXC Enterprise PaaS enables you to run your current workloads in the Cloud with just a migration to DXC's datacentres.

6.1. Choose the right platform

Your platform selection is likely to be determined by your current workload. We offer the following.

Table 2. Operating System Support

MVS	z/OS v1.13 z/OS v2.2
VME	OpenVME 8
AIX	AIX 6.1 AIX 7.1
HP-UX	HP-UX 11iv3
Solaris	Solaris 10 Update 9 Solaris 11
x86	Microsoft Windows Server 2012 R2 Enterprise Edition (64-bit) Microsoft Windows Server 2008 R2 SP1 Standard & Enterprise Editions (64-bit) Microsoft Windows Server 2008 SP2 Standard & Enterprise Editions (32- and 64-bit) RHEL Server 6.2 (32- and 64-bit) – on virtual servers only RHEL Server 6.4 (32- and 64-bit) RHEL Server 7 (32- and 64-bit)

We may be able to support other operating system releases too, please contact DXC to discuss your requirement (POA).

6.2. Choose the right server size

For mainframe, servers are provided as LPARs. LPAR sizing is agreed on a case-by-case basis. Mainframe services are charged by the number of MIPs allocated to your LPARs.

Midrange offers physical and virtual servers. Standard sizing is as follows.

Table 3. Physical Server Definitions

Physical Servers	Specification
Small AIX Physical Host	4 Cores, 32 GB RAM

Physical Servers	Specification
Medium AIX Physical Host	8 Cores, 64 GB RAM
Large AIX Physical Host	16 Cores, 128 GB RAM
AIX Type A Unit	32 Cores, 512 GB RAM
AIX Type B Unit	16 Cores, 256 GB RAM
AIX Type C Unit	8 Cores, 128 GB RAM
Solaris Workload Server – Small	8 Cores, 64 GB RAM, 2 x 300 GB Disks
Solaris Workload Server – Medium	16 Cores, 128 GB RAM, 4 x 600 GB Disks
Solaris Workload Server – Large	32 Cores, 256 GB RAM, 4 x 600 GB Disks
Small x86 Physical Host	4 Cores, 8 GB RAM, 72 GB Disk (for OS only)
Medium x86 Physical Host	12 Cores, 32 GB RAM, 72 GB Disk (for OS only)
Large x86 Physical Host	12 Cores, 64 GB RAM, 72 GB Disk (for OS only)
Extra-Large x86 Physical Host (Linux only)	4 x 10 Cores, 512 GB RAM, 2 x 72 GB Disks

In the AIX options, the Type A, Type B and Type C Units are intended as a virtualisation platform, while the Small, Medium and Large AIX Physical Hosts are intended to host single OS instances.

Note that HP-UX is deployed on DXC Superdomes; we only offer virtual servers for HP-UX.

Table 4. Virtual Server Definitions

Virtual Servers	Specification
AIX VM (only available on an ordered AIX Physical Host)	1vCore, 10vGB RAM
HP-UX VM	1vCPU, 4 GB RAM

Virtual Servers	Specification
Solaris VM (only available on an ordered AIX Physical Host)	1vCore, 10 GB RAM
X86 Standard VMware VM	1vCore, 3 vGB RAM
X86 Small Scaled Instance	6vCore, 48 vGB RAM
X86 Medium Scaled Instance	8vCore,64 vGB RAM
X86 Large Scaled Instance	10vCore,80 vGB RAM
X86 Full Blade Instance	12vCore, 96 vGB RAM

vCore and vRAM uplifts are available as standard services to the X86 Standard VMware VM, enabling the capabilities of the VM to be changed over time.

HP-UX VMs are offered either with or without Disaster Recovery (DR) capability. The use of DR is only charged if active. A RAM uplift is available for HP-UX VMs.

We may be able to support other sizes of physical and virtual server too, please contact DXC to discuss your requirement (POA).

6.3. Choose your architecture

DXC Enterprise PaaS is delivered from a pair of datacentres located 18 miles apart and connected by diversely routed dark fibre, located and designed specifically to be able to deliver business continuity/disaster recovery solutions. There are no shared risks or infrastructure services common to both sites. The dark fibre enables stretched VLANs and synchronous and asynchronous storage replication, enabling highly available architectures.

We also offer in-datacentre availability options, through the use of clustering and of load balancers.

MVS can be ordered in one or both datacentres. When both are used, either load balanced Active-Active or Active-Passive can be selected, in both cases using synchronous storage replication. For Active-Active, no recovery time is needed in the event of the loss of a datacentre (RTO = 0) and the only data to be lost would be the in-flight transaction at the failed datacentre (RPO < 1 second). For Active-Passive, recovery can be achieved within 4 hours under most circumstances.

VME can be ordered in one or both datacentres. When both are used, Active-Passive operation is available, with synchronous or asynchronous replication at storage or database levels, depending on the capabilities of the workload. Under Active-Passive, recovery can be achieved within 4 hours under most circumstances. Note that VME MIPs that are used solely for business continuity purposes are subject to a lower charge.

Midrange servers can also be ordered in one or both datacentres. All Midrange platforms offer in-datacentre clustering for high availability. X86 and HP-UX virtual servers also offer cross-datacentre clustering, to add DR capability to the high availability.

Load balancing is available in both datacentres for AIX, Solaris and x86 platforms, which increases availability and scalability by allowing servers to be run in parallel.

Storage can be ordered in one or both datacentres. Storage can be replicated over the dark fibre from one datacentre to the other, either synchronously or asynchronously, and either at the storage level or (if the application architecture permits) at the database level.

Backups can be made from any server, in either datacentre. They can be copied from the datacentre where they are made to the other datacentre.

6.4. Order additional storage

All platforms require a certain amount of storage for DXC to be able to host and manage the operating system and utility software. In addition, you will want to order storage for your application workload.

MVS offers DASD RAID 5 storage, either within a single datacentre or including replication to the other site.

VME has its own SAN providing RAID 5 storage, either within a single datacentre or including replication to the other site.

Midrange offers the following storage options. In all cases synchronous or asynchronous replication is available, at storage or database levels.

- Tier 0: SAN using Solid State Disks (SSD) in RAID 5 (7 +1) configuration, for use where performance is critical (price on application as SSD pricing is improving rapidly)
- Tier 1: SAN using high performance disks in RAID 1 (2 + 2) or RAID 5 (7 + 1) configurations, for use where high transaction rates exist
- Tier 3: SAN using performance disks in RAID 5 (7 + 1) configuration, for normal workloads
- Tier 3: NAS using disks in RAID 6 (6 + 2) configuration, intended for archiving

6.5. Choose the right backup, recovery and archive services

DXC Enterprise PaaS offers flexible backup options, designed to meet a wide range of business needs. Backup and recovery services can be added to any physical or virtual server within either datacentre.

Backups may be Full or Incremental. Full backups can be performed daily or weekly. Incremental backups can be performed daily or hourly (e.g. for database logs).

A range of retention periods are available, varying from 7 days to indefinite. Shorter retention periods use on-site disk storage, for longer periods the data will be transferred to tape. Backups may be retained in their source datacentre only or replicated to the other datacentre.

Backups are scheduled to best fit needs of the business application, and the specific regime is configurable.

Backup of MVS and VME are included in the storage charges. Backup of Midrange is subject to the Backup Service Management charge according to the volume of backup retained.

7. Connectivity

DXC supports the following connectivity to external networks. Depending upon the selection, you may incur additional hardware, software, and services costs to establish network connectivity.

Certified Network Connectivity – secure connectivity to the client network, Helion-G and PSN. VPN connectivity to other secure networks is also supported.

Internet Connectivity - is via dedicated ISP links provided as part of the Web Hosting infrastructure. Please contact DXC to discuss you requirements (POA).

Security Boundary Service – permits access to applications running in the secure environment with network layer 3 to 7 intrusion detection, prevention, firewalling and application traffic inspection. Please contact DXC to discuss you requirements (POA).

Integration Platform as a Service (iPaaS) – provides a configurable, building-block service for integration between systems with support for multiple protocols and policy-based security. Includes file-, message- and web-based transfers. Please contact DXC to discuss you requirements (POA).

8. Network

DXC manages all networking infrastructure within our datacentres.

Automated Server Load Balancing – For additional application performance, you can provision and configure load balancing appliances to distribute the application loads among two or more servers, improving availability and scalability. Our highly available load balancing service supports various algorithms such as round robin, least connections, response time, and weighted.

Multiple vLANs – Out of the box, DXC Enterprise PaaS includes a single vLAN protected by a High Availability (HA) firewall pair, but you can add multiple vLANs for servers that require even greater application segregation with an increased security profile. There is no charge for additional vLANs.

Additional Firewall Rules – The services are delivered from behind a HA firewall pair with a standard rule set. Subject to DXC specified use conditions, you can configure firewall rules to your specifications via a service request. An agreed number of rules changes per month are included in the base charges; they cover the following areas.

- Network traffic to and from Customer's security zone
- Private network traffic between servers located in the Customer network and servers located in the Customer's dedicated zone
- Network traffic between a certified network and servers located in the Customer's dedicated zone connected through a VPN Tunnel
- Network traffic between the Customer network and servers configured with Customer provided IP addresses located in the Customer's zone

Internal IP Address – Servers have an internal IP address by default.

9. Support coverage

DXC Enterprise PaaS includes the following components:

- Provision and management of datacentre facilities
- Provision, maintenance, monitoring, asset management and operation of server, storage, backup and datacentre network hardware
- Provision, maintenance and asset management of operating systems and agreed systems software, including preventative maintenance activities such as periodic patching
- Tooling and automation provide Event Management and support many other ITIL processes, reducing the need for manual intervention and speeding up problem determination and service restoration
- Operations and monitoring of all server components so that they remain operational and capable of processing your workloads in a stable, functional manner
- For the mainframes, batch scheduling
- For Midrange platforms, provision, maintenance and management of commercial anti-malware services
- Operating System Backup and Restore
- Level 2 resolution of incidents and problems
- Change Management: the proper planning, analysing, communicating, and scheduling of hardware, system software, and environmental changes. There are procedures for Major, Minor and Emergency Change
- Configuration Management of hardware and software
- Capacity Management: monitoring system and storage utilisation, forecasting resource requirements, and analysing and reporting resource trends
- Performance Management: collecting, monitoring, and analysing system performance information such as CPU usage, I/O activity and storage thresholds
- Policy Compliance Management: ensuring that all systems comply with DXC security policies and procedures
- Refresh of hardware or software if it goes out of vendor support, has reached the end of its useful life or is more than 2 major releases from the vendor's current release. Note that this may result in a new release of the services

9.1. Security Features

Hardened OS Builds – The OS you select is an DXC certified build hardened for government use.

Hypervisor Hardening – This provides VMware hardened configurations to meet DXC standards. Server hardening includes communications data encryption, avoidance of insecure protocols, use of security extensions, vigilant installation of security patches, and much more.

Multi-factor Authentication for Operational Staff – DXC restricts access to the cloud management network, servers, and network devices by verifying authorised users' identities with multi-factor authentication.

Security Information and Event Management (SIEM) – DXC can support forwarding of security audit events to a client's SIEM or Security Operations Centre (SOC) service, either direct from servers or via an aggregation service. This will be a transition charge, POA.

Dedicated Virtual Network Compartment – The DXC Enterprise PaaS service offers a dedicated, physically segregated network compartment with a perimeter firewall to filter traffic flows using management policies that allow only well-defined traffic to move through the boundary. Further logical separation is provided between applications with VLANs and VRFs. This separation and isolation of network traffic protects data from unauthorised exposure during transport across the network infrastructure. Additionally, management traffic is also physically separated for out-of-band access.

Network Intrusion Detection and Prevention (NIDS/NIDS) – To enhance security of the cloud's network perimeter firewall, we can monitor in-bound traffic with DXC NIPS/NIDS appliances at the network perimeter. Our NIPS/NIDS service works in conjunction with existing dedicated firewalls to scan, detect, report, notify, and actively block many identified security threats. POA, depending on requirement.

Network Traffic Isolation within the Enterprise PaaS network infrastructure – DXC securely isolates and protects information and processes from unauthorised access using features such as fibre channel zoning, application-dedicated vLANs / VRFs, and embedded policy enforcement.

9.2. Account Management

In order to provide end-to-end ITIL Service Management, the DXC Enterprise PaaS services need to be delivered within the context of an Account Management framework.

The Account Management team will provide all interface between you and DXC e.g. for service requests, change management, raising and tracking incidents, problem reporting, monthly service reporting and service reviews.

If you don't already have a DXC Account Management team, please contact us to discuss you requirements. Pricing will depend on e.g. whether you or DXC provide a service desk; the channels used for service requests; the extent of service reporting required.

10. Getting started

Customer enquiries and Call-Off Contracts should be directed to your appointed account manager or to the DXC Technology (DXC) UKPS Framework Management Centre by email to ukpsframework.response@dxc.com.

10.1. Onboarding

Before using DXC Technology G-Cloud Services, a sales representative or account manager will work with you to identify the service on the Digital Marketplace that best aligns to your digital transformation objectives.

DXC's consultants can assist with the definition of G-Cloud Service architecture, and advise you on ensuring your transition runs smoothly and without disruption.

When you make an order or ask for a quote, our support desk will acknowledge your request and give you a reference number you can use to track its progress. For quotes, our sales support desk will keep you regularly updated on progress.

Once we have agreed the service design our consultants and sales staff will work with you to develop the Call-Off Contract, during this process DXC will confirm the required order details.

Once we have processed your order DXC will advise you of the service start date.

There will inevitably be some charges associated with onboarding e.g. for standing up and configuring the infrastructure that lies behind the services; establishing the connectivity and appropriate security between DXC's datacentres and your networks; configuring our ITIL service management processes so that all interfaces between you and DXC run effectively and efficiently; assisting you with your application and data migration. All such activities are priced on a case by case basis; please contact us to discuss your requirements.

When onboarding to or offboarding from DXC Enterprise PAAS service, if the customer does not meet their agreed responsibilities in a timely manner, DXC will not be able to meet any agreed timescales. In this situation, the DXC team will discuss the revised plan with the client and agree a new plan under Change control.

10.2. DXC responsibilities

DXC agrees to:

- Designate a senior-level individual to act as the customer's primary contact for DXC and who has the authority to make decisions regarding actions to be taken by DXC in the provision of the DXC Services
- Provide agreed access from point-of-presence routers to the services including network configuration, firewall rules, addressing and authentication
- Maintain, upgrade and periodically replace hardware used to provide the DXC Services at DXC's discretion
- Maintain operating system(s), using patches supplied by relevant parties. This includes periodic upgrade of operating system(s) as DXC deems appropriate
- Monitor Availability of the DXC Managed Servers, DXC-supplied Operating System(s), and DXC's network (up to the point of connection with the applicable demarcation point)
- Give adequate notice of planned maintenance and emergency maintenance that may impact on the Customer's use of the services
- Investigate outages, perform appropriate corrective action to restore the hardware used to provide the DXC Services, DXC-supplied Operating System(s), and related DXC tools
- Deploy and update commercial anti-malware tools, investigate Incidents, and undertake remedial action necessary to restore servers and operating systems to operation. However, DXC assumes no responsibility for viruses or other malware introduced by Customer or its users, or for restoration of lost or corrupted data or applications, other than restoration from then-current backups maintained by DXC if Customer chooses optional backup and/or archival services

10.3. Customer responsibilities

Customers agree to:

- Designate a senior-level individual to act as DXC's primary contact for the Customer and who has the authority to make decisions regarding actions to be taken by Customer with regard to DXC's provision of the DXC Services
- Comply with DXC's Acceptable Use Policy and applicable laws and regulations
- Ensure that only data of appropriate security classification are stored on the services
- Administer the access of use of the DXC Services by individual users
- Adhere to relevant volumetrics applicable to the service procured (e.g. maximum number of users or data volumes). In the event that volumes are exceeded DXC shall be relieved from applicable SLAs
- Obtain and comply with the terms of all of necessary software licenses that the Customer loads onto the DXC provided services
- If required by the service being procured (i) perform all installations of software, tools, utilities and data in accordance with DXC technical standards and requirements communicated by DXC from time to time. (ii) Correct any security concerns regarding Customer installed applications that are identified by DXC vulnerability scans. (iii) Delivery to DXC of such information and documentation (such as licenses and keys) as DXC may reasonably request concerning Customer's software
- Be responsible for ensuring that their workload is able to run on the selected platform(s) provided by DXC
- Install its non DXC managed applications and Customer Data and, if necessary, re-install its applications and data as needed following any outage
- Perform all installations in accordance with requirements as communicated by DXC
- Acquire access to the datacentre network, up to and including point-of-presence routers in the datacentre telecoms rooms

11. Service levels

Service Window: DXC Enterprise PaaS services will be available 24 x 7.

The Service Levels are measured monthly. For the following table, Availability = (Scheduled Uptime minus Unexcused Downtime) divided by Scheduled Uptime. DXC will meet or exceed the following Service Levels:

Table 5. Production Service Level

Platform	Availability
MVS	99.8%
VME	99.8%
Physical server (AIX, Solaris, x86)	99.5%

Platform	Availability
Virtual server	99.0%
OS Cluster, single Datacentre	99.95%
OS Cluster, dual Datacentre	99.99%

Incident Management SLAs, from time of notification to DXC, are as follows:

Table 6. Incident Response Times

Severity Level	1st Report	Report Frequency	Resolution
Severity Level 1	<= 30 minutes	60 minutes	98% within 6 hours
Severity Level 2	<= 2 hours	4 hours	98% within 24 hours
Severity Level 3	<= 1 day	7 days	98% within 3 days
Severity Level 4	<= 4 days	On Resolution	98% within 7 days

11.1. Measurement and reporting of service levels

Service Levels are measured and reported from the time Services are made available for Customer use. Service Credits may be assessed for Faults beginning within the first full calendar month thereafter. Service Credits are not assessed for partial months, although Service Levels may be reported for partial months.

DXC will make Service Level reports available to the Customer. These reports include performance and applicable Service Credits, if any, including relevant calculations.

11.2. Service credits

In the event of a failure to meet the Service Levels above which is not excused in accordance with a term of the Contract, the Customer will receive compensatory credit to its account in an amount equal to two times the applicable monthly charge (in the month the failure occurred) for the affected Physical or Virtual Server or the OS Cluster, pro-rated for the duration of the Unexcused Downtime. For example, if DXC fails to meet the AIX Service Level due to two hours of Unexcused Downtime of a Physical Server, Customer will receive a credit equal to four (4) hours' Charges for that server.

Service Credits may be awarded for Service Level faults beginning with the first full calendar month during which the Services are provided. Service Credits are not awarded for partial months. Service Credits are usable for future Orders but expire twelve (12) months after issuance or on expiry of the call off contract Term.

11.3. Incident management

When incidents are either detected by DXC or reported by Customer, DXC will:

- Classify incidents according to the following priorities:
  - Severity 1: Critical impact - an Incident causing a complete interruption or extreme degradation of service delivery to the affected client, environment or business operation. Those affected cannot operate in an automated fashion until service delivery is restored
  - Severity 2: Major impact - an Incident causing a significant interruption or degradation of service delivery to the affected client, environment or business operation. There is an automated contingency plan that allows those affected to achieve partial functionality during the event
  - Severity 3: Moderate impact - An Incident causing a moderate interruption or degradation of service delivery to the affected client, environment or business operation. While immediate impact is moderate, the risk for increased impact may be apparent. There may be an automated or manual contingency plan that allows those affected to achieve a level approaching normal service delivery during the event
  - Severity 4: Minor impact - an Incident causing a minimal interruption or degradation of service delivery to the affected client, environment or business operation (includes single user issues). An automated or manual contingency plan may be available
- Investigate the causes; undertake appropriate remedial action to restore effected services as quickly as reasonably possible and in compliance with applicable service levels, and thereafter take appropriate action to prevent recurrence. Remedial action may include workarounds and later corrective action
- Inform you of the status of the incidents at the intervals specified above and otherwise at reasonable intervals in accordance with DXC's standard practice
- Inform you of the resolution of the incidents (subject to reopening if the resolution is unsuccessful). Resolution may include determinations that incidents were caused by defects in the customer's software or data, user errors, or other matters outside the scope of the services and DXC's responsibility

11.4. Increasing or decreasing capacity

Customers may change certain configurations and options to their solution. Changes available may vary from time to time but may include adjustments to capacity and/or the addition of optional services (through additional Orders). Customers may also request operational changes (such as changes to IP addresses, or server reboots).

12. Information assurance

Our Enterprise PaaS solution is accredited to store and process OFFICIAL information of all levels of Sensitivity.

All DXC datacentres used to accommodate its G-Cloud Customer Services are covered under ISO 27001 certification.

As part of the Account Management framework, an Account Security Officer (ASO) will be available to e.g. assist in developing and maintaining security operational procedures, supporting audits, etc. The ASO will also be the point of contact for any security related events that need to be reported to or by you.

13. Datacentre features

DXC hosts cloud services from next-generation datacentres, which include the following features:

- **Indoor and outdoor video surveillance**
  DXC site monitoring provides indoor/outdoor video surveillance 24 hours a day, seven days a week, 365 days a year
- **Biometric scanners and key card access**
  Multiple levels of key card and/or biometric iris or palm scanners control access to the data hall
- **Onsite security personnel**
  DXC provides onsite security personnel 24 hours a day, seven days a week, 365 days a year
- **N+1 Data Links, Power, UPS, and Cooling**
  Redundant network connectivity, power supply, electrical, and cooling features support your cloud infrastructure
- **Customer Audits**
  If you need to perform audits of the cloud infrastructure, DXC assists your third-party auditors by providing guidance and access to the information and data they need. Audits may incur additional costs
- **ITIL Process Alignment**
  DXC follows industry-standard compliance profiles, such as ISO27001 and ITIL framework, as well as best practices. AT101 SOC2 reports are being implemented across DXC datacentres; an assurance report that provides an auditor's opinion on the design and operating effectiveness of the environment.

14. Disengagement

As with onboarding, there may be some charges associated with Exit e.g. for liaison with third party network service providers and software vendors; assisting you with your application and data migration; secure wiping of storage media (and destruction of backup tapes); or stranded costs in the event that any service is terminated before the minimum commitment period. All such activities are priced on a case by case basis; please contact us to discuss your requirements when the time is right.

Beginning ninety (90) days before an Order is scheduled to expire, or promptly following issuance of a termination notice for an Order or an individual server, the Parties shall have the following responsibilities.

DXC will:

- Give periodic notice to Customer of pending expiration or termination of an Order (as appropriate) and cessation of Service

- Upon request, if Customer has obtained any of the optional backup services described in the Backup, Recovery and Archival Service Description, DXC will restore Customer Data to the Customer designated server or storage device at a DXC datacentre. Customer requests for data restore service must be submitted prior to expiration or termination of the Order, whichever is earlier
- Over-write all storage media (backup tapes, if any, will be securely destroyed) after (i) receiving Customer's notice that Customer Data and Customer's software have been removed or, if no such notice is received (ii) seven (7) days after expiration of Service or the effective date of termination. Thereafter, Customer's software and Customer Data will be erased in accordance with procedures set forth in the Security Features Policy without further notice to Customer
- Give Customer notice that all operating systems and storage media have been erased and that all access to the DXC network and Services has ceased

In a timely manner, the customer will:

- Remove all Customer Data and Customer software and notify DXC once the removal is complete
- Request that DXC remove Customer's domain names from the domain name server
- Disconnect from the DXC data centres

15. Complementary solutions

These solutions are not included within this service but are available as a bolt-on should you require them. If you have any questions, please drop us a line on +0044 (0)560 303 4826 or ukpsframework.response@dxc.com.

15.1. Disaster recovery and continuity

DXC's Business Continuity consultants can assist you in developing and maintaining DR Plans and DR Test Plans.

15.2. Database management

Installation of basic DB structure is part of transition services and charged as a One Time Charge (OTC).

Database management consists of services to maintain the system-level components of the database software environment (DBMS). The services include:

- Resolve database systems software and cross-product interface problems
- Analyse and tune database system files and overall database system performance
- Provide database subsystem availability following agreed upon start and stop times
- Create, maintain, and execute database system start-up/shutdown scripts and operational processes
- Perform start/shut down of database subsystems only upon instruction by authorised Customer personnel

Note that the services of an application database administrator or applications level support are not included.

15.3. Middleware management

Middleware management is available for MQSeries and Tibco products.

The services are designed to maintain the system-level components of the middleware; they do not include application level support.

15.4. Software provisioning

Software stack can be procured, maintained and asset managed. The pricing document includes two examples used by an existing customer on MVS: ACCORD (centred on CICS and DB2) and LEGACY (including IMS, Teleon/ObjectStar).