G-Cloud

Service Description

Cloud – Secure Stream - IT Technical & Project Services

May 2018

Reference: QSS213-SD-10

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G-Cloud Service Description

Service Title		Cloud – Secure Stream - IT Technical & Project Services
Service Type	SCS	• Implementation • On-going Support • Planning • Testing • Training

Service Description
Clients are migrating IT services and applications to the Cloud. As part of that transition, Q Associates provide a range of project services, through the life of projects and systems, upgrades to existing legacy systems and integration of new systems within existing systems. This service concerns transition of legacy systems or new implementations to a Private or Public based Cloud solution, and the provision of Cloud Services for Secure Stream clients who require platforms and systems at higher classifications, with additional requirements for security, separation and auditing: • Requirements analysis • Design • Implementation • Technical Consultancy • Project Management • Training – On or off-site, knowledge transfer or formal courses • Testing • Migration/Transition • Support

Service Features
- Cloud Migration - Proven expertise in the migration and integration of software code and applications, with a view to transition of services to the Public or Private cloud   - Cloud Services - Hosting of applications and services on the public or private cloud, during development or as live services   - Cloud Code Hosting Development Environment - Provision of code hosting platform, away from a client site, for test and development activities   - Business Case Analysis - Analysis and development of the client's business case requirements. Establish the requirements the code product is to meet against the client's business case   - Design - HLD/LLD - Production of high and low level designs against the client requirements   - Implementation - Implementation of the system against design   - Technical Support - Technical Consultancy for issues, advice and support   - Project Management - Project management using PRINCE2 methodology   - Training - On or off-site, knowledge transfer or formal courses   - Test and Acceptance - Test planning. Test strategy, plan and scenario, or script production   - Testing - Execution of tests on a system, typically POST/FAT/SAT/UAT and trials   - Hardware Support - Hardware and System support   - Hosted test and development environments - Test and development on hosted platform away from live site   - Code Support - Support of new and legacy code once a baseline version is established   - Risk Assessment - Once code assessed, client informed of key risks and mitigations   - Assured Premises - Where work can be performed, or at the client site

Service Benefits
- Cloud Expertise - Established expertise concerning cloud hosting and transition or migration to cloud hosted solutions on public or private clouds   - Client Focussed - Defined project team aligned to the client   - Co-operative Working - Planning and integration in conjunction with the client team   - Development and Test Environments - Integration and test environments can be provided as part of the project   - Comprehensive Service - Complete service: Requirements; Design; Implementation and support   - Vendor Trained - Top level vendor trained Technical Consultants for peace of mind   - Proven Track Record - Proven track record. Delivery of complex projects on time/budget   - Proven Capability - Successful delivery of complex projects in challenging environments   - Training - Training packages tailored around the client's needs   - Experienced Test Team - Experienced test team analyse: strategy; write plans; scripts and reports   - Reduced Costs - Efficient focussed integration leads to reduced integration and test costs   - Independent - Independent assessment of software code   - Code Support - Support of new and legacy code   - Agile - Integration can be integrated using an Agile methodology, as a series of sprints   - Risk Assessment - Client informed of key risks and mitigations

Support	
Support Service Type	- Service Desk - Email - Phone - On-site

Certifications	
Vendor Support Certifications	• NetApp Star Partner
	• CISCO Premier Partner
	• VMware Premier Partner
	• Splunk Partner
	• Tier-3 Partner
	• Amulet Hotkey Partner
	• HPE Silver Partner
	• Intuitive Systems and Networks (ISN) Premier Partner
	• DeepSecure Partner
	• Veeam Silver Partner
	• Amazon Web Services APN Consulting Partner
	• Puppet Silver Partner
	• Oracle Gold Partner
	• IBM Premier Business Partner
	• Microsoft Solutions Associate
	• Veritas Gold Partner
	• Fujitsu Select Partner
	• Lenovo Gold Partner
	• Inspur Gold Partner
	• SpectraLogic Elite Partner

About Q Associates
Q Associates Q Associates is a privately held UK SME, established in 1986 and is an award winning independent provider of integrated IT infrastructure and data management solutions in the Defence, Public Sector and Commercial sectors. The company has a turnover of £30M and employs 60 staff. **Q Associates Secure Solutions (QSS)** Q Associates has a division that specialises in the design, implementation, supply and support of secure Public and Private Cloud-based IT systems, specifically for the public sector, that are government security accreditable.

Project Management Methodology
Q Associates use a PRINCE2 based project methodology for project delivery, which ensures a smooth delivery of the solution. For each project, a Q Associates Project Manager is allocated to work with the delivery team. The Q Associates technical team work with the client team to agree and plan the implementation process, review progress and actions through to project closure. See Appendix A for further information

Design, Development and Delivery Methodology
Q Associates use two distinct methodologies for design, development and delivery dependent on the wishes of the client and the type of project: • Traditional waterfall • Agile See Appendix B for further information

Standards
Quality Management The company is registered to the quality management system ISO9001:2008, and together with health and safety, environmental and corporate social responsibility procedures, has developed an integrated Business Management System (BMS). **Information Security Management** The company is accredited to the ISO27001 standard for Information Security Management. **Cyber Essentials** The company has Cyber Essentials accreditation.

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APPENDIX A: PROJECT MANAGEMENT METHODOLOGY

1.   Project Management

Q Associates use a PRINCE2 based project methodology for project delivery, which ensures a smooth delivery of the solution. For each project, a Q Associates Project Manager is allocated to work with the delivery team. The Q Associates technical team work with the client team to agree and plan the implementation process, review progress and actions through to project closure.

2.   Project Management Methodology

The Q Associates project management methodology covers the major stages of a project. They are:

- Project start-up, including detailed planning
- Pre-configuration
- Physical installation
- Configuration
- Functional test
- Migration support (Migration of sample clients)
- Review
- Closure

During the project start-up meeting, Q Associates discuss the details of the tasks, scope, timescales, key dates, issues, dependencies and risks with the client to produce an agreed plan. Additional discussions will be arranged on an event-driven basis through the course of the project, where necessary, to ensure successful deployment. All proposed dates for project meetings and activities will be agreed by both parties in advance. Written project communications, documents and Emails are copied or distributed via the client task leader and the Q Associates Account Manager and Project Manager as appropriate.

3.   Statement of Works and the Project Plan

Following the project start-up meeting, the Statement of Works (SoW) is produced which describes how the project is to be delivered, the tasks, plan and a description of the architecture (for more complex projects there will be a separate design document).

The project plan includes:

- Roles and responsibilities table
- Organisational chart
- Deliverables list
- Location addresses
- Communications table
- Project plan (gantt chart)

And sections on:

- Issue management
- Change control
- Risk management
- Progress reporting

4.   Initial Work Schedule

After the project start-up meeting the task table is further developed and the information presented as a project plan (Gantt chart).

5.   Issues and Risks

Any issues that arise before or during the course of the project are logged, reviewed and actioned accordingly, or new risks identified.

6.   Change Management

Post contract award, changes are dealt with under the change management process. A change management request form is provided and changes mutually agreed wherever possible, in a reasonable timescale.

7.   Project Progress

During the course of the project, the project progress is monitored and project progress reports supplied on an agreed basis, typically weekly.

8.   Review and Closure

At the end of the project a review session is arranged, including lessons learned and any further actions required identified. When complete, the project is closed and the support service contract is instigated.

APPENDIX B: DESIGN, DEVELOPMENT AND DELIVERY METHODOLOGY

1. Design, Development and Delivery Methodology

Q Associates use two distinct methodologies for development and delivery dependent on the wishes of the client and the type of project:

- Traditional waterfall
- Agile

These are described below:

1.1 Traditional Waterfall

A linear sequential development and delivery model, with 'gates' between the stages to allow for progress review and managed change. In the Q Associates waterfall methodology, there are three phases:

- Requirements and Design
- Implementation, Configuration, Test & Acceptance and Migration
- Transition To Operations (TTO), Initial Operations Management (IOM) and Business as Usual (BaU) & Support

Q Associates Analysis Design and Delivery Methodology
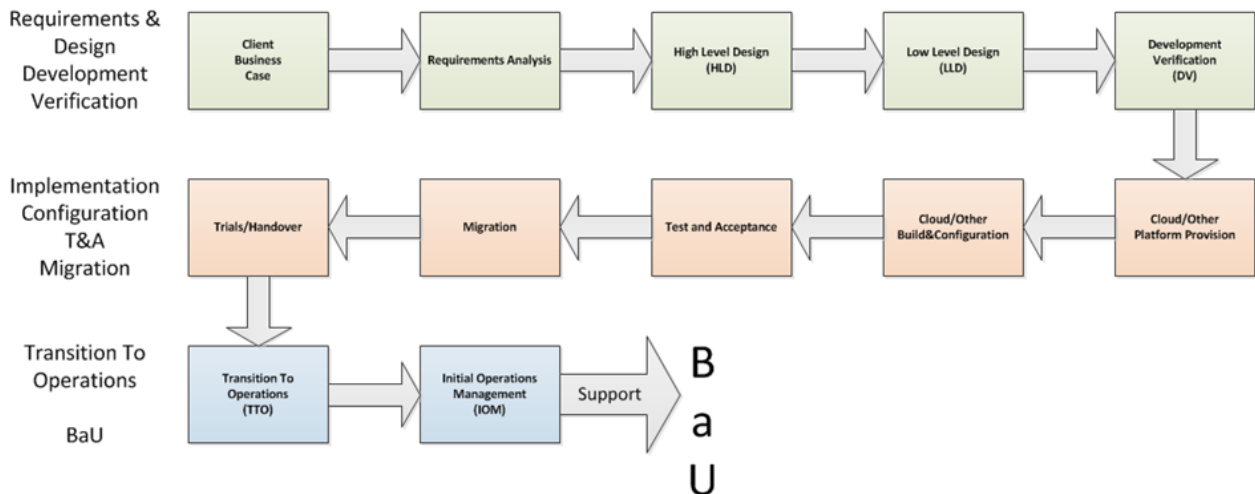
1.2 Agile

The Q Associates agile development methodology allows a solution to be developed through collaboration of cross-functional teams via a series of sprints. It centres on continuous improvement and the flexibility to change during the engagement, as the detailed requirements evolve.

Q Associates - Agile Methodology
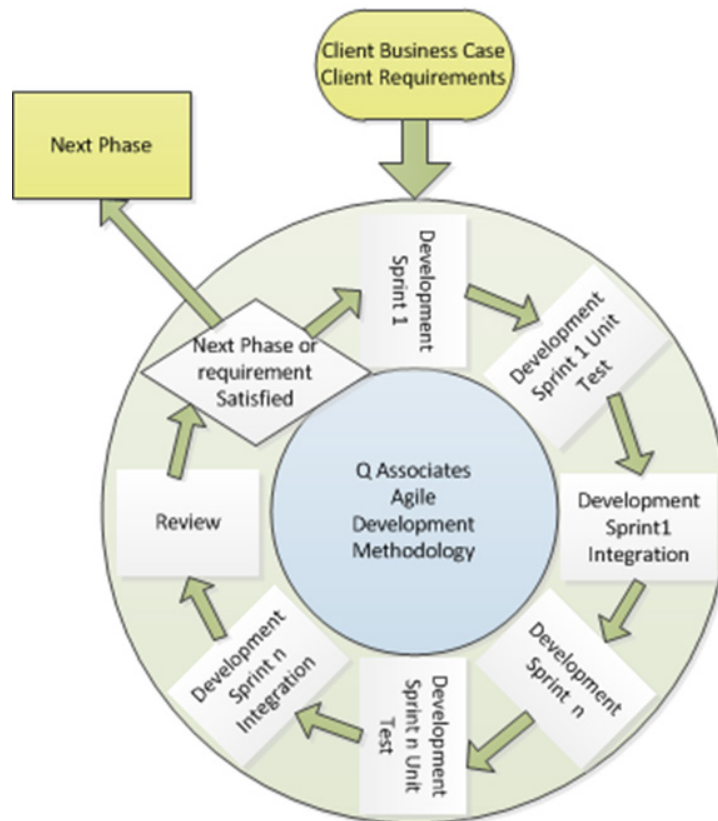
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