CAPITA

G-CLOUD 11 – Hybrid Cloud as a Service
OFFICIAL AND OFFICIAL SENSITIVE

Service Definition

May 2019

Here for you

Hybrid Cloud as a Service OFFICIAL AND OFFICIAL SENSITIVE

SERVICE DESCRIPTION

Hybrid cloud offering a resilient combination of Microsoft Azure public cloud combined with OFFICIAL and OFFICIAL SENSITIVE (formerly IL2, IL3) UK Private Cloud hosting. Provides cloud transformation reflecting your current investments in IT, security and resilience requirements, and strategic roadmap including proprietary and open source application and data services.

TOP FEATURES

- Hybrid Cloud services provides most cost-effective solutions (public Azure/private)
- Managed applications including O/S (Windows, Linux), middleware and runtime environments
- Middleware (Biztalk, integration services) and runtime environments (.Net, Azure, LAMP).
- Near infinite scalability with built-in redundancy across data centres
- Proven, established deployment processes support rapid on-boarding and off-boarding
- ISO20000 and ITILv3 service management aligned with pro-active monitoring
- Accreditations/Certifications - OFFICIAL SENSITIVE, PSN, PASF, ISO 22301 and ISO27001
- Fully managed IaaS/PaaS/public/hybrid environments including SQL and IIS
- Highly resilient infrastructure with no single point of failure
- Private UK only cloud protecting the storage and transfer of the sensitive data

BUSINESS BENEFITS

- Lower service delivery costs aligning requirements to Capita IT Services' Hybrid Cloud
- Reduce or eliminate traditional licence and maintenance upgrade costs
- Productivity improvements through high availability of the underlying platform
- Rapid on-boarding and off-boarding including migration and transition services
- Dynamic scaling matches demand to minimise total cost of service
- High availability and instant access for users across multiple locations
- Protected customer data via high redundancy levels and stringent security
- Private UK datacentres providing a platform for compliance and accreditation
- ISO27001 accredited, OFFICIAL, OFFICIAL SENSITIVE hosting in our UK datacentres
- On-demand pricing for short term, un-planned or trial services

OVERVIEW

Capita IT Services are able to offer a range of assurance options in line with the Government Security Policy Framework up to and including OFFICIAL SENSITIVE covering the confidentiality, availability and integrity of hosted and managed systems, data and services.

Our hybrid cloud is based on our own private cloud combined with Microsoft's Public Azure Cloud Platform.

In terms of security accreditation, Azure and Office 365 have achieved the OFFICIAL Pan Government Accreditor (PGA) accreditation, and Microsoft now comply with the 14 Cloud Security Principles at OFFICIAL for Azure, Office 365, Dynamics CRM Online and Intune. You can read about how they comply at http://enterprise.microsoft.com/en-gb/roles/itleader/meeting-governments-14-cloud-security-principles/

Microsoft's UK Datacentre infrastructure complies with all of the 14 Cloud Security Principles and complies with OFFICIAL accreditation where required. It also offers UK data residency for compliance purposes.

Our private cloud hosting service is accredited to hold and process information up to OFFICIAL SENSITIVE (formerly IL3) by a number of existing clients, and is tested against this on an annual basis. In line with customer with requirements to handle protectively marked information within the Government Security Classifications we have accreditation for services to OFFICAL and OFFICIAL SENSITIVE. All data will be stored and processed in the UK and administrated by UK staff with appropriate levels of screening.

We ensure that personnel involved in the delivery of the managed service and projects are appropriately security cleared for their involvement in the work. At a basic level, all our employees are checked to BPSS on commencement of employment. Further security clearances to SC/NPPV3 are maintained for all IT staff who are directly involved in the delivery of secure IT services to clients. An appropriate matrix of staff is maintained who have SC clearances that are aligned with specific client contracts.

High availability services can be provided through active-active compute platforms secured by controls in line with CESG Good Practice Guides.

Full DR cover including replicated data and off-site secure tape management ensure that system availability and integrity are maintained to individual client recovery point and recovery time objectives.

An additional service using government secure networks (e.g. PSN, HSCN) is available where required, using our own secure network connections, however this is not included in the pricing shown.

CAPITA IT SERVICES CLOUD SOLUTIONS

We support a range of approaches for purchasing our cloud solutions, both commitment based and transactional pay-as-you-use models. Our range of transactional approaches includes the following:

1. Monthly invoice only (no PO). For organisations able to be invoiced without a PO, we can support this with an agreed monthly spend limit below a credit limit that we calculate based on standard credit checks.
2. PO with monthly drawdown. With this approach, we agree an initial PO value and invoice against it on a monthly basis. Once the PO value is nearly used up, we will contact you to arrange for a new PO. If the order is suspended or cancelled before the PO value is used up, the remaining value will not be invoiced.
3. PO invoiced in advance. If you wish, we can invoice you in advance for orders where there is a fixed term and order value, or to take an upfront commitment for consumption based (Azure) services. We will supply monthly usage reports and contact you to arrange a further payment once the advance payment is nearly used up.
4. Other (please discuss with your account manager). We are happy to discuss other approaches to payment, and payment may sometimes be included in a broader professional or managed services engagement.

Please note: Subscriptions such as O365 are invoiced in advance; Azure based services are invoiced retrospectively based on usage.

The Microsoft Cloud Agreement (MCA) is a transactional licensing agreement for commercial and government organizations with one or more users/devices seeking to fully outsource management of their cloud services through Capita IT Services, a registered Cloud Solution Provider (CSP). CSPs offer an easy way to license the online services you need through the MCA in combination with the value-added services we offer.

Our range of direct-supplied Microsoft cloud solutions include Azure, Office 365, Dynamics CRM Online and the full range of Microsoft Enterprise Public Cloud offerings

The Capita IT Services portal provides enhanced functionality beyond the capabilities that come with the core Microsoft offering to simplify financial management and billing, enable consumption and costs to be monitored and managed to solve the enterprise cloud challenges that we work on with our customers. In addition to this we can provide a range of specific Capita IT Services offerings, including DR as a Service, Managed Azure VMs, and a range of managed Office 365 offerings.

BACKUP/RESTORE AND DISASTER RECOVERY

The solution is provided from Microsoft's Azure Public Cloud Platform and Capita IT Services' UK-hosted, dual datacentre, private cloud platform which supports SAN to SAN replication of data between datacentres. The platforms are designed to give tolerance to single points of failure, and are supported by our 24x7 support organisation.

Public cloud data held in Azure can be protected using the inbuilt Azure Backup, which provides fully configurable, secure, encrypted backups either in the cloud or on premises. VMs can be replicated across multiple datacentres, either globally or within the EU. Microsoft's new UK datacentres will open in 2016 to provide a UK only option also.

Private cloud data can also be backed up locally to a virtual tape library, enabling rapid restore when required. There is a costed optional service available to replicate data and VMs to the secondary site to provide business continuity in the event of a catastrophic failure at the primary site.

ON-BOARDING AND OFF-BOARDING PROCESSES

Initial customer setup requires you to contact Capita IT Services to discuss your requirements.

When the service is no longer required a backup of customer data can be provided on request in a mutually agreed extract format. This could include images of the virtual machines if appropriate.

We can confirm that we will purge and destroy (as defined in security accreditation for different security classifications) customer data from any computers, storage devices and storage media that are to be retained after the end of the subscription period and the subsequent extraction of customer data (if requested by the customer).

SERVICE MANAGEMENT DETAILS

Service Management will be provided by our ISO20000 certified, ITIL v3 aligned service management organisation. Each account will have a named service manager, responsible for day to day operational relationship and service delivery. Where required, there will be a named Technical Design Manager responsible for development of the initial design and part of the project delivery team through to BAU. Full UK-based helpdesk services are provided Monday to Friday 08:00-18:00 within base price, and full 24-hour facilities are available if required.

SERVICE CONSTRAINTS

Scheduled maintenance will take place outside of the standard service hours of Monday-Friday 08:00-18:00. Planned maintenance downtime will be advertised in advance, and outside of these windows the service will be normally be available for use 24x7, with 99.5% availability over a rolling 3-month period.

SERVICE LEVELS

The following section provides an example of the service levels that we would propose to employ on the GCloud framework (note: data held in the Azure Public Cloud is subject to Microsoft's Azure SLA's, published on their website) :

Service availability - Shall provide at least a 99.5% service availability level. Availability excludes agreed scheduled maintenance events, customer-caused or third party-caused outages or disruptions (except to the extent that such outages or disruptions are caused by those duly authorised third parties sub-contracted to perform the Services), or outages or disruptions attributable in whole or in part to force majeure events.

Support Hours - Full UK-based helpdesk services are provided Monday to Friday 8:00-18:00 within base price, and full 24-hour facilities are available if required.

Severity Definitions - Our incident handling service levels are as follows:

- Priority 1 – 1 hr response
- Priority 2 – 2hrs response
- Priority 3 – 1-day response
- Priority 4 – 2-day response

NB priority 1 calls must be made by telephone only.

If availability, excluding planned maintenance windows, falls below 99.5% on a rolling 3-month period, then a service credit regime will exist in line with the definition in the terms and conditions document.

TRAINING

Information will be provided on service management in the form of a PDF document for end users. Other training requirements may be accommodated upon request.

TECHNICAL REQUIREMENTS

We do not specifically impose any restrictions here. Technical requirements will depend on the nature of the services hosted and where end users are located. For a more detailed discussion please contact us.

TRIAL SERVICE

Short term trial facilities may be agreed by prior arrangement. Please contact us to discuss requirements.

DISCLAIMER

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Pricing, specification and terms are correct at the time of writing. Pricing is valid until the end of the CCS Framework (including extensions). Whilst every effort is made to maintain current information, pricing, specification and terms are subject to change without notice.

Resulting orders from Service Definitions are subject to acceptance and governed by CCS Framework T&Cs.

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