Viewdeck
Secure Cloud Services and Solutions

GCloud11
Service Descriptions
DevOps and Secure SaaS
Delivery Services
May 19
V1.0

Introduction

Business demands change at an ever increasing pace placing expectations on services to respond and keep pace. Whilst demanding fast pace change business does not expect any compromise on security and assumes that data will be secure despite rapid system adaptation to new processes and business initiatives.

The following describes a suite of services that Viewdeck offer to help with that challenge. Viewdeck are experienced in Agile change in secure, complex and sensitive environments. This experience has led to the development of a set of services that can be selected to help with the challenge of aligning and keeping up with business objectives whilst ensuring security and integrity of the data is not vulnerable at any time.

DevOps and Secure SaaS Delivery Services

These services include:

Devops and Secure Delivery SaaS Services
- *Resilient Database Server as a Service.*
- *DevOps Infrastructure Automation and Continuous Delivery Server*
- *DevOps Continuous Compliance Server*
- *Development Continuous Integration Server*
- *DevOps Cloud Build Workstation.*
- *Version Control Server (GIT) Service.*
- *Virtualised Vulnerability Service*
- *Secure CI/CD Docker® Container Service*
- *Secure Gitlab as a Service*
- *Resilient MySQL® Database Server as a Service*
- *Resilient MariaDB® Database Server as a Service*
- *Resilient PostgreSQL® Database Server as a Service*
- *Resilient Apache Cassandra (NoSQL)® Database Server as a Service*

Additional Information
- *Service Detail*
- *Related Service Specifications*
- *Support*
- *Terms and Conditions*
- *· Why Viewdeck?*

Document: VCL-GCloud11-SaaS-Service-DevOps-and-Secure-Delivery-v1.0

Date: May19

Status: Final Release

Title: DevOps and Secure SaaS Delivery

- **Resilient Database Server as a Service** - Secure Application Database Services for your Cloud solutions. Choice of Mysql(R). MariaDB(R), PostgreSQL(R), MongoDB(R) and Apache Cassandra(R) in traditional and High Availability configurations, provided either as a fully managed service or to be self administered via web interfaces. Ideal cloud migration path for DR, Resilience or License Fee management.

- **DevOps Infrastructure Automation and Continuous Delivery Server** - The Chef Server service provides a build solution for Automation, Configuration Management, Quality Assurance, and repeatable build and delivery of Windows and Linux based servers. Chef provides a service to manage 'recipes' for servers, configured and personalised to environments and server roles.

- **DevOps Continuous Compliance Server** - Continuous Compliance as a Service provides a Continuous Compliance service, enabling you to deliver Accreditation at Velocity using 'Infrastructure as Code'. Part of the DevOps 'Velocity in Delivery' for the Public Sector, it provides, Assured and Compliance at speed for Digital Services.

- **Development Continuous Integration Server** - Continuous Delivery as a Service provides a control over your software and infrastructure deployments, by automating integration across both infrastructure and application code. This gives your operations and development teams a common platform for developing, testing, and deploying cookbooks, applications, and more. Agility in the end to end capability.
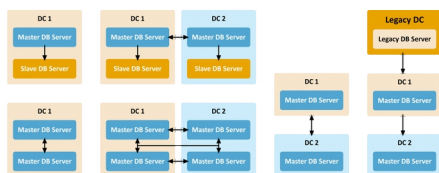
Services

- **DevOps Build Server as a Service** - Secure Remote Desktop Workstation, for development management and support of Chef based recipes/ cookbooks. Based on Chef(R) Development Workstation, providing a graphical remote desktop with access to Knife, Ruby, IDE editors. Working with DevOps Build Automation and Continuous Delivery Service, providing a capability to manage server 'recipes' and environment 'attributes'.

- **Version Control Server (GIT) Service** - Private distributed version control service for solution development, configuration management and application development. Provides a fully distributable secure private GIT service, suitable for agile, rapid delivery of digital services.

- **Virtualised Vulnerability Scanner** - Virtual Vulnerability Scanner as a Service to provide an ongoing comprehensive and powerful penetration testing and vulnerability management solution. Includes a large database of networking tests. Supports continuous delivery and integration through providing delivery teams with updated and ongoing security assessment of their services.

- **Secure CI/CD Docker® Container Service** - The Viewdeck Secure Cloud Continuous Integration/ Continuous Delivery Service is a Container management Virtualisation solution for agile continuous delivery. Using industry leading components, Docker®, it provides Infrastructure optimisation, agility, control and portability. It helps automate the deployment of applications through software containers, using DevOps techniques, providing abstraction and agility.

- **Secure Gitlab as a Service** - Secure distributed cloud based enterprise code development environment that supports code management and configuration control in a DevOps implementation using Git Repository. Also provides capability to plan and manage code development, test and assure, package releases and monitor releases.

- **Resilient MySQL® Database Server as a Service** - Secure MySQL® Application Database Services for your Cloud solutions. Available in traditional and High Availability configurations, provided either as a fully managed service or to be self administered via web interfaces. Secure, scaled service, with full range of MYSQL services including clustering and highly available architectures.

- **Resilient MariaDB® Database Server as a Service** - Secure Open Source MariaDB® Application Database Services for your Cloud solutions. Available in traditional and High Availability configurations, provided either as a fully

managed service or to be self administered via web interfaces. Secure, scaled service, with wide range of MYSQL services including clustering and highly available architectures.

- **Resilient PostgreSQL® Database Server as a Service** - Secure PostgreSQL® Application Database Services for your Cloud solutions. Available in traditional and High Availability configurations, provided either as a fully managed service or to be self administered via web interfaces. Ideal cloud migration path for Development, Test, Live, DR, Resilience service delivery.

- **Resilient Apache Cassandra (NoSQL)® Database Server as a Service** - Secure Apache Cassandra (NoSQL)® Application Database Services for your Cloud solutions. Available in development and High Availability configurations, provided either as a fully managed service or to be self administered via web interfaces. Ideal cloud migration path for DR, Resilience or License Fee management.

GC11-DOS-VRDS1:

Resilient Database Server as a Service

Secure Application Database Services for your Cloud solutions. Choice of Mysql®. MariaDB®, PostgreSQL®, MongoDB®, CouchDB® and Apache Cassandra® in traditional and High Availability configurations, provided either as a fully managed service or to be self administered via web interfaces. Ideal cloud migration path for Development, Test, Live and Secure environments.

Features

- Mysql, MariaDB (Mysql Open-Source), PostgreSQL, SQL Services,MongoDB, CouchDB.
- Apache Cassandra (CSQL) High scalable and distributed Services.
- Scalable and resilient, daily Backup service, regular patches.
- Web interface to provide data management and manipulation.
- Optional Synchronous or Asynchronous High Availability Configurations.
- Master Slave, Master Master, Star Structure, Fan out or In.
- Resilient distributed database solutions.
- Self-administer or fully managed service available.
- Linux based platform for ease of management, configuration and flexibility.
- Works with UKCloud, AWS, Azure and private cloud architectures.

Benefits

- Suitable for Public, Private and Shared Cloud environments.
- Simple and efficient Open Solutions.
- Choice of SQL and NoSQL.
- Scalable from small to massively scalable services.
- Range of Service Levels to meet requirements.
- Rapid Mobilization and Deployments to meet project Needs.
- Provides database license consolidation.
- Suitable as a migration path, and IT estate rationalisation.
- Scaled to meet business needs, flexible and elastic.
- Cost Efficient, flexible scalability, use as you need.

Service Description

The service includes the optional use of a licensed Mysql installation, Open-Source MariaDB (plug compatible to Mysql), Postgres, MongoDb, Apache Cassandra or CouchDB. It also includes an optional web-based Management and database management interface.

You have the use of third party tools like MySQL Workbench to manipulate and administer the service which can be used in a wide range of architectures, including master slave, multi - master, Fan In or Fan Out. It provides for an unlimited Number of databases/data sets and users etc.

We provide a standard API access to allow integration with client tools and other hosting components. The service is capable of providing a distributed resilient data service across remote locations.

This service includes an initial standard set-up configuration and support to help get your initial requirement up and running.

These services are suitable for Private, Community or Public Cloud hosting, on the Internet, and in Tier 1 or higher environments.

DevOps Infrastructure Automation and Continuous Delivery Server

Infrastructure and Application Automation for Cloud and on-Prem provides DevOps, Configuration Management, Quality Assurance, and repeatable delivery of Windows and Linux based solutions. Delivering 'Infrastructure as Code', enables rapid repeatable deployment of new services. Using standard Cookbook and recipes, simplifies deployment of virtualised environments.

Features

- Secure Linux or Windows based Chef® Automation Server.
- Scalable to support from 1 to 1000's of virtualised or physical servers.
- Resilient and high availability solutions to ensure consistent build and scale.
- Deployable in Master/Slave or stand-alone architectures.
- Simple web based interface to remotely management and deploy changes across entire estate.
- Chef Workstation to develop and deploy automation Services.
- Server automatic 'healing' of all infrastructure.
- Patched and deployment automation.
- Regular server reporting to confirm compliance/build status (support Accreditation).
- Works with UKCloud, Azure, AWS, internal private cloud and on-premise, legacy services.
- Secure solutions for HO, Border Force, SLC, DfE, NHS, HE.

Benefits

- Ensures repeatability in deployment of large scale cloud based solutions.
- Easy to move infrastructure deployment from Development, Test to Production.
- Remove repeated manual steps from Infrastructure build, test and accreditation
- Easy scaling up/out of Cloud services, continuous deployment/delivery.
- Simplifying and self documenting infrastructure builds.
- Greatly reduced system administration and build time through assured patterns.
- Secure Server environment, suitable for Public, Private, Hybrid or On-Prem.
- Rapid deployment of patches and server changes to multiple servers.
- Supports delivery of Cloud Services at scale, securely.

Service Description

Chef is a powerful DevOps automation platform that transforms complex infrastructure into code. It delivers agile continuous delivery to secure government infrastructures by codifying application, deployment and delivery.

Chef is a configuration management tool written in Ruby and Erlang. It uses a pure-Ruby, domain-specific language (DSL) for writing system configuration "recipes". Chef is used to streamline the task of configuring and maintaining a company's servers, and can integrate with cloud-based platforms such as Rackspace, Internap, Amazon EC2, Google Cloud Platform, OpenStack,SoftLayer, and Microsoft Azure to automatically provision and configure new machines. Chef contains solutions for both small and large scale systems.

The Chef server acts as a hub for configuration data, storing cookbooks and policies that are applied to nodes. It also holds the metadata that describes each registered node (Virtual Host/Machine) that is being managed by the chef-client. Nodes use the chef-client to ask the Chef server for configuration details, such as recipes, templates, and file distributions. The chef-client then does as much of the configuration work as possible on the nodes themselves (and not on the Chef server). This scalable approach distributes the configuration effort throughout the data centres and infrastructure.

The DevOps Build Automation and Continuous Delivery Service is a secure deployment and configuration of a managed Chef Server environment of one or more chef servers across an environment. Using the Viewdeck Secure Server Platform as a base, it provides a patched, secured cloud based solution to repeatable system build, configuration and deployment.

GC11-DOS-VDCC1 :

DevOps Continuous Compliance as a Service

Using DevOps assurance, provides Continuous Compliance and service assurance capability across your whole estate of Virtual and Physical systems. Enables delivery teams to ensure security features are built into the service, reducing Accreditation,and enabling 'deployments at Velocity'. Using 'Infrastructure as Code' provides assurance and compliance for Digital Services.

Features
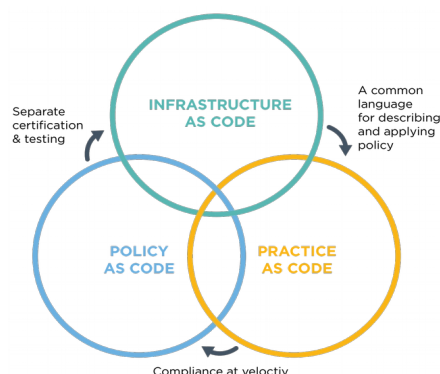
- Private, Public or Hybrid deployment to Physical, Virtualised or Containers.
- Enables the Coded Business: Reduce time to Implement, Test, Assure, Deliver.
- "Code to Comply" delivering Continuous Compliance and Accreditation at Velocity.
- Part of the 'Infrastructure as Code': Agile, Lean, DevOps delivery.
- Achieve repeatable compliance, and "Agility in Delivery".
- Greatly automate your deployments, for secure or accredited services.
- InfoSec: Knowledge capture of how your secure environments are setup.
- Provide live visibility of compliance and deployment to standards
- Reduce rework through building in compliance and security.
- Based on Open Source Chef® Compliance Service, supports CIS Benchmarks

Benefits

- Greatly speed up delivery of change.
- Provide Agility in Development, Testing, Accreditation and Service delivery.
- Enables you to take control and become more supplier and technology agnostic.
- Scale rapidly, remove large barriers to deployment and delivery.
- Ability to identify out-of-date, risky or vulnerable systems and upgrade them.
- Provide consistency to enable risk managed assumptions.
- Reduce overheads of compliance at scale.
- Simplify accreditation and assurance with demonstrable patch and hardening compliance.
- Provide confidence to Data Owners and stakeholders that services are ready.
- Meet legislative and regulatory mandates with data and services.

Service Description

"Digital Everything" is playing an increasingly central role: Is at the heart of contact between Government and its citizens - and of the Transformational Agenda. Under pressure to deliver new digital services at unprecedented velocity:

- Accreditors are placing increasing focus on detailed compliance.
- Conflict between complying with assurance requirements and delivery benefits,

and services quickly.

• DevOps can provide real benefits in Compliance, Accreditation and Continuous Service Delivery for Public Sector.

Compliance and Accreditation is still needed by all HMG services. While we have had Simplification in design, compliance and audit has tightened; the business need doesn't abate to deliver new products and services at high velocity while still satisfying obligations.
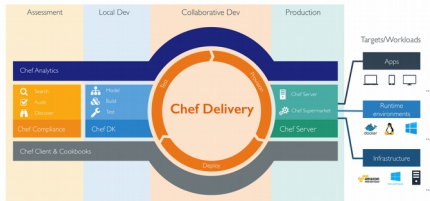

Chef Compliance provides Automation, Scale, Compliance, and Assurance using rules that express your requirements, test your infrastructure for non-compliant configurations, and out-of-date software. Once detected, you can use Chef Server to deploy the corrections.

- Agility in Deployment,
- Continuous Delivery,
- Codify your Infrastructure,
- Greatly automate your deployments, quality and predictability. Capture the knowledge of how your environments are setup.

Enable an Agile/ Digital Organisation… and "get out of the business of building Infrastructure". Based on the idea of infrastructure as code, automation increases velocity, consistently applying regulatory requirements in large-scale environments.

Development Continuous Integration Server

The Development Continuous Integration Server provides a secure version control, build pipeline, integration, test and deployment capability for sensitive or private build teams. Supporting software development across locations and suppliers, it provides a cloud based platform for teams to co-operate. Agile development and delivery. Supports AWS, Azure, UKCloud private cloud and on-prem.
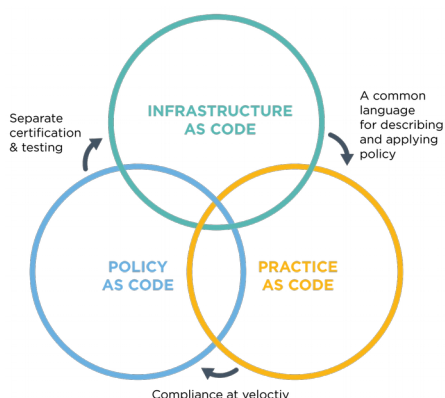
Features

- Supports Chef Delivery, Jenkins and Gitlab services to automate build pipelines.
- Continuous build, integration, testing, build and delivery.
- Reduce time to build and deliver new services.
- Secure and Private code management in the cloud for distributed teams.
- Supports meeting ISO27000 and accreditation compliance in build quality.
- Provides Version Control, history, RBAC and support for multiple teams.
- Public, Private, Hybrid cloud environments, AWS, Azure, UKCloud, VMWare.
- Automate build management, tracing of User Stories to Tested deployed code.
- Automate deployments to Cloud or on-Prem services.
- Test driven based development, using trusted, industry standard components.

Benefits

- Improve visibility of Code quality and readiness to deploy.
- Confidence in meeting test and quality of code.
- Ability to push software quickly to cloud, virtual or containers.
- Simple, single deployment from Development, to Test, to Production. Greatly increase the speed of your deployments.
- Reduce re-work through use of automated testing.
- Enables many small / rapid releases rather than infrequent, large expensive releases.
- Timely feedback and confidence on changes.
- Aid collaboration with on and offshore teams.
- Change "Agility", Velocity, and reduce the cost of transformation.

Service Description

The Viewdeck Continuous Delivery as a Service is a Chef Delivery solution to give you the ability to automate of your deployments, improving quality and providing predictability.

Continuous delivery is the automated process that gives you control over your software and infrastructure deployments. With it, you can manage your releases to

meet your business requirements. avoiding slow, often faulty, manual processes.

Continuous delivery supports the collaborative relationship among all of a project's stakeholders. As part of the DevOps culture, it enables open, direct communication between all parties, (such as developers, operations teams and managers), by using a common, clearly defined code's, to encapsulate purpose and requirements. DevOps reduces the number of handoffs between teams, reducing delays and wasted effort.

Chef Delivery supports the automated deployment pipeline: as a series of stages, or quality gates, with automated tests, simplifying your roll outs every time you make a change to your solution. When software passes its tests at one stage, it is promoted to the next stage. Confidence in the software's functionality and stability increases as the code moves through the pipeline. By the time it reaches the final production stage, with the audited (automated) journey captured, this builds team confidence and will give you comfort that you can safely release your latest features into live service.

With continuous delivery, you will

- **Deploy software quickly** - DevOps and automation greatly increase the speed of your deployments.
- **Reduce risk** - Continuous delivery encourages many small releases rather than infrequent, large releases. Small releases have less chance of going wrong and are easier to fix if there are problems.
- **Get feedback faster** - Because your software is released quickly and frequently, you'll get timely feedback on your changes.

Chef Delivery

Jump-start your adoption of continuous delivery with Chef Delivery. Chef Delivery provides an automated workflow that encapsulates a set of DevOps principles Chef has defined and refined over its years of experience working with enterprise customers.

Chef Delivery lets you manage changes to both infrastructure and application code, giving your operations and development teams a common platform for developing, testing, and deploying cookbooks, applications, and more. If each of your teams has a different way of deploying software, with their own scripts and hardware, unify the release process with Chef Delivery. It can also help you accelerate the adoption of continuous delivery and encourages DevOps collaboration. It provides a proven, reproducible workflow for managing changes as they flow through the pipeline from a local workstation, through automated tests, and out into production.

Features of Chef Delivery include:

- **SCM Integration:** Delivery ships with an internal Git repository, and can also be configured to work with your private repos in GitHub and Bitbucket.
- **Notifications:** Users can subscribe to email notifications for projects they

care about. Delivery also supports notifications via Slack.

- **Disaster Recover:** Delivery can be installed with a standby server. Data is replicated from the primary to the standby with a simple failover option to restore service quickly in the event of a failure.

- **SAML Authentication:** Delivery can be configured to route authentication requests to an external IdP via SAML.

Delivery accelerates the adoption of continuous delivery and encourages collaboration. It provides a proven, reproducible workflow for managing changes as they flow through the pipeline from a local workstation, through automated tests, and out into production servers in real time.

GC11-DOS-DOC1:

DevOps Cloud Build Workstation

Secure virtualised Desktop Workstation, for development, management and support of DevOps development. Cloud based graphical desktop with access to key DevOps, WebOps and CloudOps capabilities and services. Platform to enable build Automation and Continuous Delivery development in remote or isolated locations. Capability to manage server 'recipes' and environment 'attributes'.

Features
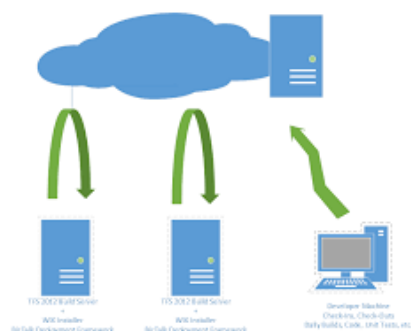
- Secure Linux based DevOps, CloudOps, WebOps development Workstation.
- Secure Remote Access to Graphical IDE (over ssh, rdp, https).
- Chef® Workstation, Terraform, and Vagrant, development station.
- Includes Ruby development, IDE, git client, AWS CLI, ChefDK, terraform.
- Designed for low bandwidth and secure bastion host connectivity.
- Accessible from PC,Mac,or Linux, over optional VPN/ secure tunnel.
- Includes regular patches, daily backups, support.
- Debian/Ubuntu based platform for ease of management,
- UKCloud, AWS, Azure, Private Cloud and On-Prem/legacy environments.
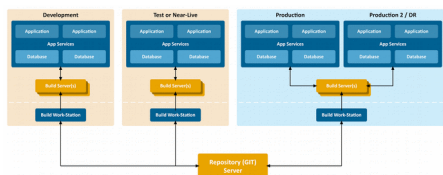- Part of the "Infrastructure as code" service.

Benefits

- Cloud based DevOps Workstation, easy to manage, backup, secure.
- Part of a Chef® and Terraform/Vagrant solution to automate infrastructure deployment.
- Securely accessible to Infrastructure from remote locations, with slow communications.
- Able to separate remote deployment from 'Office' Service (Bastion Host) Take advantage of the Chef® Supermarket, 1000's of existing recipes/cookbooks.
- Greatly reduced development time through re-use pre-tested 'cookbooks'
- Secure Infrastructure, DevOps environment, suitable for Public or Private.
- Support compliance and accreditation on deployment of trusted services.
- Supports meeting GDPR, data protection and audited access to data.
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Service Description

Chef is a powerful DevOps automation platform that transforms complex infrastructure into code. It delivers agile continuous delivery to secure government infrastructures by codifying application, deployment and delivery.

Chef is a configuration management tool written in Ruby and Erlang. It uses a pure-Ruby, domain-specific language (DSL) for writing system configuration "recipes". Chef is used to streamline the task of configuring and maintaining a company's servers,

and can integrate with cloud-based platforms such as Rackspace, Internap, Amazon EC2, Google Cloud Platform, OpenStack, SoftLayer, and Microsoft Azure to automatically provision and configure new machines. Chef contains solutions for both small and large scale systems.

The Chef server acts as a hub for configuration data, storing cookbooks and policies that are applied to nodes. It also holds the metadata that describes each registered node (Virtual Host/Machine) that is being managed by the chef-client. Nodes use the chef-client to ask the Chef server for configuration details, such as recipes, templates, and file distributions. The chef-client then does as much of the configuration work as possible on the nodes themselves (and not on the Chef server). This scalable approach distributes the configuration effort throughout the datacenters and infrastructure.

The Secure DevOps (Chef) Build Workstation is a secure remote desktop, able to update, edit, and configure the Chef Server environment through the deployment of cookbooks, and Node/Role attributes. Using the Viewdeck Secure DevOps Build Workstation as Service, it provides a patched, secured cloud based development graphical workstation easily deployed across environments, providing IDE, scripting, deployment and manipulation of infrastructure build scripts in a secure environment.

It includes the Chef Development Bit, containing everything that is needed to start using Chef (Chef-client, Chef, Ohai, Kitchen, Chefspec, etc).

GC11-DOS-VVCS1:

Version Control Server as a Service

Private distributed version control service for software and DevOps development and configuration management . Provides a fully distributable secure private GIT service, suitable for agile, rapid delivery of digital services.

Features

- Secure managed Git Server designed to bring together development teams.
- Designed to support distributed code, configuration management, DevOps or deployments.
- Resilient and high availability solutions, deployable in Master/Slave formats.
- Includes simple Web-based interface for browsing of versions/updates.
- SSH integration into wide range of development or service workstations.
- Works with wide range of Open Source Client software.
- Capable of self administration through Web interface.
- Service includes regular patches, daily backups, support.
- Easy management, configuration and flexibility.
- Works with UKCloud, Azure, etc. Also internal private cloud architectures.

Benefits

- Provides the full range of Git version control.
- Keeping remote teams aligned, test versions managed.
- Part of the Agile development solution, continuous delivery of infrastructure.
- Integrates into Change, Test and Release management processes.
- Greatly reduced development time, by co-ordinating teams.
- Secure Server environment, suitable for Public or Secure environments.
- Available for Web, Tier 1 or Tier 2 services.
- Suitable for Public, Private and Shared Cloud environments.
- Supports Digital Service delivery process (Discovery, Alpha, Beta, Live).

Service Description

Git is a free and open source distributed version control system designed to handle everything from small to very large projects with speed and efficiency. It supports non-linear development, widely compatible with existing products, (http, Hpi, rsync) and provide assurance and quality during the build process. This solution provides a private/managed and secure version of the github service.

Git is easy to learn and has a minimal footprint with lightning fast performance, with features like cheap local branching, convenient staging areas, and multiple workflows.

This solution is based on the Viewdeck Secure Server, a hardened NCA compliant 'Gold' build, providing lockdown, NSA compliant hosting platform for cloud deployment.

These services are suitable for Private, Community or Public Cloud hosting, on the Internet, and in Tier 1 or higher environments.

GC11-DOS-VVSC1:

Virtualised Vulnerability Scanner

Cloud based Vulnerability Scanner as a Service provides ongoing comprehensive and powerful penetration testing/ITHC and vulnerability management solution. Includes subscription to live network and application tests. Virtualised security assessment appliance that you can run to ensure ongoing compliance and hardening of services.

Features

- Check and identify vulnerabilities in services on internal or external systems.
- Based on The OpenVAS / Greenbone appliance. Community or Commercial Solution.
- Includes database of over 47000 regularly updated network/application security Tests.
- Scheduled and Concurrent scanning of multiple target hosts.
- Self Manage, Self Test testing at of your new Digital services.
- SecOps: Reporting, Escalation, and risk workflow results.
- Supports wide range of reports formats (XML, HTML, LateX, etc.).
- Regular patches, daily backups, supports.
- UKCloud, AWS and internal private cloud deployments.
- Virtualised Appliance, co-exist or operate externally to your environment.
- InfoSec services to meet your compliance and auditing of new services.

Benefits

- Understand the risks of your web, application and digital services.
- Identify security issues, to ensure services are locked down.
- Control the scope and depth of Scans, managed Pen Tests.
- Checks for known vulnerabilities, misconfiguration, threats.
- Enables development teams to build security testing into development cycle.
- Standard, repeatable process that can be used by operational teams.
- Provides management of changes to results to recognise risks.
- Self Service/Administered via a web based interface.
- Strong access controls and Secure Server hosting to ensure integrity.
- Suitable for Public, Private, Shared Cloud, and OnPrem/Legacy environments.

Service Description

The Viewdeck Vulnerability Solution as a Service provides delivery teams with a comprehensive vulnerability assessment system that can detect security issues in all manner of servers and network devices.

This solution will perform a port scan of an IP address to find open services. Once listening services are discovered they are then tested for known vulnerabilities and
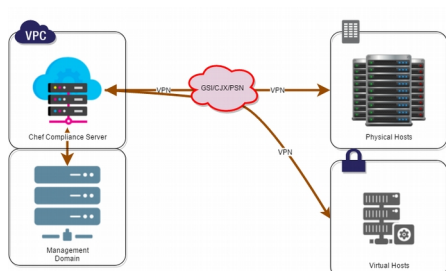
misconfiguration using a large database (more than 47000 NVT checks). The results are then compiled into a report with detailed information regarding each vulnerability and notable issues discovered.

Once the results of the tests are received, each finding is then checked for relevance and possibly false positives. Any confirmed vulnerabilities are then remediated to ensure that systems are not at risk.

Key Features

- An understanding of the security issues through detailed reporting so that risk assessment and remediation can be undertaken.
- Simple Web based interface for each remote management and use.
- Custom scan options include Full Scan, web server scan, WordPress and Joomla scan types.
- Results will be delivered to your email address for analysis.
- Perform comprehensive security testing of an IP address.
- Virtual Penetration Testing Tool.
- Weekly updates to a library of server tests.
- External or internal testing against Cloud or legacy estate.
- Compliments wider security enforcing and reporting tools.
- Supports wide range of systems, services, third party applications and appliances.

These services are suitable for Private, Community or Public Cloud hosting, on the Internet, and in Tier 1 or higher environments.

GC11-DOS-VSDC1:

Secure CI/CD Docker® Container Service

The Viewdeck Secure CI/CD Docker® Container Service is a Virtualisation solution for Agile continuous integration/ continuous delivery. Using industry leading Docker®, it provides Infrastructure optimisation, agility, control and portability. It helps automate the development deployment of applications through software containers, using DevOps techniques, to provide abstraction and agility.

Features

- Industry leading Docker® component Virtualisation service.
- Provides run-anywhere application virtualisation to provide deployment flexibility.
- Enables continuous integration and continuous Agile delivery of applications.
- Great portability and scalability, supporting the complete software delivery lifecycle.
- Ideal for delivering digital micro-services architectures.
- Secure managed environment, ideal across development, test and production.
- Works with UKCloud, AWS, Azure, and internal private cloud.
- Integrates with DevOps Technologies: Chef, Puppet, Ansible, Gitlab.
- High availability, load balancing solutions using Swarm configurations.
- Supports elasticity in deployment.
- Build out infrastructure quickly using standard available Docker images.

Benefits

- Part of your DevOps solution to automate, simplify and orchestrate.
- Easy to move infrastructure deployment from development, through test and into production.
- Virtualisation technology provides software, infrastructure and service components.
- Wraps software and service configurations into single packages for auto-deployment.
- Service provides 'Infrastructure as Code' and full application stack automatically.
- Rapid deployment and duplication of development resources.
- Built on secure production ready platforms that meet security needs.
- Swift simple roll-out of server changes to multiple instances.
- Public or Private Cloud, Capable for tier1/tier2.
- Supports full Digital Service/ delivery process (Discovery, Alpha, Beta, Live).

Service Description

This service provides a component virtualisation, continuous delivery continuous integration service that enables the development team to control the deployment. By
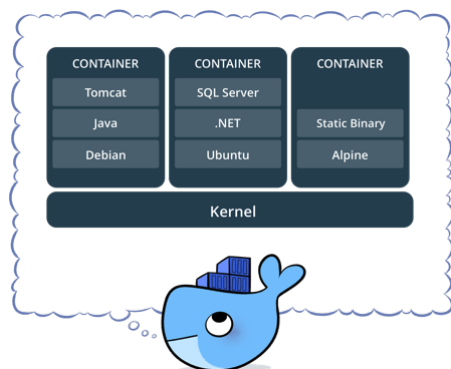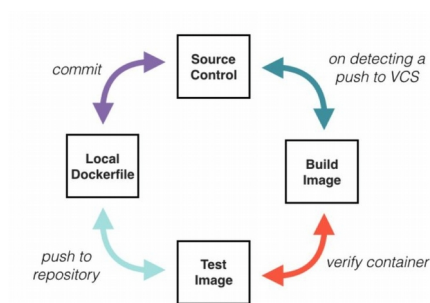
abstracting from system dependencies, it provides simplicity, increased virtualisation and optimisation in agile solution delivery.

As part of your Agile delivery, it enables you to package an application and its dependencies in a virtual container, that can run on any Docker Linux server.

Docker can be integrated into various infrastructure tools, including Amazon Web Services, Ansible, CFEngine, Chef, Jenkins, Microsoft Azure,OpenStack Nova,Puppet, Salt, Vagrant, and VMware vSphere Integrated Containers.

Hence you can have a consistent delivery target from local, to development, to test, and then to live, while moving across different cloud solutions.
It also helps simplify the deployment update cycle by using lightweight images, with only layer updates need to be propagated. It also provides a high-level API to support lightweight containers that run processes in isolation.
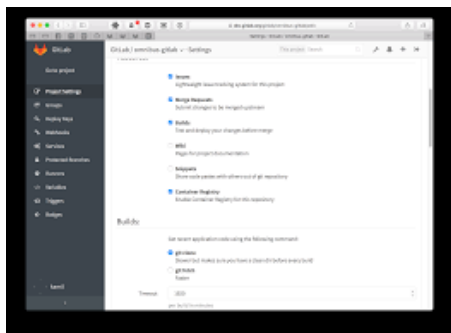
Why Continuous Delivery?

- "Delivery at Velocity": Continuous Delivery enables the "Agile Organisation", and "Compliance at Pace".
- Continuous Delivery is not just about agility in delivery, but an ethos across the delivery lifecycle.
- Organisational transformation, that provides a step change in Change delivery, speed and accuracy.
- Knowledge sharing and transfer: Part of the "Infrastructure as Code" practice, it simplifies and reduces the effort needed to meet delivery goals.

The DevOps Space

There is a wide collection of Continuous Delivery/ Continuous Integration tooling available these days. We support an extensive range of popular and stable tools, deployed into either Public or Private Cloud environments. Working with our clients we help you to embed these enablers into your development, project and service teams, to help break down the blockers, and greatly improve the efficiency of the service provisioning lifecycle (including key areas such as elasticity, assurance etc.) as well as the deployment/ delivery chain.

GC11-DOS-VSGS1:

Secure Gitlab Server as a Service

Secure distributed cloud based enterprise code development environment that supports code management and configuration control in a DevOps implementation using Git Repository. Also provides capability to plan and manage code development, test and assure, package releases and monitor releases.

Features

- Agile Project configuration management, test automation, and CDCI tool.
- Designed to support digital and infrastructure teams.
- Resilient and high availability solutions, deployable in Master/Slave formats.
- Includes simple Web-based interface for browsing of versions/updates.
- SSH integration into wide range of development or service workstations.
- Works with wide range of Open Source Client software.
- Capable of self administration through Web interface.
- Works with UKCloud, Azure, etc. Also internal private cloud architectures.
- Ability to support Continuous Integration/Continuous Delivery through the Development lifecycle.
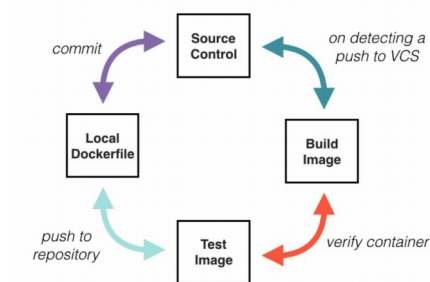- Based on leading Open Source Gitlab solution.

Benefits

- Provides the full range of Git version control.
- Web based version control , enabling remote teams alignment.
- Integrates into Change, Test and Release management processes, continuous delivery.
- Agile, delivering greatly reduced development time, by co-ordinating teams.
- Great web based visibility of code progress.
- Automated testing, Automated deployment, Continuous Integration Deployment platform.
- Secure Server environment, suitable for Public or Secure environments.
- Available for Web, Tier 1 or Tier 2 services.
- Suitable for Public, Private and Shared Cloud environments.
- Supports Digital Service Agile delivery process (Discovery, Alpha, Beta, Live).

Service Description

This service provides a component virtualisation, continuous delivery continuous integration service that enables the development team to control the deployment. By abstracting from system dependencies, it provides simplicity, increased virtualisation and optimisation in agile solution delivery.

As part of your Agile delivery, it enables you to package an application and its dependencies in a virtual container, that can run on any Docker Linux server.
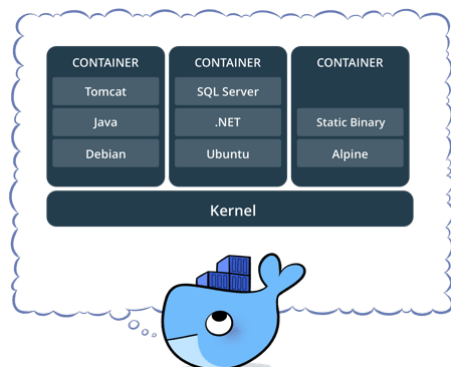
Docker can be integrated into various infrastructure tools, including Amazon Web Services, Ansible, CFEngine, Chef, Jenkins, Microsoft Azure,OpenStack Nova,Puppet, Salt, Vagrant, and VMware vSphere Integrated Containers.

Hence you can have a consistent delivery target from local, to development, to test, and then to live, while moving across different cloud solutions.

It also helps simplify the deployment update cycle by using lightweight images, with only layer updates need to be propagated. It also provides a high level API to support lightweight containers that run processes in isolation.

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There is a wide collection of Continuous Delivery/ Continuous Integration tooling available these days. We support an extensive range of popular and stable tools, deployed into either Public or Private Cloud environments. Working with our clients we help you to embed these enablers into your development, project and service teams, to help break down the blockers, and greatly improve the efficiency of the service provisioning lifecycle (including key areas such as elasticity, assurance etc.) as well as the deployment/ delivery chain.

Resilient MySQL® Database Server as a Service

Secure MySQL® Application Database Services for your Cloud solutions. Available in traditional and high availability configurations, provided either as a fully managed service or to be self administered via web interfaces. Secure, scaled service, with full range of MYSQL services including clustering and highly available architectures.

Features

- Mysql® Database Server.
- Scalable and resilient, with backup service.
- Web interface to provide data management and manipulation.
- Optional Synchronous or Asynchronous high availability configurations.
- Master Slave, Master Master, Star Structure, Fan out or In.
- Resilient distributed database solutions.
- Self-administer or fully managed service available.
- Service includes regular patches, daily backups, logging, support.
- Linux based platform for ease of management, configuration and flexibility.
- Works with UKCloud, AWS, Azure and private cloud architectures.

Benefits

- Suitable for Public, Private and Shared Cloud environments.
- Simple and efficient Open Solution.
- Provides database license consolidation.
- Suitable as a migration path, and IT estate rationalisation.
- Simple, straight forward data serving, working well with other components.
- Scaled to meet business needs, flexible and elastic.
- Cost Efficient, flexible scalability, use as you need.
- Easy of integration with Full Stack, Web service and Microservice architectures.

Service Description

Thise service provides the following:

- Optional use of licensed Mysql installation, Open-Source MariaDB (plug compatible to Mysql), Postgres, MongoDb or Apache Cassandra (noSQL)
- Optional web-based Management and database management interface.
- Use of third party tools like MySQL Workbench to manipulate and administer.
- Can be used in a wide range of architectures, including master slave, multi - master, Fan In or Fan Out.
- Unlimited Number of databases/data sets, users etc.
- Standard API access to allow integration with client tools and other hosting components.
- Capable of providing a distributed resilient data service across remote

locations.

This service includes an initial standard set-up configuration and support to help get your initial requirement up and running.

These services are suitable for Private, Community or Public Cloud hosting, on the Internet, and in Tier 1 or higher environments.

Resilient MariaDB® Database Server as a Service

Secure Open Source MariaDB® Application Database Services for your Cloud solutions. Available in traditional and high availability configurations, provided either as a fully managed service or to be self administered via web interfaces. Secure, scaled service, with wide range of MYSQL services including clustering and highly available architectures.

Features

- MariaDB® Database Server, fully MYSQL compliant.
- Web interface to provide data management and manipulation.
- Optional Synchronous or Asynchronous High Availability Configurations.
- Master Slave, Master Master, Star Structure, Fan out or In.
- Resilient distributed database solutions.
- Scalable and resilient. Deployable across Private, Public and Hybrid Cloud.
- Self-administer or fully managed service available.
- Service includes regular patches, daily backups, logging, support.
- Linux based platform for ease of management, configuration and flexibility.
- Works with UKCloud, AWS, Azure and private cloud architectures.
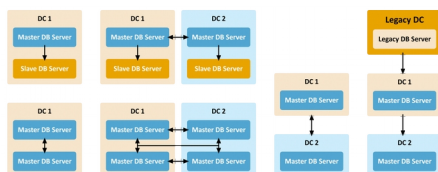
Benefits

- Suitable for Public, Private and Shared Cloud environments.
- Simple and efficient SQL Open Solution.
- No License lock-in.
- Suitable as a migration path, and IT estate rationalisation.
- Simple, straight forward data serving, working well with other components.
- Global support, plug compatible with MYSQL.
- Scaled to meet business needs, flexible and elastic.
- Cost efficient, flexible scalability, use as you need.
- Easy integration with Full Stack, Web service and Microservice architectures.

Service Description

This service provides the following:-

- Optional use of licensed Mysql installation, Open-Source MariaDB (plug compatible to Mysql),
- Optional web-based Management and database management interface.
- Use of third party tools like MySQL Workbench to manipulate and administer.
- Can be used in a wide range of architectures, including master slave, multi - master, Fan In or Fan Out.
- Unlimited Number of databases/data sets, users etc.
- Standard API access to allow integration with client tools and other hosting components.

● Capable of providing a distributed resilient data service across remote locations.

This service includes an initial standard set-up configuration and support to help get your initial requirement up and running.

These services are suitable for Private, Community or Public Cloud hosting, on the Internet, and in Tier 1 or higher environments.

Resilient PostgreSQL® Database Server as a Service

Secure PostgreSQL® Application Database Services for your Cloud solutions. Available in traditional and high availability configurations, provided either as a fully managed service or to be self administered via web interfaces. Ideal cloud migration path for Development, Test, Live, DR, Resilience service delivery.

Features

- PostgreSQL® Database Server.
- Range of Versions to meet dependencies.
- Web interface to provide data management and manipulation.
- Optional Synchronous or Asynchronous high availability configurations.
- Master Slave, Master Master, Star Structure, Fan out or In.
- Scalable and Resilient distributed database solutions.
- Self-administer or fully managed service available.
- Service includes regular patches, daily backups, logging, support.
- Linux based platform for ease of management, configuration and flexibility.
- Works with UKCloud, AWS, Azure and private cloud architectures.
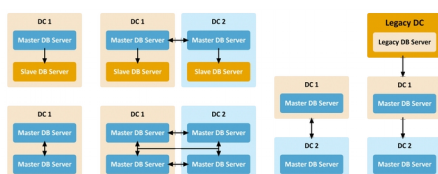
Benefits

- Suitable for Public, Private and Shared Cloud environments.
- Simple and efficient Open Solution. Elastic and Secure.
- Meets business, service and security needs.
- Provides for database license consolidation and reduction.
- Highly performant SQL database, used widely throughout the world.
- Mission Critical Service levels.
- Suitable as a migration path, and IT estate rationalisation.
- Simple, straight forward data serving, working well with other components.
- Cost Efficient, flexible scalability, use as you need.

Service Description

- Can be used in a wide range of architectures, including master slave, multi - master, Fan In or Fan Out.
- Unlimited Number of databases/data sets, users etc.
- Standard API access to allow integration with client tools and other hosting components.
- Capable of providing a distributed resilient data service across remote locations.

This service includes an initial standard set-up configuration and support to help get your initial requirement up and running.

These services are suitable for Private, Community or Public Cloud hosting, on the Internet, and in Tier 1 or higher environments.

Resilient Apache Cassandra (NoSQL)® Database Server as a Service

Secure Apache Cassandra (NoSQL)® Application Database Services for your Cloud solutions. Available in development and High Availability configurations, provided either as a fully managed service or to be self administered via web interfaces. Ideal cloud migration path for DR, Resilience or License Fee management.

Features

- Apache Cassandra Database Server.
- Scalable and resilient backup service.
- Web interface to provide data management and manipulation.
- Scaled and designed for High Availability Configurations.
- Multiple DC's.Master Slave, Master Master, Star Structure, Fan out or In.
- Resilient distributed database solutions across Public, private and Hybrid.
- Self-administer or fully managed service available.
- Service includes regular patches, daily backups, logging, support.
- Linux based platform for ease of management, configuration and flexibility.
- Works with UKCloud, AWS, Azure and private cloud architectures.
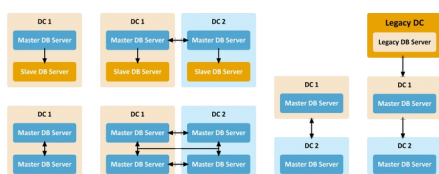
Benefits

- Suitable for Public, Private and Shared Cloud environments.
- Simple and efficient Open Solution, very resilient,Highly performant CSQL platform.
- Massively scalable solutions.
- Simple, straight forward data serving, working well with other components.
- Scaled to meet business needs, flexible and elastic.
- Cost Efficient, flexible scalability, use as you need.
- Secure DevOps delivered platform, part of your CD/CI platform.

Service Description

- Can be used in a wide range of architectures, including master slave, multi - master, Fan In or Fan Out.
- Unlimited Number of databases/data sets, users etc.
- Standard API access to allow integration with client tools and other hosting components.
- Capable of providing a distributed resilient data service across remote locations.

This service includes an initial standard set-up configuration and support to help get your initial requirement up and running.

These services are suitable for Private, Community or Public Cloud hosting, on the Internet, and in Tier 1 or higher environments.

Service Details

The services described here have evolved from many years experience in secure environments working with teams undergoing transformation projects in particular aimed at utilising cloud services for Digital Delivery. Much of this related to security services and environments where rapid change is of paramount importance but also security cannot be compromised.

The services presented breakdown broadly into two types. Services that support continuous delivery (DevOps) and services that support or facilitate reviewing security.
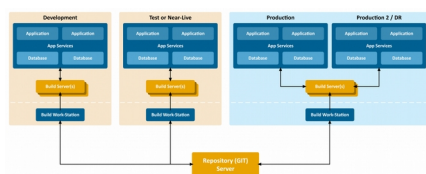
DevOPs and Secure Delivery for Cloud Services

DevOps is a strategy for infrastructure change delivery that brings an organization's operations, development, testing, and support teams together to facilitate working collaboratively for a common delivery aim. When done properly it can be efficient reducing time to deliver, allowing greater flexibility to change and providing rapid development and release.

DevOps relies on significant automation to work effectively. It utilises the principle of infrastructure as code and relies on languages such as Ruby under Configuration Tools such as Chef. Viewdeck have worked extensively with Chef and have developed a number of their services utilising Chef as a key building block.

The principle of undertaking continuous delivery of change is initially daunting to an IT Department. It immediately throws up the risk of security flaws emerging through insufficient time to test and check implementation. However DevOps responds to this by allowing security to be considered much earlier in the change cycle. By undertaking security tests in an automated way on a staging environment allows the security integrity to be thoroughly assessed.

Automation is the key to secure continuous delivery and many organisations are recognising its potential and are embracing the technology. The benefits from continuous delivery are many such as:

- More efficient change undertaken, less time, less manual effort.
- Better security , more thorough testing, fewer issues.
- Better alignment with business objectives.
- More reactive and Agile to change.
- Better collaborative working of operational teams.
- More reliable infrastructure.
- More resilient infrastructure.
- Better reactivity to serious incidents. Ability to restore infrastructure settings.

Viewdeck services allow an organisation to embark on the DevOps journey, or strengthen their already implemented capability. Viewdeck can offer assistance in designing, implementing and supporting the go live of these services for the client if required.

Appendix 1

Related Service Specifications

Resilient Database Server as a Service

	Resilient Database Service.	
VRDS	Secure Application Database Services for your Cloud solutions. Choice of Mysql®. MariaDB®, PostgreSQL®, NoSQL, CouchDB® and Apache Cassandra® in traditional and High Availability configurations, provided either as a fully managed service or to be self administered via web interfaces. Ideal cloud migration path for Development, Test, Live and Secure environments.	
Notes	Secure High Availability Cluster solutions for SQL, NoSql.	
	Open Source Database as a Service. Choice of MariaDB, Postgres, Cassandra, CouchDB. Includes 50Gb Storage. Up to 20 Concurrent Sessions.	
Key Component		0
Minimum Period / Service Level	3 Months	2nd M-F9-5
Service Basis		Dedicated Service
Minimum Order / Initial Setup	2	£5,370
Range From/To Per Month	£187	£366
Related Services		
VMDS	Management Domain as a Service: Complete Management Domain As a Service for Secure, Project and Operational Environments	
VGFR	Gateway and Firewall Router as a Service: Virtualised Firewall, Gateway Router Service	
VEMA	Event Monitoring and Alerting: Security Event Monitoring and Alerting Service	

DevOps Continuous Compliance Server

	Continuous Compliance SaaS Service	
VDCC	Using DevOps assurance, provides Continuous Compliance and service assurance capability across your whole estate of Virtual and Physical systems. Enables delivery teams to ensure security features are built into the service, reducing Accreditation,and enabling 'deployments at Velocity'. Using 'Infrastructure as Code' provides assurance and compliance for Digital Services.	
Notes	Chef Compliance DevOps Automation Continuous Compliance SaaS Service	
	Dedicated Chef Compliance Server. Includes 100Gb. Up to 100 Nodes	
Key Component		Chef Compliance
Minimum Period / Service Level	Annual	2nd M-F9-5
Service Basis		Dedicated Service
Minimum Order / Initial Setup	1	£2,685
Range From/To Per Month	£388	£836
Related Services		
VDOC	DevOps Infrastructure Automation and Continuous Delivery Server : DevOps Infrastructure Automation and Configuration.	
VSGS	Secure Gitlab Server as a Service: Private Gitlab CD/CI Service	

Automation, Continuous Delivery and Integration Services

		CD/CI Per Host
VACD		**Technical Design, Project Management and strategic delivery of CI/CD and Automation capabilities using DevOps for Cloud and ICT transformation. Helping simplify and reduce your development and infrastructure pipelines, through automated build, virtualisation and DevOps. Reduce your change delivery costs. Implementing Continuous Delivery, and Continuous Deployment in Cloud services.**
Notes		Gitlab CD/CI Configuration Support
		Setup and Configuration per CD/CI Host
Key Component		Gitlab
Minimum Period / Service Level	3 Months	3rd 24x7
Service Basis		Per Client Host
Minimum Order / Initial Setup	1	£134
Range From/To Per Month	£27	£27

DevOps Infrastructure Automation and Continuous Delivery Server

		DevOps Infrastructure Automation and Configuration.
VDOC		**Infrastructure and Application Automation for Cloud and on-Prem provides DevOps, Configuration Management, Quality Assurance, and repeatable delivery of Windows and Linux based solutions. Delivering 'Infrastructure as Code', enables rapid repeatable deployment of new services. Using standard Cookbook and recipes, simplifies deployment of virtualised environments.**
Notes		Managed Infrastructure Automation by Chef Infra
		Dedicated Chef Infra Server. Includes 50Gb Storage. Up to 100 Nodes
Key Component		Chef-Server
Minimum Period / Service Level	Annual	3rd M-F9-5
Service Basis		Dedicated Service
Minimum Order / Initial Setup	1	£2,685
Range From/To Per Month	£500	£500
Related Services		
VDCC	DevOps Continuous Compliance Server: Continuous Compliance SaaS Service	
VSGS	Secure Gitlab Server as a Service: Private Gitlab CD/CI Service	

Version Control Server as a Service

	Simple Private Git Service for managed/controlled deployments	
VVCS	Private distributed version control service for software and DevOps development and configuration management . Provides a fully distributable secure private GIT service, suitable for agile, rapid delivery of digital services.	
Notes	Secured dedicated Version control	
	Simple Private Version Control Service with 50Gb Storage for Secure Distributed Teams.	
Key Component		Git Server
Minimum Period / Service Level	3 Months	2nd M-F9-5
Service Basis		Dedicated Service
Minimum Order / Initial Setup	1	£895
Range From/To Per Month	£187	£366
Related Services		
VSGS	Secure Gitlab Server as a Service: Private Gitlab CD/CI Service	
VDOC	DevOps Infrastructure Automation and Continuous Delivery Server : DevOps Infrastructure Automation and Configuration.	

Virtualised Vulnerability Scanner

	Cloud based Vulnerability and Penetration Testing (Vulnerability scanner)	
VVSC	Cloud based Vulnerability Scanner as a Service provides ongoing comprehensive and powerful penetration testing/ITHC and vulnerability management solution. Includes subscription to live network and application tests. Virtualised security assessment appliance that you can run to ensure ongoing compliance and hardening of services.	
Notes	OpenVAS based test and reporting service. For running your own Pen Tests.	
	Open community based virtual appliance with Dedicated Scanner. Virtual Appliance. With Up to 50Gb of Storage, 500Ips	
Key Component		OpenVas
Minimum Period / Service Level	3 Months	2nd M-F9-5
Service Basis		Dedicated Service
Minimum Order / Initial Setup	1	£2,685
Range From/To Per Month	£201	£380
Related Services		
VGFR	Gateway and Firewall Router as a Service: Virtualised Firewall, Gateway Router Service	
VMDS	Management Domain as a Service: Complete Management Domain As a Service for Secure, Project and Operational Environments	
VEMA	Event Monitoring and Alerting: Security Event Monitoring and Alerting Service	

Secure CI/CD Docker® Container Service

VSDC	**Secure private Docker Platform for CD/CI.**	
	The Viewdeck Secure CI/CD Docker® Container Service is a Virtualisation solution for Agile continuous integration/ continuous delivery. Using industry leading Docker®, it provides Infrastructure optimisation, agility, control and portability. It helps automate the development deployment of applications through software containers, using DevOps techniques, to provide abstraction and agility.	
Notes		Deployed Docker Container in Secured Host for CD/CI deployments.
		50Gb Storage/Limit, 8Gb host, Approx 10 Concurrent threads/users
Key Component		Docker
Minimum Period / Service Level	3 Months	3rd M-F9-5
Service Basis		Dedicated Service
Minimum Order / Initial Setup	1	£2,685
Range From/To Per Month	£515	£515
Related Services		
VSGS	Secure Gitlab Server as a Service: Private Gitlab CD/CI Service	
VSGS	Secure Gitlab Server as a Service: Private Gitlab CD/CI Service	

Secure Gitlab Server as a Service

VSGS	**Private Gitlab CD/CI Service**	
	Secure distributed cloud based enterprise code development environment that supports code management and configuration control in a DevOps implementation using Git Repository. Also provides capability to plan and manage code development, test and assure, package releases and monitor releases.	
Notes		Gitlab Community Server for CD/CI Delivery
		Dedicated 50Gb Storage. Approx 10 Concurrent threads/users
Key Component		Gitlab
Minimum Period / Service Level	3 Months	2nd M-F9-5
Service Basis		Dedicated Service
Minimum Order / Initial Setup	1	£2,685
Range From/To Per Month	£84	£128
Related Services		
VDOC	DevOps Infrastructure Automation and Continuous Delivery Server : DevOps Infrastructure Automation and Configuration.	
VDCC	DevOps Continuous Compliance Server: Continuous Compliance SaaS Service	

Resilient MySQL® Database Server as a Service

	Relational Database as a Service	
VRMD	Secure MySQL® Application Database Services for your Cloud solutions. Available in traditional and high availability configurations, provided either as a fully managed service or to be self administered via web interfaces. Secure, scaled service, with full range of MYSQL services including clustering and highly available architectures.	
Notes	Database Server, ideal for project, small community sized workloads	
	Single Instance, up to 50Gb, up to 20 Connections. Multiple instances needed for Clustering & HA Architectures	
Key Component		Mysql
Minimum Period / Service Level	12 Months	2nd M-F9-5
Service Basis		Dedicated Service
Minimum Order / Initial Setup	1	£2,685
Range From/To Per Month	£699	£1,146
Related Services		
VRMA	Resilient MariaDB® Database Server as a Service: Relational Database as a Service - Dedicated MariaDB Server	
VRPD	Resilient PostgreSQL® Database Server as a Service: Relational Database as a Service - Dedicated PostgreSQL Server	
VERS	Enterprise Reporting Service: Web Reporting Server as a Service - Dedicated Community Server	

Resilient MariaDB® Database Server as a Service

	Relational Database as a Service - Dedicated MariaDB Server	
VRMA	Secure Open Source MariaDB® Application Database Services for your Cloud solutions. Available in traditional and high availability configurations, provided either as a fully managed service or to be self administered via web interfaces. Secure, scaled service, with wide range of MYSQL services including clustering and highly available architectures.	
Notes	SQL based Database Server, ideal for project, small community sized workloads	
	Single Instance, up to 50Gb, up to 20 Connections.	
Key Component		MariaDB
Minimum Period / Service Level	3 Months	3rd M-F9-5
Service Basis		Dedicated Service
Minimum Order / Initial Setup	1	£2,685
Range From/To Per Month	£500	£500
Related Services		
VRMD	Resilient MySQL® Database Server as a Service: Relational Database as a Service	
VRPD	Resilient PostgreSQL® Database Server as a Service: Relational Database as a Service - Dedicated PostgreSQL Server	
VERS	Enterprise Reporting Service: Web Reporting Server as a Service - Dedicated Community Server	

Resilient PostgreSQL® Database Server as a Service

	Relational Database as a Service - Dedicated PostgreSQL Server	
VRPD	**Secure PostgreSQL® Application Database Services for your Cloud solutions. Available in traditional and high availability configurations, provided either as a fully managed service or to be self administered via web interfaces. Ideal cloud migration path for Development, Test, Live, DR, Resilience service delivery.**	
Notes	Database Server, ideal for project, small community sized workloads	
	Up to 50Gb, up to 20 Connections. (2+ instances needed for Clustering & HA Architectures)	
Key Component		Postgres
Minimum Period / Service Level	3 Months	3rd M-F9-5
Service Basis		Dedicated Service
Minimum Order / Initial Setup	1	£2,685
Range From/To Per Month	£495	£495
Related Services		
VERS	Enterprise Reporting Service: Web Reporting Server as a Service - Dedicated Community Server	
VRMD	Resilient MySQL® Database Server as a Service: Relational Database as a Service	
VRMA	Resilient MariaDB® Database Server as a Service: Relational Database as a Service - Dedicated MariaDB Server	

Resilient Apache Cassandra (NoSQL)® Database Server as a Service

	Distributed Resilient Cassandra Database as a Service Cassandra Server	
VRAC	**Secure Apache Cassandra (NoSQL)® Application Database Services for your Cloud solutions. Available in development and High Availability configurations, provided either as a fully managed service or to be self administered via web interfaces. Ideal cloud migration path for DR, Resilience or License Fee management.**	
Notes	Resilient distributed database.	
	Up to 50Gb Single Instance, up to 20 Connections. 3 Instances Needed for a Cluster	
Key Component		Cassandra
Minimum Period / Service Level	3 Months	3rd M-F9-5
Service Basis		Dedicated Service
Minimum Order / Initial Setup	3	£13,425
Range From/To Per Month	£500	£500
Related Services		
VNMP	Secure Nodejs Microservices Platform : Secure Nodejs Micro-services Server Platform	
VSIP	Secure Ionic Web Platform: Secure Ionic Node Web Server as a Service	

Appendix 2

Terms and Conditions

1. In all products Support is calculated on the basis of a remote, off-site basis, and where necessary, a secure access service to the services is required at additional cost. For UKCloud Tier 1 Elevated services, the Secure Remote Access solution provides such a service.

2. Change Requests, Change Boards, and Change Management are not included and will be calculated at normal SFIA rates. As a service, patching and updates will be managed and coordinated by Viewdeck and, unless there is an impact to service, no notification will be provided. Regular, pre-approved change windows for minor outages will be agreed with the Client upfront.

3. Rates do not include ITHC activity. Most components have been checked previously, and where possible relevant information will be made available. Where possible, and as required, supporting an ITHC and the outcomes of the ITHC will be managed as a fixed price item (the cost will depend on the Client's accreditation requirements).

4. Regular Service Reviews are not included, but can be added as a fixed cost package. The cost will depend upon the level of integration required into the client's service architecture and federated service model. Standard 'out of the box' reporting from service management tools will be provided for 2nd and 1st line support packages only. 3rd line support functions are not included (assumed to be part of a 2nd line support function). Where tailored or alternative reporting is required, these will be provided as an additional item.

5. In accordance with our Security Policy, Patches will be applied when appropriate, and unless of High Priority (CESG or other body), at the discretion of Viewdeck. We aim to patch all systems within 30 days for Repository or packaged applications. Third party application software will only be upgraded if major failures or issues exist, impacting usability, or on annual renewals. Upgrades can be done at the client's request as a chargeable item.

6. 1st Line support assumes clients can self-serve via the Support Portal, and will always be directed towards email/online support functions.

7. 2nd Line support assumes interfacing and triage is handled by a separate (Client) Service desk, with Viewdeck acting as a Resolver Group. Email and Online Service portal will help manage and coordinate.

8. 3rd Line support assumes all end user management, and investigation is provided by the Client's ICT support function/organisation, and liaison is restricted to technical, authorised and available resources.

9. Additional Support tasks that are passed through to Viewdeck inappropriately will be charged at the normal SFIA Rates.

10. Viewdeck takes no responsibility for the functionality or the performance of

these applications, open source solutions or their components. Where possible, software functionality will be baselined and agreed at commissioning. Downstream operational issues will be fixed, and best endeavours used to maintain service, but responsibility for third party software does not lie with Viewdeck. Liability is limited to the Value of the Termination of the Contract.

Appendix 3
Viewdeck Support

The Viewdeck Support and Service desk provides a range of options to meet your specific needs, based upon the service and business need. Our support channels include telephone, web, Slack and email support to users of the service. This provides an ITIL aligned help desk, with standard reporting, incident management and problem management processes using an application tool-set, with an SLA reporting back to the customer. Our support helpdesk is available, during normal working hours, to log support calls for any incidents. Standard support hours can be extended by agreement. Each customer call is logged, in our remote management system, and that provides a unique call reference number track the incident, to enable you to track your issue, providing ease of exchange during incident resolution.

Our fully trained team work directly with our clients to manage and resolve support queries using telephone support, remote access and on-site where requested.

Our Standard Support provides clients with monthly reports, remote problem management enquiries and monthly client engagement to provide integration into the client's service architecture and federated service models.

Incident Management

Viewdeck follows a traditional P1-P5 problem management prioritisation and response model, providing integration and escalation as you would expect to deliver to the agreed service levels.

- P1 Total loss of service.
- P2 Some loss of service.
- P3 Small loss of service or work around.
- P4 Tasks are made more difficult, but are not impossible to complete.
- P5 Interferes with non-operational use.

Urgency of response

Priority code	Urgency of response	Target response (within core hours)	Target resolution (within core hours) (M-F x 9-5)
P1	Immediate, sustained effort using all necessary and available resources until service is restored.	Immediate response, action within 15 Mins (Enterprise 24x7) , 1 hour (Outside Support Hours)	4 hours
P2	Immediate response to assess the situation, staff	Immediate response (within contracted Service Hours),	1 working day

	may be interrupted and taken away from low or medium priority jobs.	action within 2 hour	
P3	Response using standard procedures and operating within the normal frameworks	Email notification of call being logged (within contracted Service Hours) 1 hour. Response by email or phone within 1 working day.	2 working days
P4	Response using standard procedures and operating within the normal frameworks as time allows.	Email notification of call being logged (within contracted Service Hours) 1 hour. Response by email or phone within 1 working day.	5 working days
P5	Response using standard procedures and operating within the normal frameworks as time allows	Email notification of call being logged (within contracted Service Hours) 1 hour. Response by email or phone within 1 working day.	10 working days

Our Service Level Objective aims to resolve 90% of incidents within the target resolution time.

All P1 and P2 events are allocated an Incident Manager to see and manage incidents through to successful resolution. Where necessary, client help desks will be informed and updated as the incident resolution evolves. The Incident Manager will provide SPOC for the client, provide regular reporting back, and coordinate activity between various resolver groups as necessary to ensure successful resolution.

Appendix 4

About Us

Why is Viewdeck Different?

- **Value** - As a specialist SME, we can bring big company/ex Big 4 consultancy experience with niche specialist value.
- **Insight** - Having delivered across the Public Sector, Client Side and Supplier Side, our senior team bring more than just delivery capability, they bring insight and a network of relationships.
- **Experience** - Wide range of technical delivery support to MOD, SIA, Cabinet Office, NCA, Home Office, DVLA, Department of Education.
- **Win** - Our team have delivered £100m's of savings to HMG in the past few years by re-negotiating ICT contracts.
- **Diligence** - Our team worked regularly in secure government agencies. Our people, processes and capabilities support secure quality and assurable deliveries. ISO 27001 certified.
- **Energy** - Uplift your programme with new skills, new experiences and new insight.
- **Collaboration** - Proven client support, skills transfer. Delivery through client/Viewdeck joint collaborative working.
- **Knowledge** - Specialist in Architecture, Cloud Solutions, HMG Transformation, and Leaders in HMG ICT programmes.

Offering Value for Money

Our team have provided skills and advice to a wide range of public and private sector clients. Here is a small selection of them.

Approach

- Expert skills and resources, Real world experience.
- Strong domain knowledge.
- Buddy/duplication of services/capabilities.
- Utilise existing staff, skills transfer, embed, upskill,.
- Iterative/Agile, rapid reaction to changes
- Re-use where applicable
- Strong Comms, lasting legacy, easy to adopt, real artifacts.
- New Ways of working

Outcome

- Efficient coherent delivery, with less time reworking or 'learning on the job'
- Swift subject understanding, minimise learning and false assumptions
- Risk reduction of delays through single points of knowledge and absence
- Minimise Consultant spend, ensuring timely efficient handovers to client.
- Speedy product creation, less time pursuing wrong directions
- Less time re-inventing capabilities, best value for money in delivery
- Investments reused create more downstream value for the client
- Enthused and interested workforce, more able to rapidly accommodate change and hence increased efficiency