



condatis
a sitekit company

Information handling classification
Company confidential

Commercial

Condatis IAM (Identity & Access Management)

Service Definition

Wilf Prasher
Chief Commercial Officer
CCO
Condatis
info@condatis.com



Document Control

Title	Condatis IAM (Identity & Access Management)
Filename	Condatis.Service-Definition.G-Cloud12-IAM.WP
Author / Creation (DD/MM/YYYY)	Wilf Prasher / 30 March 2020
Version / Document Type	V1.0 / Service Definition
Information Handling Classification	Unrestricted
Distribution	Public
Document Owner	Condatis CCO
Review Due (DD/MM/YYYY)	
Reviewer	Condatis COO
Approver	Condatis CEO
Client Name / Client Code	/
Project Name / Job Code	N/A

Revision History

Date (DD/MM/YYYY)	Author	Change
30 March 2020	Wilf Prasher	Draft
26 June 2020	Wilf Prasher	Draft
06 July 2020	Ian Stewart	Review
07 July 2020	Wilf Prasher	Revisions
09 July 2020	Chris Tate	Approved



Table of Contents

1	Service Description	4
1.1	Scope	4
2	Back-Up & Restore	4
3	BCDR (Business Continuity & Disaster Recovery)	4
4	On-Boarding, Off-Boarding, User Migration	4
4.1	On-Boarding	4
4.2	Off-Boarding	4
4.3	User Migration	4
5	Implementation	5
5.1	Assess	5
5.2	Plan	5
5.3	Build	5
5.4	Deploy	5
5.5	BAU Support	5
6	Pricing Overview	6
6.1	Rate Card	6
7	Service Constraints	6
8	Service Levels	6
8.1	Service Credits	7
9	Ordering & Invoicing	7
10	Term & Termination	7
11	Aftersales Support	7
12	Technical Requirements	8



1 Service Description

Condatis IAM delivers identity and access management so authority staff, partner organisations, or citizens can access digital services.

1.1 Scope

The scope of this service includes:

- Assessment and planning to scope an authority's IAM need and plan delivery
- Engineering effort to build and configure an IAM solution
- Engineering effort to deploy an IAM solution
- Service level agreements to support an IAM solution in Live use

2 Back-Up & Restore

Condatis IAM is software as a service (SaaS) built on Microsoft Azure public cloud infrastructure. The authority must specify back-up and restore levels required and Condatis will configure services to meet these requirements where possible.

3 BCDR (Business Continuity & Disaster Recovery)

The authority must specify BCDR requirements and Condatis will configure services to meet these requirements where possible. Condatis runs an ISO27001 accredited BCDR.

4 On-Boarding, Off-Boarding, User Migration

Condatis will support on-boarding, off-boarding and user migration.

4.1 On-Boarding

On-boarding activities could include:

- IAM on-boarding, includes setting up IAM platform in an organisation's higher environments (e.g., Pre-Prod, UAT, Production) and would typically be delivered during deploy phase
- Application on-boarding, includes integrating relying party applications / services to the IAM platform and would typically be delivered during deploy phase

4.2 Off-Boarding

Off-boarding activities could include:

- Application off-boarding, includes removing an application / service from the IAM platform and would typically be delivered under SLA
- Platform retirement, includes work to plan and achieve moving from Condatis platform to a new solution and would include aspects such as user migration. Depending on the level of support required, this may be delivered under SLA

4.3 User Migration

Condatis IAM supports user migration from existing services to the new platform. Where user migration is required steps typically include:



1. Identifying user data stores in scope
2. Identifying relying party applications in scope
3. Identifying identity providers in scope
4. Agreeing the right migration pattern (Bulk vs Just-In-Time)
5. Establish effective user communication plan
6. Establish any user training requirements
7. Build and test migration
8. Carry-out migration

5 Implementation

Condatis recommends a phase implementation approach.

5.1 Assess

Condatis offers the following assessment activities to help an authority assess their IAM requirements. Time can be increased or decreased depending on in-house knowledge and / or work already done.

- 1x ½ day on-site or remote workshop: IAM fundamentals
- 1x ½ day on-site or remote workshop: IAM requirements in context
- 1x ½ day on-site or remote workshop: whiteboard solution design
- Optional: off-site proof of concept delivery

5.2 Plan

Planning activity focusses on producing documentation assets that help an authority decide the right IAM implementation route, and includes:

- IAM strategy document
- High-level design
- Indicative timeline and project plan
- Costed work-breakdown structure

5.3 Build

Build delivers working IAM software. Typically this is achieved over an agreed number of sprint cycles.

5.4 Deploy

Deploy focuses on getting software into the hands of an authority's users. This may include time-boxed support to deploy to higher environments (e.g., Pre-Prod, UAT, Production) and engineering effort to integrate line of business applications with the IAM solution.

5.5 BAU Support

BAU activities move your IAM solution to steady-state running. This includes aspects such as baselining support requirements and agreeing the right SLAs.



6 Pricing Overview

Condatis IAM is a flexible offering, so an authority can commission the work they need. Pricing will depend on the workstreams commissioned (Assess, Plan, Build, Deploy, BAU Support).

6.1 Rate Card

Work is priced on a time and materials (T&M) basis:

	Engineering (Dev, Test, BA, UX)	Governance	Architecture
Tech1 – Associate	£950	£900	-
Tech2 – Consultant	£1,150	£1,100	-
Tech3 – Snr Consultant	£1,250	£1,200	£1,500
Tech4 - Principal	£1,350	£1,300	£1,650

- Working hours: 0900-1700, Monday-Friday
- Working day: eight (8) hours, exclusive of lunch and travel time
- Working week: Monday-Friday, exclusive of national holidays
- Professional indemnity insurance: included in day rate
- Travel and expenses: excluded from day rate

7 Service Constraints

Condatis IAM is software as a service (SaaS) built on Microsoft Azure public cloud infrastructure with maintenance according to Microsoft Azure SLAs. Condatis will support a commissioning authority to establish managed release and / or maintenance windows as may be required.

8 Service Levels

Component service levels are according to Microsoft Azure SLAs.

Condatis email and telephone support is available 24/7/365.

Condatis IAM performance, availability and support hours will be agreed with an authority as part of Condatis' BAU Support workstream. Condatis maintains an ITIL-aligned service desk with indicative support levels as:

Level	Definition	Response & Resolution
1 – Major Incident	Complete loss of service at multiple sites	Response: 30 minutes Resolution: 3.5 hours
2 – Major Incident	Complete loss of service for all users at one site or partial loss of service at multiple sites	Response: 1 service hour Resolution: 7 service hours



3	Partial loss of service for all users at one site	Response: 6 service hours Resolution: reasonable endeavours to achieve 1.5 service days
4	Complete loss of service for some users at one site OR partial loss of service for some users at one site OR slow running at one or multiple sites OR an incident effecting a single user	Response: 1 service day Resolution: reasonable endeavours to achieve 4 service days

8.1 Service Credits

Condatis will offer service credits if support response and / or resolution times are not met:

Level	Credit
1 – Major Incident	An amount equal to 10% of the then current monthly support fee for each additional six (6) hour period or part thereof (not to exceed five periods) that Condatis does not provide a resolution
2 – Major Incident	An amount equal to 10% of the then current monthly support fee for each additional service day period or part thereof (not to exceed five periods) that Condatis does not provide a resolution
3	An amount equal to 10% of the then current monthly support fee for each additional service week period or part thereof (not to exceed five periods) that Condatis does not provide a resolution
4	No credit entitlement

9 Ordering & Invoicing

To find out how to order Condatis IAM, please contact info@condatis.com. Please reference this G-Cloud service identification number in all communication.

Customers are invoiced monthly with 30-day net payment terms.

10 Term & Termination

Customers may terminate the service by giving notice in writing to info@condatis.com.

Condatis may terminate the service if a customer does not meet their obligations.

11 Aftersales Support

Condatis aftersales support will be agreed with an authority as part of Condatis' BAU Support workstream. An authority may commission additional support by contacting their account manager.



12 Technical Requirements

A commissioning authority will need to meet as a minimum the following technical requirements:

- Internet connectivity for the authority network
- Microsoft Azure subscription

Additional technical requirements may be identified through Condatis' Assess workstream.