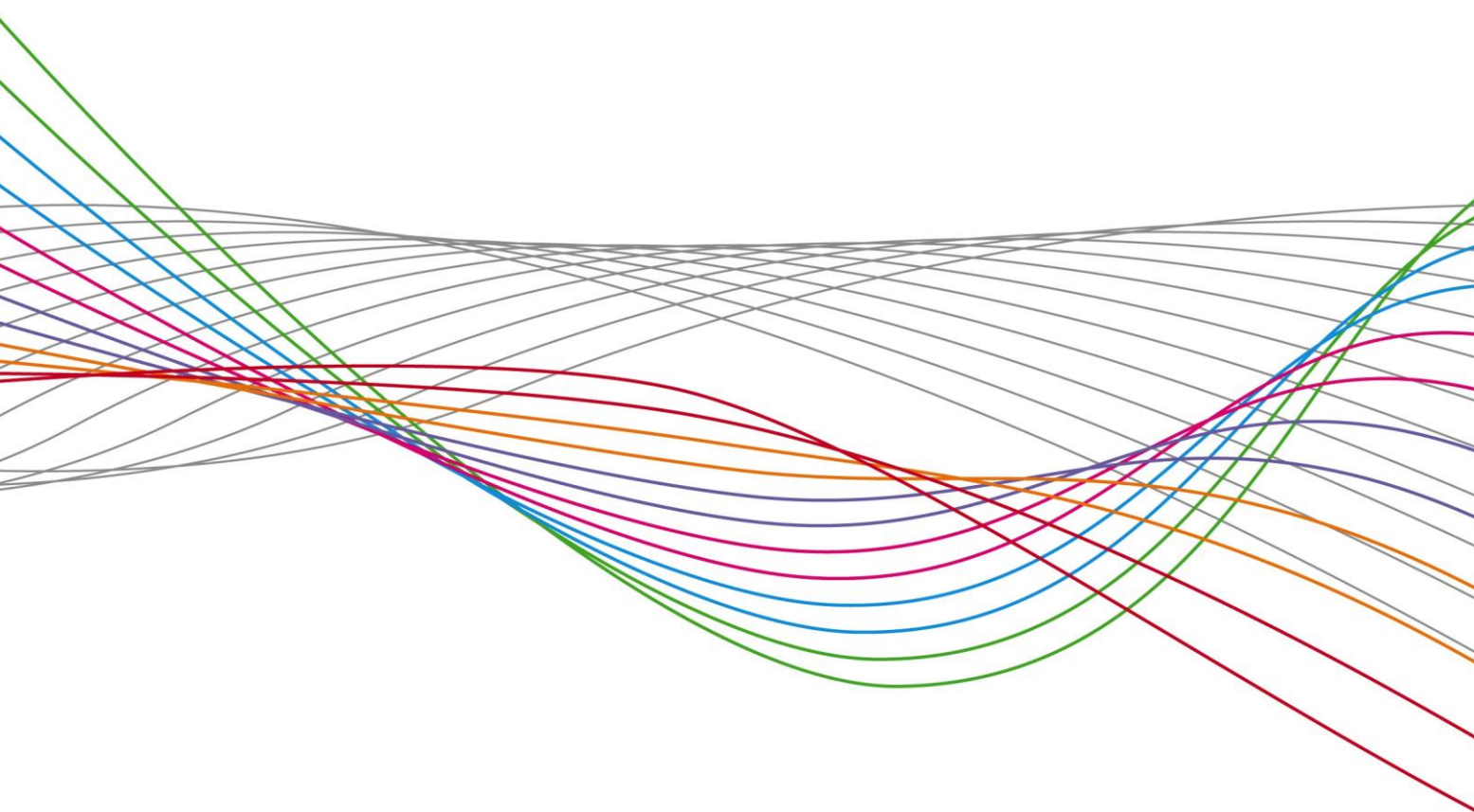


Service Definition

Secure Intranet as a Service

PaaS

G-Cloud 8





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Introduction

CDS Secure Intranet as a Service provides you with a secure Intranet platform that can be provisioned quickly and configured to your needs.

Built on a trusted, flexible cloud platform, Secure Intranet as a Service has been designed around the needs of public service organisations and agencies organised along geographical boundaries or multi-departmental lines, such as:

- Central government departments
- Local Authorities
- Bluelight services
- NHS Trusts
- CCGs
- Non-departmental public bodies

CDS Secure Intranet as a Service is intended for use in conjunction with CDS services under Lot 4 (Specialist Cloud Services), and can be scaled and extended through additional hosting and software licences available under Lot 2.

Service Features

CDS Secure Intranet as a Service comprises:

- Assured secure hosting platform with PSN
- Full function content management system
- Ready-to-populate templates and navigational framework
- People directory with organisational chart
- Collaboration tools including comments, blogs and forums
- Social features for sports clubs, events, for sale
- Daily communications including briefings, consultations, campaigns
- Role-based security and HR integration (services required)
- Knowledge management including guides, forms & FAQs
- Search



Service Benefits

Secure Intranet as a Service enables you to:

- Tailor the structure, layout and content to your organisation needs
- Communicate key operational information to staff
- Develop online communities around campaigns and social groups
- Encourage open collaboration and feedback between management and staff
- Easily find staff and skills
- Connect your staff through sports and social interests
- Develop a knowledge hub with a single version of the truth
- Easy access to essential guidance, forms and line-of-business applications
- Search with popular suggestions
- Personalisation of links for quick access

Templates out of the box

Secure Intranet comes as a base build and includes the following standard templates to enable you start building up your site content:

- Home page
- Landing page
- Content page
- People directory with organisational chart
- Blogs
- Forums
- Sports clubs
- Events
- Daily briefings, tasks, consultations, campaigns
- Guides, forms & FAQs
- Search

Additional template requirements can be met through purchasing additional design and implementation services from CDS through Lot 4.



Security Assured Hosting

Secure Intranet as a Service includes a base-level hosting environment suited to official-sensitive content. The platform features elevated security with PSN connection, and management of the security apparatus is included in the software maintenance package.

In addition to this, **customers will need to choose their own web server configuration to suit their individual requirements** for resilience and scale, from Skyscape's array of choices (see pricing document).

Features of the secure hosting environment include:

- Known and trusted enterprise technologies (for example, VMware, EMC and Cisco) to de-risk your transition to cloud computing
- Broad options (including optional dedicated resource pools, multiple storage options and a variety of on-platform data protection technologies) that enable you to deliver the right environment, and performance, for your applications
- Ability to mix and match virtual machine sizes and service levels to suit the requirements of your enterprise workloads
- Create simple or complex solutions spanning the internet-facing Assured domain and the trusted Elevated domain via Skyscape's pioneering Cross Domain Security Zone

Data Centres & Security

- Independently audited and verified by trusted public sector organisations such as HSCIC (NHS Digital), MoJ and the Police (Police Approved Secure Facility – PASF) to host and run workloads powering public sector applications requiring a higher assurance for sensitive data
- The most trusted cloud platform of the UK public sector; optimised for OFFICIAL and fully aligned with the CESG 14 Cloud Security Principles
- UK-based telephone service desk and NOC function, with 24/7 support for high priority incidents, including access to Skyscape's technical experts
- Four Tier 3 data centres separated by more than 100km and connected by CESG assured, high-bandwidth, low-latency dedicated connectivity
- UK sovereign – assured cloud platform delivered from two secure UK sites by a UK-based company with UK government security-cleared staff
- Platform that hosts both Enterprise and Cloud Native workloads exclusively to the UK public sector, a known and trusted community of neighbours



- Protective Monitoring. Both the Assured and Elevated OFFICIAL security domains feature enhanced Protective Monitoring (that is, SIEM) at the hypervisor layer and below to ensure that we provide the highest levels of assurance aligned with CESG good practice guidance.

Additional Services

Secure Intranet as a service comes with a standard design and structure, which you can start adding your own content to straight away. Should you wish to tailor your Intranet and make it more individual, CDS provides a range of cloud related services to customise your service, in line with the Government Digital Service Design Manual. These services are available under Lot 4, *Specialist Cloud Services*, and include:

- **Solution Architecture**
 - Architecture Design and Definition
 - Technical design and definition
 - Capacity Planning
 - Security Consultancy & Assurance
 - Solution Design
- **Intranet communications design**
 - User research & analysis
 - User experience design (UX)
 - Design, including online brand development
 - Information architecture
 - Content Development
 - Intranet development and testing
- **Application Development**
 - Application design
 - Solution development & testing
 - Integration – e.g. with HR database for single sign-on
- **Service Design**
 - Training & documentation
 - Support process design
 - Blended support, maintenance & development agreements



On-boarding and off-boarding

The base service takes approximately 1 day to provision. In order to provision the service, the customer is required to provide:

- A signed CMS End User Licence Agreement
- A signed Skyscape End User Licence Agreement
- A signed G-Cloud order form for the software and any related services that may be required
- A logo in high resolution

When provisioned, you will be able to access your intranet via the PSN and start adding content. If you plan to use an external HR database to authenticate users (such as Active Director), CDS will need to undertake the appropriate configuration work before access is provided. Should the customer ask CDS to undertake additional design and customisation services, these may be completed prior to access being provided. On accessing the system, the customer will be able to:

- Create pages and add content
- Add news items
- Upload documents
- Create forums
- Create a staff directory
- Create blogs

As this is a managed service, there is no trial service available.

The Customer may cancel the service at any time, by giving CDS no less than 90 days notice. When the service is decommissioned, the servers will be turned off and all data and content will be lost. Off-boarding services are available at additional cost, including content and data extraction into common database format.



Service management

Management & Support Packages

CDS operates ISO20000 certified service management processes, ensuring that your live service is controlled and integrity assured at all times.

CDS' management and support provides peace of mind that your environment will be running smoothly, and any incidents will be swiftly investigated and resolved. We offer both 9x5 (standard) and 24x7 (enhanced) support options to suit your operational needs.

Our standard 9-5 service management schedule includes:

- Critical OS patching
- Event Monitoring
- Availability reporting (monthly)
- Manned Service Desk (9x5) via email, telephone and online portal
- Monthly service incident reports
- Quarterly service reviews via telephone

Our 24x7 service option includes the above, plus:

- Access to CDS' 24x7 on-call service engineer for Priority 1 incidents only.

Tailored services

Subject to the service design requirements, CDS can expand the service management schedule through Lot 4 (SCS) services to include additional activities such as:

- Application-specific management tasks
- Multiple supplier investigation/fix processes and communication management
- Customised monitoring and reporting
- On-site service reviews



Support Service Levels – Standard 9-5 Mon-Fri

Support is provided to agreed service levels. Our standard service level agreement is outlined below:

Priority	Description of incident/problem	Hours of availability	First contact	Target resolution time
1	<u>Business Critical</u> E.g. service unavailable or severely degraded. <i>Please contact us by telephone to confirm the raising of a priority 1 incident.</i>	0900hrs to 1700hrs Monday to Friday, excluding public holidays	15 minutes	2 hours
2	<u>Critical</u> E.g. service partially unavailable or degraded, major function inoperable.		1 hour	1 working day
3	<u>High Priority</u> A fault that has clear impact on the live platform and requires a speedy resolution.		1 hour	3 working days
4	<u>Medium Priority</u> A non-pressing fault or service request that would benefit from a relatively rapid turnaround.		4 hours	5 working days
5	<u>Low Priority/Problem Management</u> Trivial or cosmetic incidents/service requests, or the management of underlying problems.		1 day	10 working days
6	<u>Release Management</u> Where it is agreed that the solution(s) will be deployed as part of the next scheduled or agreed deployment.		1 day	Next scheduled or agreed deployment
7	<u>SLA Exempt</u> Out of scope items that may benefit from being logged in the Service Desk ticketing system for visibility or audit purposes. E.g. minor change requests, Problem Management.		N/A	N/A



Hosting Platform Availability

Platform Availability service levels are provided for Essential, Power and Priority solution types. The SLA is backed by Skyscape's service credit compensation scheme, so that if availability falls short of expectations, CDS will compensate you with the same service credits you would obtain directly from Skyscape.

The table below outlines the platform SLA and service credit details. Please note the Application SLA will be different and dependent upon the specific hosting architecture for each customer.

	Essential	Power	Priority
Service level agreement	99.95%	99.99%	99.95%
Portal level agreement		99.90%	
Availability calculation	Availability indication is based on an average 730 hours per month and excludes emergency maintenance		
Planned Maintenance	Included in calculations	Included in calculations	Excluded from calculations
Measurement of SLA	Unavailability applies to existing VMs that become unresponsive due to a fault recognised at the IaaS layer or below, that is, the fault is within Skyscape-controlled components, such as the physical host availability, storage, power and internal networking such as physical firewalls and routers		
Key exclusions	The following are examples of what is not covered by the SLA: <ul style="list-style-type: none"> Faults within your control, such as client application issues Faults within external connectivity providers (for example internet, PSN, JANET or N3) and components co-located at Skyscape 		
Service credit	3% of monthly spend per 5% below service level target or part thereof for affected compute platform	5% of monthly spend per 5% below service level target or part thereof for affected compute platform	5% of monthly spend per 5% below service level target or part thereof for affected compute platform
Protection improved service credits	1% of monthly spend per 1% below service level target or part thereof for the Skyscape API and Portal <ul style="list-style-type: none"> Combination of Snapshot Protection with the Power service type increases service credits to: 10% of monthly spend per 5% below service level target or part thereof for affected compute platform Inclusion of Synchronous Protection increases service credits to: 15% of monthly spend per 5% below service level target or part thereof for affected compute platform 		



Service Constraints

Availability and service SLAs exclude maintenance windows. Maintenance will be carried out outside of core office hours where possible, and normally we will provide at least 24 hours notice of any potential service interruption.

RPO and RTO will be determined based on the designed solution.

Consumer Responsibilities

CDS will provide the services agreed at the outset of the contract. The customer will operate their intranet and behave within the terms of the CDS Terms and Conditions and SkyScape acceptable user policy.

The customer is required to provide a logo, and is responsible for adding content to the system. Training courses for editors is available.

Technical Requirements

The customer must ensure they have appropriate network connectivity in place and supported (e.g. PSN connection) in order to access the service.

Other Professional Services

CDS provides end-to-end services digital transformation projects.

We act as strategic advisors and technical consultants helping to define strategy, develop action plans and create solutions. We provide advice about delivering solutions in the cloud and migrating existing services.

CDS provides systems integration services, bringing together individual cloud components to deliver entire cloud transformation projects, or creating complex, multi-faceted hybrid solutions that make best use of cloud and internally hosted systems.

Our full range of services can be procured in combination with Compute as a Service under G-Cloud Lot 4.

Certifications

CDS is certified to the following quality standards:

- BS ISO 9001 Quality management
- BS ISO 27001 Information security and CyberEssentials
- BS ISO14001 Environmental Management
- BS ISO 20000 Service Management
- PRINCE2



Appendix

Ordering and invoicing

The service can be ordered via the G-Cloud Framework and must be supported by a valid Purchase Order.

Skyscape will issue invoices as follows:

- At point of order for up-front fees
- Annually in advance for pre-payment fees
- Monthly in arrears for monthly fees

Payment can be made by direct bank transfer (BACS/CHAPS).

On-boarding

Within 4 hours of accepting an order (shorter deployment times are typically achieved and can be prioritised upon request), Skyscape will create the customer's Primary Administrator account and send a Welcome Pack which includes the URL for the Skyscape Customer Portal, and the getting started guide.

The customer's Administrator can set policies, create additional user accounts and allocate roles and privileges for users within their project or organisation. Each user can then simply log on and begin using the service.

Skyscape has created a number of videos, help guides, manuals and FAQs to help train and instruct users so that they are up and running quickly and easily. These are available within the Knowledge Centre that is accessed via the Skyscape Portal.

In addition, you will be assigned a Customer Success Manager (CSM) in order to offer any assistance required during the first 90 days of the service.

Skyscape also has a large ecosystem of partners who can deliver additional services such as training, support and professional services. Skyscape would be pleased to introduce you to the right partner to suit your needs.

Data migration

In many circumstances, Skyscape can help facilitate a bulk migration to the platform using local data import. This is priced on a time-and-materials basis from the Skyscape SFIA rate card.

In many circumstances, Skyscape can also help facilitate a bulk migration to the platform using offline data ingest and extraction — please ask Skyscape for details.

Service management

As a true cloud service aligned to the NIST definition of IaaS, the service is designed to be self-managed via the secure online Skyscape API and Portal which provide common service management functionality and address standard requirements.

At our sole discretion, Skyscape may choose to allocate a Technical Account Manager (TAM) to provide you with an assigned point of contact. The TAM will provide additional assistance with reporting and incident escalation, at all times following Skyscape's ISO 20000-certified ITIL-based process framework.

For organisations that require a managed service, Skyscape has a mature and active partner ecosystem that can provide additional value-add services such as consultancy, training and on-going custom managed services. Skyscape will be pleased to make an introduction on request.

Service constraints

Skyscape will adhere to the following in terms of maintenance windows:

"Planned Maintenance" means any pre-planned maintenance to any of the infrastructure relating to the service. Planned Maintenance activity may result in periods of degradation or loss of availability depending on the nature



of the activity required. In such cases, Skyscape shall provide affected customers with at least fourteen (14) days' advance notice of the Planned Maintenance.

If during Planned Maintenance there is a loss of availability outside the scope described in the planned maintenance notification to the service, an SLA event will be triggered. For Essential and Power services this event will count in SLA calculations. For VMs running as a Priority configuration, this time will be excluded from the availability calculation but will be included in monthly service reporting related to the service.

"Emergency Maintenance" means any urgent maintenance required to prevent or mitigate against any event compromising the infrastructure relating to the service. Whenever possible, Skyscape shall: a) provide affected customers with at least six (6) hours' advance notice and b) carry out the emergency maintenance between the hours of 00:00 and 06:00 (UK local time) Monday to Sunday or between the hours of 08:00 and 20:00 (UK local time) on Saturday, Sunday and bank holidays unless there is an identified and demonstrable immediate risk to customer environment(s). Emergency Maintenance may result in periods of degradation or loss of availability depending on the nature of the activity required.

If during Emergency Maintenance there is a loss of availability to the service, an SLA event will be triggered. This time will be excluded from the availability calculation but will be included in monthly service reporting related to the service.

Technical requirements

Customers will require appropriate network connectivity such as internet access or accredited connectivity such as a government secure network to the Skyscape cloud platforms. Connectivity via the internet, a government secure network (PSN, JANET or N3) or private leased line is available but may incur additional charges if the hosting of CPE routers is required — see the pricing section for more details. Where they are required, customers are responsible for procuring and managing appropriate devices or software to meet the requirement for data security over the various forms of connectivity.

Customer responsibilities

The control and management of access and responsibilities for end users including appropriate connectivity, security and accreditation if required. If access is required over Government Secure Networks such as N3, JANET, RLI or PSN (including legacy networks), the customer is responsible for adhering to the Code of Connection.

Management and administration of layers above the hypervisor (OS patching, application performance monitoring, user administration).

As a core benefit of the cloud platform, customers are expected to self-manage the environment including provisioning, stopping/starting virtual machines, AV, patching, etc. If customers license operating systems through Skyscape, they will have access to update repositories.

Customers must be aware of the variable nature of the billing based on usage.

The customer is also responsible for ensuring only appropriate data (for example OFFICIAL) is stored and processed by applications on this environment and that they comply with the Skyscape Security Operating Procedures (SyOps) and other information assurance requirements as specified in Skyscape System Interconnect and Security Policy (SISP) and associated accreditation documentation sets.

Termination

Terms

At the point of termination, all customer data, accounts and access will be permanently deleted, and will not be able to be subsequently recovered or restored.

Costs

There are no termination costs for this service. Customers are responsible for extracting their own data from the platform if required.

Skyscape may make an additional charge for transferring data out of the service.



Off-boarding

Prior to terminating the contract, the customer is able to transfer all their data out of the solution (for example using the Skyscape API to retrieve data).

When the organisation terminates its agreement with Skyscape, Skyscape ensures all of the organisation's data is deleted.