PSTG

PROFESSIONAL SERVICES TECHNOLOGY GROUP

# G-CLOUD 9 FRAMEWORK

## SERVICE DEFINITION

# PSTG Technical Consultancy

## Lot 3 Cloud Support

**ISSUE 1**

Service Description

PSTG deliver a full service from design to management, within agreed timescales and budgets. We provide IT solutions and services for Data Centre, End User Computing, Unified Communication and Networking.

- An overview of the G-Cloud Service

We work in partnership with our customers so we can design and deliver solutions and services that are tailored to help each customer achieve their own goals - more efficiently and without compromising the business. We'll use our experience and insight to offer the right solutions – and we have the necessary expertise and relationships with the key technology vendors to do so. At PSTG we can offer

- Project & Programme Management
- Patient entertainment
- Windows 7/8/10 deployments please see our web site for a case study- http://pstg.co.uk/news/Healthcare-client-entrusts-desktop-rollout-to-PSTG
- Wireless please see our web site for a case study - http://pstg.co.uk/news/Hospital-gets-new-Wi-Fi-for-clinicians-and-patients
- Network Management & Monitoring
- Transformation planning and implementation
- Service Maintenance
- On premise infrastructure migration / refresh
- Migration to off premise
- Industry leading managed services
- Hosted services to reduce costs
- Professional services
- Day-to-day technical support
- IT Procurement
- Simple deployment and disposal
- Efficient internal logistics
- Infrastructure for your IT needs
- Cloud solutions for enhanced efficiency

- Back Up & restore

As standard, localised failures are tolerated within the infrastructure by eliminating all single points of failure (including server failure or disk failure). Further, organisations have the option to take "snapshots" and "clones" of VMs which can provide additional protection.
PSTG's partners will take a Veeam backup every 24 hours and store the data on disk for 7 days in an offsite datacentre. All backup jobs are scheduled outside of core business hours.
Backup is provided as a managed service – restores when required must be requested.
Veeam is used in 'Direct SAN Access' mode – the Veeam servers interrogate vCenter for a list of provisioned virtual machines, then pull the data directly from the storage infrastructure. No agent is required on the VM itself, and newly provisioned machines are automatically picked up and added to the backup routine.
Additional disaster recovery options are available on request.

- On-boarding processes/scope etc.;

PSTG's on boarding uses the PRINCE2 methodology, a project is initiated closely followed by a project initiation workshop. Within the workshop the following will be identified

- Creation of reporting lines between PSTG and the client
- Identify project owners
- Detailing the scope of the project
- Clear objectives
- Timeline and resources needed
- Roles and responsibilities
- Information assurance

- Off-boarding processes

At the end of every project and/or engagement the project manager will engage with the project board to ensure the work has been completed. A project closure meeting is then held to discuss

- Check the extent to which the objectives or aims set out in the Project Initiation Document (PID) have been met
- Confirm the extent of the fulfilment of the Project Initiation Document (PID) and the Customer's satisfaction with the deliverables
- Obtain formal acceptance of the deliverables
- Ensure to what extent all expected products have been handed over and accepted by the Customer
- Confirm that maintenance and operation arrangements are in place (where appropriate)
- Make any recommendations for follow-on actions
- Capture lessons resulting from the project and complete the Lessons Learned Report
- Prepare an End Project Report

- Service management details;

PSTG service management methods are aligned to the ITIL v3 standard, extending from the design of the service, through transitional aspects, into operational delivery and focused on continuous improvement. It is ensured appropriate governance and reporting is in place to provide an effective and efficient service, with relevant stakeholders ensured visibility of the quality of the service being provided. If applicable, procedures can be implemented, organisational structure, contracts and training required to enable cutover of service provision from customers' current service providers, including the definition of the on-going service management structure together with establishing robust governance arrangements for that service provision.

- Training

  PSTG work with some of the best training providers to ensure the right training is delivered to the correct staff in a timely fashion.

- Ordering and invoicing process;

  The Ordering process with PSTG is a very simple process. Every customer will be allocated an account manager. Queries can be sent to the account manager and with expert technical help the right products can be offered. Once a purchase order has been produced the item can be delivered.

  Invoicing is on 30 day payment terms

- Termination terms:

  If for any reason service has to be terminated PSTG will require 30 days' written notice

- Data processing & storage location

  N/A

- Data restoration / service migration;

  For service migration, PSTG allows existing VM images built using VMware to be migrated to the platform. PSTG will provide free of charge migration assistance.
  Seed loading of large data volumes is available on request.

- Customer responsibilities;

  Customer responsibilities will be agreed at the initiation phase of the project and included in a Project Initiation Document. Typically, these will include providing a main point of contact, provision of working facilities, making staff available for interviews and workshops and project meetings, and timely approval and acceptance of all key deliverables.

- Technical requirements (service dependencies and detailed technical interfaces, e.g. client side requirements, bandwidth/latency requirements etc.);

  Any technical requirements, service dependencies and technical interfaces will be defined and agreed with the client at the project initiation stage. Later a scope of work will be developed to specifically denote what all the technical requirements, service dependencies and technical interfaces will be required.

- Browsers
  N/A

- Details of any trial service available.

  N/A

- Contact Details

  - email: digitalgov@pstg.co.uk
  - address: 1 Cresswell Park, Blackheath Village, London, SE3 9RD
  - telephone: 0208 303 7622