Service Definition

Cloud Financial Management

G-Cloud 9

shaping tomorrow with you

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Fujitsu Cloud Financial Management Overview

In a world of fast-paced change, success depends on having the agility to continually innovate. Cloud has been invaluable in helping CIOs enable this agility, but it has caused a sea change of its own. Our new reality is Hybrid IT; where robust, on-premises systems integrate seamlessly with fast cloud-delivered services.

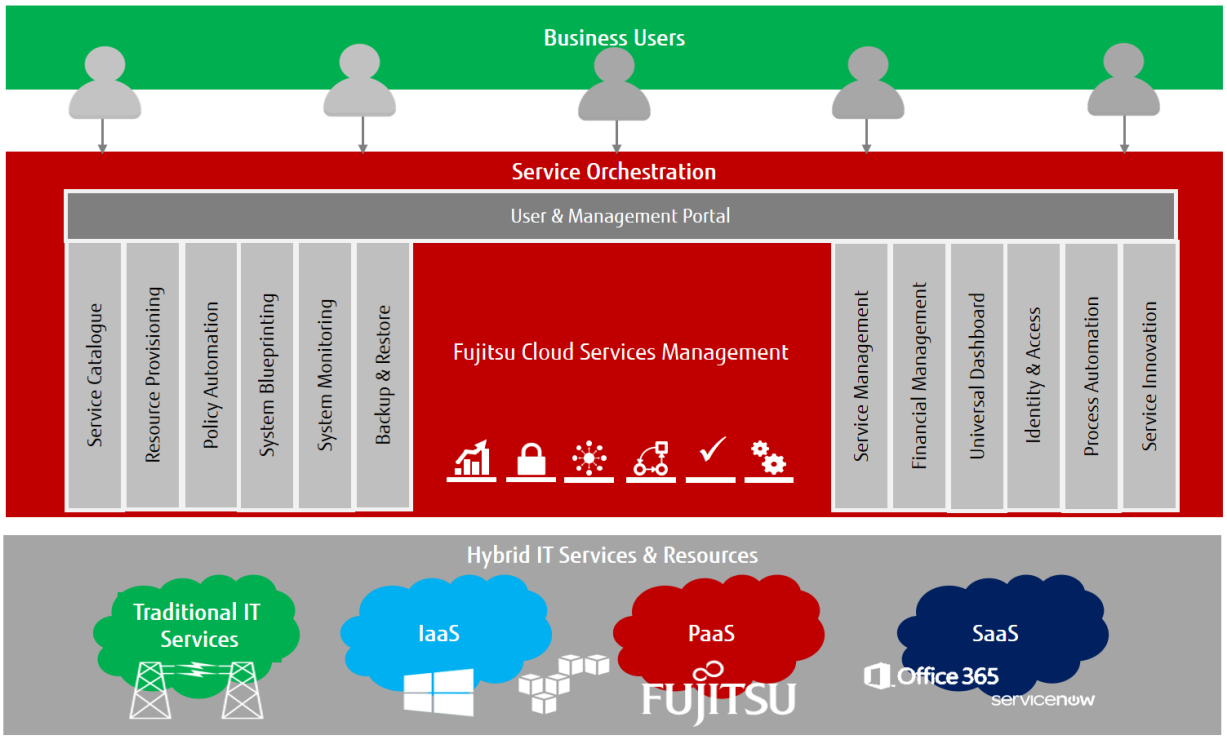
This new reality, where services are procured not only by IT departments but individual business units too, requires new management tools. Fujitsu Cloud Services Management addresses the key challenges of managing Hybrid IT, balancing the freedom to innovate with the power to control – all while delivering savings of up to 70% in operational management costs.

Fujitsu Cloud Services Management:

- Aggregates, integrates and manages all your cloud and non-cloud services
- Is designed to maintain your governance, compliance and security
- Is delivered as a cloud service with cloud utility pricing*
- Provides a single pane of glass to monitor and manage the whole IT estate

**A private on premise option is also available.*

Fujitsu Cloud Services Management abstracts your management and usage away from the complexity of the underlying resources in order to centralize your control, governance and visibility of your Hybrid IT environment.



Fujitsu Cloud Services Management is a modular offering comprising of the following components which can be purchased individually or as a complete package:

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Component Overview

Component	Description
Service Catalogue	Simplify and centralise provisioning of standardised cloud and non-cloud resources via a central service catalogue
Resource Provisioning	Provision quickly whilst automating monitoring, alerts, and backup.
Policy Automation	Set Polices and automate processes to ensure compliance. From simple policies such as workload shutdown scheduling to save on compute costs, through to geographic placement policies to ensure legislative compliance.
System Blueprinting	Create blueprints of your servers, applications and services in order to increase the speed and standardisation of your deployments.
System Monitoring	You can optimise the performance of cloud and non-cloud environments with a consolidated view of resources and processes.
Backup and Restore	Simplify and standardise the backup and recovery of data across cloud and non-cloud systems.
Service Management	Service management across cloud and non-cloud environments for managing, coordinating and optimising all aspects of service delivery.
Financial Management	Achieve full financial clarity in your cloud economy, monitor and manage costs, set budget limits for units, projects, providers and services Allocate your cloud costs to the correct individuals and departments; identify unknown or unallocated costs. Complete what-if comparison analysis to compare your cloud platforms on a cost basis
Universal Dashboard	View your Hybrid IT estate from a single pane of glass, covering all service related information to support your decision making and governance processes
Identity and Access	You can control authentication, authorisation and access across all cloud and in-house services to reduce risk.
Process Automation	Deploy, manage and connect cloud and non-cloud solutions with automated integration to your business processes.
Service Innovation	We're constantly innovating and improving our services to bring the best solutions to your business and allowing you to utilise new features in the underlying platforms. And we're aligned with our partners to make sure you get the right solution for you, regardless of the supplier .

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Service Delivery Approach

On-boarding and Off-boarding Processes/Scope

On Boarding

Fujitsu Cloud Services Management comes with an on-boarding process to ensure that your delivery is timely and assured. Depending on the exact requirements and solutions being integrated, on boarding can up to as little as 24 hours.

Off Boarding

Subject to a 1-month notice, the off boarding of FCSM is straightforward and we can process this on a timeline which best suits customer needs. Any resources provisioned through FCSM will still remain in the underlying platform (e.g 3rd party cloud provider)

Service Levels

There are two service levels available, a Standard service and an Enhanced service.

Standard

The standard service is representative of the minimum service levels which are expected by Fujitsu's clients. In order to offer the lowest possible price, this service is restricted to the following measures.

Service	Measure	Service level
Service Desk	Call Answer Time	80% within 30 seconds
	Call Abandonment Rate	<5% of calls after 30 seconds
Incident Resolution	Priority 1	90% within 2 hours (based on 24 x 7)
	Priority 2	90% within 4 business hours
	Priority 3	90% within 8 business hours
	Priority 4	90% within 5 business days
Service Requests	Response*	90% within 1 business day
	Resolution	90% within 3 business day

Enhanced

The Standard service can be enhanced to meet your requirements. Fujitsu recognises that the needs of each individual customer will differ and are able to adjust the SLAs and pricing to fit your business priorities.

Typical enhancements can include but are not limited to the following list:

- Service Availability SLAs, for example 99.95% or 99.99%
- Enhanced Service Desk response times
- Enhanced Incident resolution times
- Enhanced service request resolution times

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Service Desk

Fujitsu's Global FCSM Service Desk will provide a Single Point of Contact for incident recording, updates and resolution or fault diagnostics to your IT Staff. Fujitsu will diagnose and analyse faults and manage the fault through to resolution. Where required on shore support can be delivered.

Access to the Fujitsu Global FCSM Service Desk to log Incidents and Service Requests is available 24x7 via telephone or email.

Service Credits

Where this is your only Fujitsu Service, Service Credits will be agreed on an individual basis. Where you are already consuming Fujitsu Services, Service Credits are inherited from the overall service contract.

Service Management

Where this is your only Fujitsu managed service, service reports will be provided by Fujitsu's FCSM management team.

Where you are already consuming Fujitsu Services, this service will be reported on and managed in accordance with any existing agreements you may have with Fujitsu.

Information Assurance

This service may be used to store and process commercial data and less sensitive data classified at OFFICIAL. In line with current UK Government practice, the services provided may be security accredited or assured by customers on a per implementation basis.

This service can also be run with an on premise configuration which would allow it to be operated at Government Security Levels up to SECRET, these will be assessed on a per implementation basis.

Level of Backup/Restore

The service includes standard backup and recovery features. The table below shows the Foundation and Standard levels of service available. These features and service levels are dependent on your use of a standard cloud and use of Fujitsu's backup features. A backup solution provided by you will be subject to confirmation for its suitability to meet these service levels.

Backup and Restore	Foundation	Standard
Weekly Full Backup, 4 Weeks History	Yes	Yes
RTO	24 Hours	8 Hours
RPO	7 Days	7 Days

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Data Restoration

As per the above Backup/Restore section

Training

Three service operation options are available:

	Operate	Administer
Shared Responsibility	You	Fujitsu
Full Managed Service	Fujitsu	Fujitsu
Customer Independence	You	You

Whichever option is selected, training in the use of Fujitsu Cloud Services Management is an enabler to assist you to operate efficiently. Accordingly, a number of training courses and options are available to train you and your teams. Training on the product is assisted by User Manual and Tutorials, online help, installation and operation guides. Additional training can be requested via Professional Services.

The following training options are available:

- Basic end-user training: This provides, for the end-users, a high-level overview of the features of the Core modules and any other optional modules to which you have subscribed. This will include training the users on specific use-cases and features such as the provisioning of catalogue services or managing existing subscriptions.

- FCSM Administration training: This focuses on the administration features and tools of FCSM. It will give a high-level overview of the administration features for the Core modules and any other optional modules to which you have subscribed. This will include training the administration users on specific use-cases such as adding an existing technical service to the Catalogue, setting pricing models for the marketable services or Reporting.

- Deep dive technical training: This provides a technical 'deep dive' into the user features and administration functions of the Core and optional modules. The training modules will include topics such as:
    - Catalogue
    - Monitoring
    - Business Process Integration
    - Blue-printing
    - Back-up and Restore
    - Adding new customised dashboards and reports etc.

There is an additional charge for all training options as training is not included as a part of the standard Fujitsu Cloud Services Management service.

The charges for these additional services will be agreed based on a customer's mode of operation and training needs analysis.

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Details of Any Trial Service Available

A free trial of some elements of the service are available and will vary from time to time. Currently this includes:

- Fujitsu Cloud Service PICCO which forms part of the Cloud Optimisation Hybrid IT Orchestration service: free 30-day access to Fujitsu's Cloud Financial Management platform, PICCO will accelerate your control of your cloud costs and ensure that budget owners are accountable for their usage.
- All other Fujitsu Cloud Services Management modules are also available as a fixed price, fixed scope trial service, which is priced upon application according to your requirements.

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Service Deliverables

Module Type	Module Name	Module Description	Module Details
Core	Management Portal	Single, central portal for the management of cloud resources	■ Single entry point into FCSM and the end-to-end service of Hybrid IT in a unified way ■ Aggregation of cloud management services ■ Governance of services in a consistent way ■ SLA reporting on dashboard
Core	Resource Brokerage	Fujitsu's advanced simulation tool to model scenarios and forecast potential costs before new services are deployed or existing ones altered	■ Users are supported by cost simulation features. FCSM collects data from multiple sources and allows "what if" simulations prior to service subscription. ■ Cost simulation supports the decision making process about which cloud service is best suited for a given workload
Core	Catalogue / App store Marketplace	A set of customer-defined services which provides all business-related features required to deliver Cloud-based IT services.	■ Simplify and centralize the provision of cloud and non-cloud resources, including infrastructure, platforms and software via a service catalogue ■ Access IaaS, PaaS and SaaS cloud services irrespective of whether they are delivered from private clouds, private hosted clouds or public clouds ■ Provide a definition to allow corporate applications to be presented as if they are SaaS applications ■ Deliver 'Bring Your Own Cloud' to business units using a system that allows services to be

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Module Type	Module Name	Module Description	Module Details
			made available quickly and easily and taken away when no longer needed ■ Enable a 'pay as you use' model for services selected from your catalogue ■ Delivers cloud resource lifecycle Management
Core	Resource Provisioning and Management	Allows your users to subscribe to available services and manage their subscriptions through the Subscription Management.	Supported Platforms : ■ Public Cloud: – Amazon AWS – Microsoft Azure – Classic – Microsoft Azure –ARM – Fujitsu IaaS Trusted Public S5 – Fujitsu Cloud Service K5 – our next generation cloud service – More on request ■ Other virtual platform providers: – Hyper V – VRealize – VCentre ■ SaaS Services: – Microsoft O365 – Salesforce.com – Google Apps – More on request
Core	Reporting	Comprehensive reports for different purposes and at different levels of detail. Different types of report satisfy the needs of all participating parties	■ Availability and performance ■ Capacity ■ Unified billing and financial management ■ Cost modeling ■ Cost monitoring ■ Financial Forecasting
Core	Identity & Access Management	Reduce risk by controlling access, authentication and authorization across all cloud and on premise services.	■ Provide a cloud-based federated single sign-on to manage who can access which systems (cloud and non-cloud) and from which locations ■ Reduce the risk of inappropriate access

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Module Type	Module Name	Module Description	Module Details
			and fraud and avoid potential problems when people join, leave the company or change roles internally ■ Reduce costs when deploying new systems and simplify the user experience ■ Deliver advanced authentication and risk profiling (device, time and location) that works seamlessly across cloud and non-cloud systems
Optional	Resource Blueprinting	Template creation and management for your resources	■ Image template management platform for automating the creation and maintenance of cloud server templates. ■ Enables the customer to automate the creation and maintenance of software images and server templates on any OS for any cloud, virtual or physical format. ■ Provides a platform for collaborating and sharing cloud server templates ■ Allows for configuration management of cloud resources with infrastructure as code definitions, inclusive of systems and application level data on multiple nodes.
Optional	Monitoring	Improve the performance of cloud and non-cloud environments with a single view of resources and processes. Easily unify this with service management to deal with issues before they are reported by end users.	■ Gain a single, holistic view of systems and processes irrespective where they run, even if a process spans cloud and non-cloud systems

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Module Type	Module Name	Module Description	Module Details
			■ Use a single, unified interface to track all the vital, dynamic resources that the business relies on, giving comprehensive monitoring insights needed to ensure business IT performs optimally at all times ■ Use Business Activity Monitoring to see what's happening within individual processes, e.g. the number of sales transactions per hour
Optional	Backup & Restore	Protect your data inside cloud and non-cloud solutions, managing all information regardless of location or provider	■ Simplify the back-up and recovery of data across cloud and non-cloud systems from a single portal, minimizing the business's storage footprint, while ensuring data is encrypted at rest and in transition ■ Deploy a vault wherever necessary ensuring fast, local backup and restoring of data – whether to support branch offices or backing up sensitive data to a specified location ■ Leverage the power of a cloud-connected data protection system to either replace or complement existing approaches so that all data is always fully secure
Optional	Service Management	Integration with existing service desk tools, Incident management, CMDB, Discovery etc.	-

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Module Type	Module Name	Module Description	Module Details
Optional	Workflow Integration	Deploy, manage and connect on premise and cloud solutions. This creates a flow of systems and services that support new or improved ways of doing business.	■ Integrate systems, processes and data for cloud and non-cloud services ■ Connect data within services to unlock new opportunities and create new business processes, and quicken time to market ■ Rapidly deploy integrated solutions to bring together processes, services and systems. ■ Integrate Public Cloud services like Salesforce© with enterprise systems like SAP© to deliver support for new or improved applications or business processes ■ Ensure all systems are communicating properly and that critical business processes involving multiple system are executed as efficiently as possible ■ Seamlessly link services, processes and data using a drag-and-drop interface and the library of over 2,500 preconfigured connectors
Optional	Advanced Reporting	Provide a greater level of reporting detail	■ Are available to visualize, analyze, manage and maintain enterprise-wide cloud usage and costs for ongoing optimization, clarity and control. ■ Collect billing data from multiple private and public cloud sources on a granular level. ■ Enable a clear view of consumption by e.g.

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Module Type	Module Name	Module Description	Module Details
			business unit, service or geography and enables chargeback capabilities. ■ Provides real-time alerting to monitor budget spending and makes it easy to analyze the cost information with a graphical dashboard. ■ Helps to increase efficiency by easy identification of paid for but not used IT capacities.

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Pricing

The pricing table below is for a standard implementation of FCSM in a shared, cloud-based delivery model. In addition to this standard pricing, dedicated and on-premise options are also available upon request, at additional cost.

Fujitsu will provide a standard Statement of Work (SoW) for implementing features. Should any additional effort be required in order to complete work or carry out additional work which is out of the scope of this SoW then such additional effort and any applicable charges will be agreed by both parties in the form of a revised statement of work.

The core functionality of Fujitsu Cloud Services Management is available from £0.017 per VM per hour, with a setup cost of £1,000. This price is based on a multi-tenant implementation, size small, core functionality and a virtual server estate of 2,000. Additional modules can be added on top of this core functionality, as shown in the full table of pricing, included below:

Component Type	Module/Component	Implementation	Ongoing / Month	Notes
Core / Mandatory	Management Portal	£1,000	£596 Plus £11/VM	Catalogue Manager
Core / Mandatory	Service Catalogue			Catalogue Manager
Core / Mandatory	Resource Provisioning			Fujitsu K5 connector included
Core / Mandatory	Identity and Access			Standard ADFS Single Sign On
Optional	Policy & Process Automation	£833	£4667	
Optional	Financial Management	£3,117	£835	Up to £167,500 of costs managed per year
Optional	System Blueprinting	£2,817	£283	
Optional	System Monitoring	£1,200	£695/ Plus £2/VM	
Optional	Service Management	£1,542	£940	(Integration to client's service management tool, price based on ServiceNow as a standard integration, alternative systems or customised ServiceNow instances) ITSM tool licenses must be provided separately.
Optional	Universal Dashboard	£3,133	£887	
Optional	Cloud Connectors	£0	£783	Per cloud platform (e.g. K5, AWS, Azure, Google)
Optional	Backup & Restore	POA	POA	Price on application depending on requirements.

All other optional services are based on complexity and will need to be scoped with the customer and will be priced as per day rates:

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GCloud9 Rate Card – UK Onshore

Standard Rate Card – UK Onshore						
SFIA Role	Strategy & Architecture	Business Change	Solution Development & Implementation	Service Management	Procurement & Management Support	Client Interface
Appropriate Subcategories						
1. Follow	£ 375	£ 375	£ 375	£ 325	£ 335	£ 360
2. Assist	£ 510	£ 500	£ 485	£ 435	£ 460	£ 500
3. Apply	£ 650	£ 650	£ 600	£ 575	£ 610	£ 650
4. Enable	£ 810	£ 800	£ 750	£ 700	£ 725	£ 750
5. Ensure/Advise	£ 1,035	£ 1,000	£ 920	£ 880	£ 885	£ 915
6. Initiate/Influence	£ 1,300	£ 1,250	£ 1,185	£ 1,120	£ 1,150	£ 1,195
7. Set Strategy / Inspire	£ 1,715	£ 1,600	£ 1,550	£ 1,420	£ 1,475	£ 1,470

The rates are exclusive of VAT at the prevailing rate.

Standards for Consultancy Day Rate Cards:

- Consultant's Working Day – 8 hours exclusive of travel and lunch
- Working Week – Monday to Friday excluding national holidays
- Office Hours – 09:00 - 17:00 Monday to Friday
- Travel and Subsistence – Included in day rate within M25. Payable at department's standard T&S rates outside M25.
- Mileage – As above
- Professional Indemnity Insurance – included in day rate.

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GCloud9 Rate Card – Offshore

Standard Rate Card – Offshore						
SFIA Role	Strategy & Architecture	Business Change	Solution Development & Implementation	Service Management	Procurement & Management Support	Client Interface
Appropriate Subcategories						
1. Follow	£ 90	£ 90	£ 90	£ 90	£ 90	£ 90
2. Assist	£ 120	£ 120	£ 120	£ 120	£ 120	£ 120
3. Apply	£ 160	£ 160	£ 160	£ 160	£ 160	£ 160
4. Enable	£ 200	£ 200	£ 200	£ 200	£ 200	£ 200
5. Ensure/Advise	£ 285	£ 285	£ 285	£ 285	£ 285	£ 285
6. Initiate/Influence	£ 400	£ 400	£ 400	£ 400	£ 400	£ 400
7. Set Strategy / Inspire	£ 500	£ 500	£ 500	£ 500	£ 500	£ 500

The rates are exclusive of VAT or applicable local taxes at the prevailing rate.

Standards For Consultancy Day Rate Cards:

- Consultant's Working Day – 8 hours exclusive of travel and lunch
- Working Week – Monday to Friday excluding national holidays
- Office Hours – 09:00 - 17:00 Monday to Friday (local time)
- Travel and Subsistence – Not applicable
- Mileage – Not applicable as not on site resources
- Professional Indemnity Insurance – included in day rate.

Pricing Terms

- The Customer shall pay the Charges to Fujitsu in accordance with the detail set out in the relevant Service Specification. All payments shall be made in pounds sterling (GBP).
- Unless expressly stated otherwise, all Charges are exclusive of VAT and the Customer must pay Fujitsu an additional amount equal to such tax.
- With respect to the calculations for the Charges for the Service(s) and the VAT amounts, any fractional amounts less than one penny shall be rounded down.
- Fujitsu will invoice the Customer for the Charges as stated in the Service Specification and Customer must pay all invoices within thirty (30) days of the date of the invoice.
- If the payment date falls on a non-business day for financial institutions, the payment date shall be moved forward to the preceding business day.
- If the Customer neglects to discharge financial liabilities arising from the Agreement (including payment of the Charges and any debts due and payable), the Customer shall pay Fujitsu interest on any amount due from the due date of payment until the date of actual payment at

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the rate of 4% per annum above Barclays Bank plc sterling base rate. Interest is to be calculated on a daily basis.

- Fujitsu may vary the Charges in the manner provided for in the Service Specification.

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Commercial

Ordering and Invoicing Process

You will be invoiced for the charges monthly in arrears.
When remitting payment, you will reference the applicable Fujitsu invoice to which the payment applies.

Minimum and Maximum Terms

The minimum term for this service is 1 month.

Customer Termination

Fujitsu's FCSM service can be terminated provided at least a 1-month notice is given.

Consumer Responsibilities

You shall, in addition to its obligations contained elsewhere in this Agreement:

- Provide and maintain list of authorised users that are allowed to contact the FCSM Service Desk
- Provide information to support the configuration of the FCSM Service, in accordance with the implementation plan developed by Fujitsu
- Provide suitably sized network connectivity and bandwidth for the delivery of the FCSM Service
- Ensure appropriate network integration
- Ensure appropriate security and associated policies are in place and adhered to where required for the fulfilment of this Service
- Provide details of authorisation process and management controls and contacts for specific change and request types
- Provide appropriate contacts for escalations that are available during normal business hours.
- Establish a nominated contact point and backup for day to day service queries and authorisations
- Provide IT-Department / Customer Service Desk
- Maintain at its own cost any devices, network, operating systems, browser and other hardware and software components that are required by it to use the FCSM Service such that they are compatible with the Service. Fujitsu shall use its reasonable endeavours to provide notice to the Customer prior to any changes to the FCSM Service
- Inform Fujitsu of any special limitations on site access if necessary (e.g. Health and Safety or Security compliance) and train / authorise Fujitsu employees in line with those limitations
- Provide the following configuration information to a level of detail reasonably required by Fujitsu:
  - Service onboarding
  - Service management contact details including escalation routes
  - Service Desk contact details

Fujitsu will not be liable for any delay or deficiency in providing the Service if such delay or deficiency results from the Customer's failure to fulfil these dependencies. Should a delay to the Service result from the Customer's failure in relation to the above dependencies, Fujitsu shall be entitled to amend the

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Service, Schedule and/or Charges with no liability and shall be entitled to charge the Customer for any cost incurred as a result.

For Service Improvement Fujitsu will work with the Customer to complete Customer Satisfaction Surveys.

Technical Requirements

The Customer acknowledges that the timely and adequate compliance with the obligations above is essential to the performance of the Service. Should the Customer request (and Fujitsu agree) that Fujitsu consultants undertake any of the obligations described above Fujitsu reserve the right to amend the Charges.

Service Constraints

Fujitsu shall not be liable for Customer's take up, non-take up or other discretionary use of the information provided by Fujitsu or of any of the recommendations or options generated from the Service and activities under this Service Definition.

- The FCSM Data Management team will be provided with access to all third party applications or servers where agents are or need to be installed, for environments where integration and testing by Fujitsu is required.
- Any FCSM Service where technical access to the Server Operating System is not available cannot be backed up by FCSM Data Management
- Servers to be backed up, require access to the FCSM Data Management Environment via the Internet.
- It is the Customer's responsibility to provide all required software licenses and access to any platforms and applications requiring integration.
- It is the Customer's responsibility to provide all subscription and access details within the onboarding time period identified.

Service Exclusions

The following elements are not included or applicable as part of the offered Service and are therefore not included within this Service Definition (these can be offered as an additional service as per the day rates included):

- Any work to support intruder detection and penetration is outside the scope of this service.
- Patch Management: application or product specific patching is out of scope.
- Major software version updates are not included as standard in the service.
- Application specific content and tuning.
- Excludes web applications and web content.

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Definitions

Any terms used in this Service Specification have the meaning assigned to it by the Fujitsu Cloud Service Agreement Terms and Conditions. Additional terms used have the meaning assigned by this paragraph.

In the event of any conflict between the terms of this Service Specification and the other documents that comprise the Agreement, the provisions of this Service Specification shall prevail.

Term	Description
FCSM	Fujitsu Cloud Services Management
SLA	Service Level Agreement
CIO	Chief Information Officer
IaaS	Infrastructure as a Service
PaaS	Platform as a Service
SaaS	Software as a Service
Hybrid IT	Traditional IT systems delivered with cloud services within a single enterprise IT environment
ARM	Azure Resource Manager
SFIA	Skills For the Information Age
SoW	Statement of Work

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About Fujitsu

Fujitsu has been working with the public sector for over 40 years and is a global IT company offering a complete range of products, services and solutions. From looking after applications and protecting data, to managing supercomputers around the world, we're helping government and business everywhere to become more innovative and efficient. Winners of Business in the Community's (BITC) Responsible Business of the Year 2015 and with a 5* rating in their Corporate Responsibility Index, we are also proud to work alongside our charity partner MacMillan Cancer Support.

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