

Enterprise Cloud Mobility Management

1.0

May 18, 2022

1 Overview

Telstra Purple's Enterprise Cloud Mobility Management Strategy service provides pragmatic and independent advice for Enterprise Mobility Management (EMM) and bring-your-own-device (BYOD) strategies. We provide practical advice on balancing risk, objectives and cost whilst enabling flexibility in working practices through effective mobile data management.

Our risk-based methodology which allows us to work with you to make the transition to a mobile workforce and is what we call our "4D Accomplish More approach". It is our way of depicting the lifecycle of security evolution.

We know that enterprise mobility can be complex and the new government security classifications compound the challenges faced by organisations. These new classifications place greater emphasis on personal responsibility amongst staff and enable increased access to commodity technology rather than bespoke "government-only" solutions. This shift could mean that the risk profile of the organisation will change. An organisation-wide strategy is required and should align with the business priorities goals and legislation. A plan is needed that enacts governance, manages applications (apps) and devices, and provides secure access to the applications and data users need for anytime, anywhere access on the device. Telstra Purple help you gain stakeholder support to develop the most effective mobility strategy, and design a roadmap to address business outcomes, enable employees, and allow you to quickly build and deploy compliant mobile solutions.

The following services have been split out individually so as to all the client organisations the flexibility of buying these separately as one or more service work package. The outputs and deliverables pertaining to each service work packages is as follows:

Step 1: Mobile Snapshot – Discover More Workshop [discover more](#)

A discovery workshop for those who have considered the introduction of mobile into their enterprise or have started on that journey and need assistance with the transition to the new classifications policy (GSCP). The Discovery Workshop is individually tailored with a flexible approach to recognise your starting point and takes into consideration the legal, privacy, and financial policies that need to be developed to support use of any new approaches.

In this workshop we will perform a risk assessment of mobile devices, which will form a basis for the effective management of risk to your organisation. This will provide you with a holistic view of your current capability and desired future state. The workshop aims to capture key insights to ensure a successful outcome taking into account people, process and technology.

Step 2: Mobile Blueprint - Mobility Transformation Workshop [define more](#)

The Mobility Transformation Workshop will provide strategic insight to executive stakeholders and accelerate decision making in a three-day workshop. Telstra Purple will work with you to:

- Develop the right mobility strategy and roadmap for your business and gain consensus on business and ICT goals and further transform your business into a mobile enabled enterprise
- Identify gaps in various areas to enable more effective use of mobile technologies to meet Government directives

- Define the business case - built on real facts and detail drawn out during the workshop
- Forge a practical path of action, so you can see exactly what the benefits will be, how much it will cost and how you are going to go about it

Step 3: Mobile Accelerated Adoption [deliver more](#)

Telstra Purple will work alongside you to architect and design your mobile infrastructure based on best practice, CESG/CPNI Guidelines and legal obligations, addressing process, technology and people needs.

Using our Accelerated adoption service we will help you to:

- Make optimum use of native security functions, avoiding third party products wherever possible
- Make better use of controls around the data and services where they can be more effective, rather than adding additional complexity to devices
- Allow greater user responsibility to reduce security complexity and maintaining user experience for the majority of responsible users

Step 4: Mobile Interim Operations [drive more](#)

Provision of interim operations and tailored managed services to meet operational gaps. Telstra Purple's Interim Operations service is designed to enable the successful adoption of Mobile services while ensuring smooth transition into your core service model. It utilises SIAM principles to adapt / create in-house processes to integrate with your chosen cloud services, whilst continuously identifying areas for service improvement through:

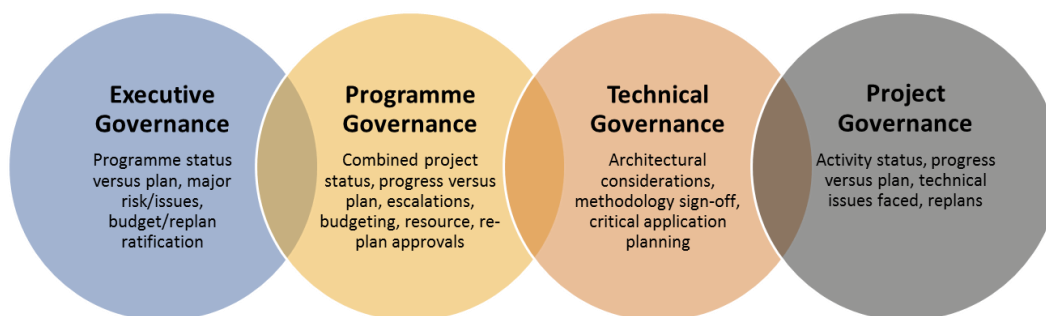
- Bridging gap between existing and new VDI-based service
- ITIL - based service definition and documented processes
- Service level definition and management
- Knowledge share through formal shadowing and peer-to-peer networking
- Demand and capacity planning to manage costs
- Backfill of existing team operations if required

2 Accelerate projects with Telstra Purple's Accomplish More 4D

Telstra Purple's **Accomplish More 4D** methodology is a robust, modular approach that helps clients reduce risk and retain control at all points in the project life cycle. This approach has been successfully implemented across a range of industries and projects over the past 20 years and we are proud of our ability to accelerate project implementation by 25%.



Each stage is backed with our 4-tier governance model.



3 Service Features

- Discover mobile requirements from business objectives
- Align business objectives to user requirements
- Provide a comprehensive risk assessment spanning all areas impacted by BYOD from a business, technical and people perspective
- Privacy Impact Analysis (PIA) to both the users and the data owners
- Identity and access management (IdAM/IAM) strategy / policy including 2 factor authentication and / or single sign on (2FA / SSO)
- UK Government Security Classifications advice
- Develop incident management plans
- Define strategy, organisation changes and roadmap adoption
- Control and protect business apps and data - contextual management

4 Benefits

- Understand the appropriateness of a BYOD / EMM adoption
- Understand how a security incident or breach would be managed without direct control of a device
- Understand the implications of un-trusted devices connecting directly to your network (risk of malware, stolen login credentials)
- Understand the implications of OFFICIAL information saved to personally-owned devices (risk of data leakage, compliance with FOIA and DPA)
- Assurance that your existing Mobile strategy is effective and follows best practice
- Actionable recommendations to improve security and reduce risk around EMM / BYOD adoption
- Understand essential steps before adoption

5 Why Telstra Purple?

1. End to end partner

- ✓ We have the technical experts, the partnership and the managed services to be an end to end partner throughout the transformation journey.

2. Capability

- ✓ 1500 certified network, security, cloud, mobility and analytics experts globally.

3. Experience & References

- ✓ We've delivered thousands of projects for a broad range of clients. And we're proud that so many of them are delighted to reference our work.

4. Industry Recognition

- ✓ We've won an array of industry awards including the BCS UK IT Services Company of the Year and Employer of the Year.

5. Specialisms

- ✓ We concentrate on being best of breed in our chosen focus areas

6. Strong, proven, governance and methodology

- ✓ 25+ years' experience in highly regulated industries underpinned by unique methodologies.

7. Agility, Flexibility and Accessibility

- ✓ Ultimate responsiveness and engagement right to the top of the company.

8. Outcome Focussed

- ✓ We cut through politics and red tape to roll our sleeves up and get the job done.

9. People-Centric

- ✓ We believe that our clients are not organisations but people. And our team are individuals and not numbers. Our people-centric approach ensures we apply the human touch to everything we do.

10. Commercially attractive

- ✓ A lean operate model and high utilisation provides our clients with highly competitive commercial frameworks.

6 Appendix A: Commercials

6.1 Information assurance – Impact Level (IL) at which the G-Cloud Service is accredited to hold and process information

As Telstra Purple propose to provide specialised support services to the G-Cloud Service, our services do not require Business Impact Level accreditation.

6.2 Details of the level of backup/restore and disaster recovery that will be provided

This is not applicable to the services described in his document.

6.3 On-boarding and Off-boarding processes/scope etc.

As a provider of Specialist Cloud Services this is not applicable to our response. We are however able to support clients in defining on-boarding and off-boarding requirements and process and to assist with the assurance of suppliers throughout

6.4 Pricing (including unit prices, volume discounts (if any), data extraction etc.)

Please see attached SFIA table.

6.5 Service management details

Where the engagement is of a sufficient scale, a dedicated project manager will be assigned who will be the client's primary point of contact during the engagement. The project manager will be responsible for assigning and allocating resource to ensure the engagement is delivered in line with the agreed service levels.

6.6 Service constraints (e.g. maintenance windows, level of customisation permitted, schedule for deprecation of functionality/features etc.)

As a provider of Specialist Cloud Services this is not applicable to our response.

6.7 Service Levels (e.g. performance, availability, support hours, severity definitions etc.)

Telstra Purple Specialist Cloud Services is flexible and hence service levels are bespoke to the needs of each client and engagement. We work with the Client to agree service levels, availability and outcomes at the initiation of an engagement.

Performance of our people is measured through a client feedback process. We encourage our clients to give us a formal review of our service, highlighting any strengths and weaknesses and areas for improvement so that we can continue to offer a high quality and competitive service.

6.8 Financial recompense model for not meeting service levels

As a provider of Specialist Cloud Services this is not applicable to our response.

6.9 Training

Telstra Purple consultants will work collaboratively with the Client to ensure effective knowledge sharing during the term of the contract.

6.10 Ordering and invoicing process

Ordering from clients is generally done via the presentation of a Purchase Order following confirmation of the purchase of a service.

Telstra Purple will invoice at the end of every calendar month, giving a precise breakdown of the services purchased, including VAT/other expenses. We are able to provide consolidated invoices if required. Invoices can be issued electronically or via post.

6.11 Termination terms

By consumers (i.e. consumption)

Our standard terms and conditions provide for 30 days' notice of termination. A copy of our standard terms and conditions is attached.

By the Supplier (removal of the G-Cloud Service)

30 days' notice would be provided in the event that Telstra Purple was to withdraw from providing G-Cloud Services. Any ongoing commitments would be supported and maintained through to completion

6.12 Data restoration / service migration

As a provider of Specialist Cloud Services this is not applicable to our response.

6.13 Consumer responsibilities

The Client is required to provide Telstra Purple with enough information to enable us to complete the Call off Contract and prepare a specification which clearly outlines the scope of work and the required outcomes. The Client is encouraged to meet with us weekly to review the progress of the work being undertaken. The Client should also inform Telstra Purple immediately should they have a concern about the work being undertaken so we can take remedial action.

The Client has responsibility for providing office accommodation and facilities (including software tools where these relate directly to the service being procured by the Client) without charge where work is required to be conducted at the Client's premises.

It is the Client's responsibility to provide Telstra Purple with such access, information and staff cooperation, including any third parties as Telstra Purple may reasonably require for the proper performance of any Services.

The Client shall advise a Telstra Purple consultant or subcontractor working at a client location the rules, procedures and information relating to matters such as health and safety and security that are relevant or necessary for working at that site.

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

As a provider of Specialist Cloud Services this is not applicable to our response.

6.15 Details of any trial service available.

Where appropriate, we will discuss with potential clients their challenges or specific requirements and we can provide guidance on how a particular issue can be addressed or to better help the client understand the possible options.

In addition, for more complex client requirements, we are able to undertake a small scoping study to provide a baseline for any wider project or programme. This also enables us to demonstrate our expertise and ability to work effectively with the client. If we were to undertake a scoping study we would discount the cost of the study by 25% against our fee rates.