



Cloud Network Target Operating Model (TOM)

1.0

May 17, 2022

1 Overview

The cloud network TOM service has been designed to create a future proof network architecture blueprint for an individual cloud or a multi-cloud environment. It will express the key Service Layers, Service Components and Service Characteristics required within its future state to ensure that the network operates effectively and that it delivers against the functional and non-functional aspects required of it.

Building and managing a cloud network can be as simple as selecting various products and deploying, however, our experience shows that a successful implementation and on-going management of a network is a lot more than just a selection of products. More often than not, poorly deployed networks do not realise their true value, typically being inflexible, underperforming or not providing the required level of security, ultimately failing to enable the business to become agile and secure.

At Telstra Purple we pride ourselves on what it takes to maximise the investment in the network and ensure all upstream and downstream processes are captured and enhanced as needed. This is particularly important as the fundamental objective is to connect users to the services required to operate the business.

The network TOM Includes the following detail:

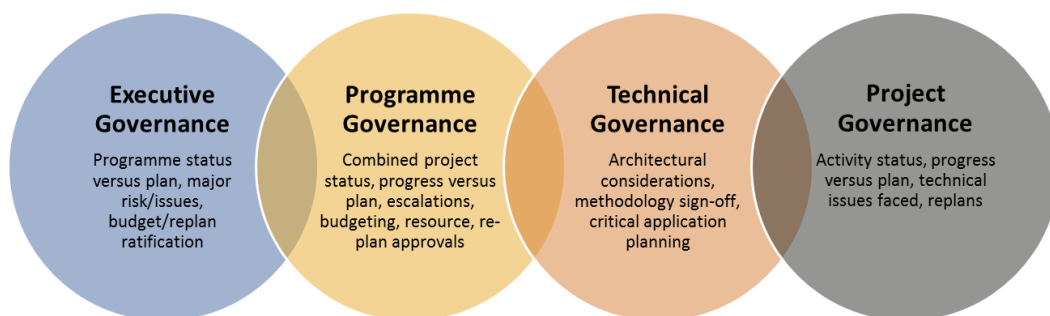
- Current state analysis of the existing environment. This will involve workshops with your teams to analyse and understand your business, existing infrastructure, reviewing connectivity, performance, processes, management, security and policies.
- Identify the Future State Operating Model broken into Service Layers, Service Components and Service Characteristics. Including service description and frequency of delivery.
- A RACI chart detailing the Roles & Responsibilities of existing employees across all functional business units involved with the network, those additional employees that are required, and where evaluated and deemed appropriate, those third-parties that should be utilised to deliver key functions that are better facilitated using multi-tenant SME capability.

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

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

The first step is for us to understand your organisation, current infrastructure and applications. We hold workshops with your teams to analyse and understand your business, existing infrastructure, reviewing connectivity, performance, processes, management, security and policies. We will then work with your organisation to understand any commercial drivers which could help shape your network journey. We will conduct interviews with key stakeholders to understand what is working well, where improvement is required and developments that would help meet business strategy and objectives.

We will provide a dedicated team for the assessment who will run the engagement, liaise with key stakeholders and arrange any follow-up meetings to present the findings and discuss next steps.

- Discover: Review in-scope network infrastructure, applications, people and processes.
- Define: MoSCoW based requirements definition to capture the business, network, security and service requirements for the network.
- Undertake MoSCoW analysis and value mapping exercise to prioritise requirements based on business benefits vs complexity.
- Define: Target state Operating Model, including the target state solution and service blueprint and RACI to deliver against the MoSCoW requirements.
- Recommend: Identify potential costs savings and next steps recommendations to provide a strategic roadmap along with high-level implementation costs

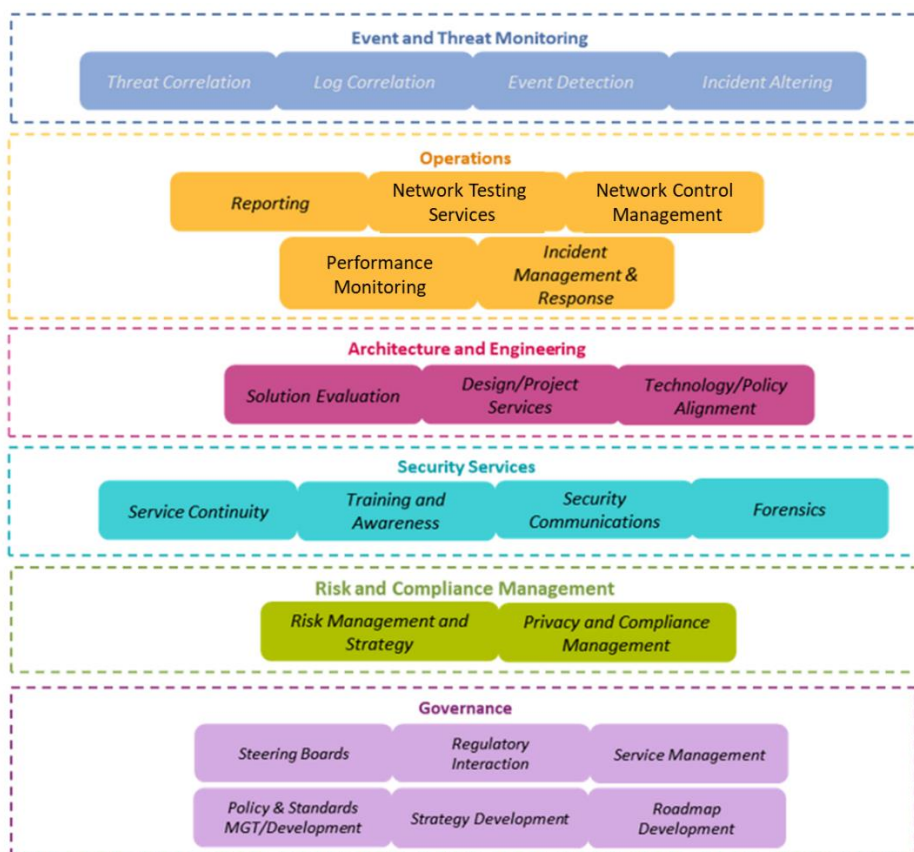


Figure 1 - Network Operating Model Layers

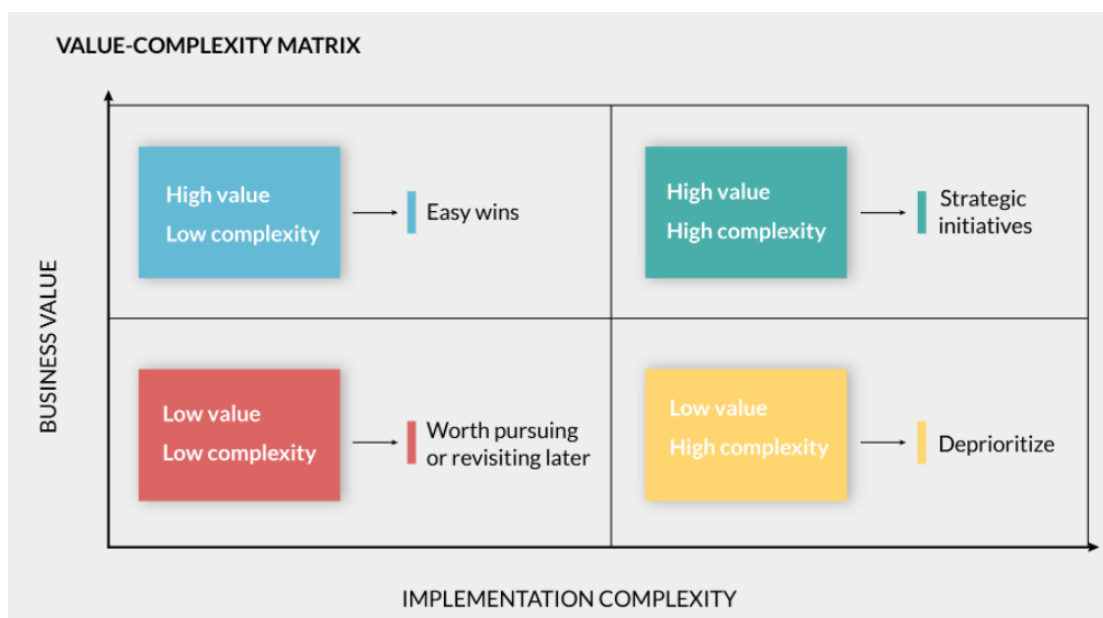


Figure 2 - Network Operating Model – Value Map

4 Benefits

- Maximise the investment in the network and ensure all upstream and downstream processes are captured and enhanced as needed.
- Reduce complexity by defining key Service Layers, Service Components and Service Characteristics required to ensure that all requirements are met.
- Establish the Future State Operating Model broken into Service Layers, Service Components and Service Characteristics. Including service description and frequency of delivery.
- Provide a RACI, detailing the Roles & Responsibilities of existing employees across all functional business units interacting with the network, those additional employees that are required, and where evaluated and deemed appropriate, those third-parties that should be utilised to deliver key functions that are better facilitated using multi-tenant SME capability.
- Provide detailed description of project-based activities and associated Rough Order of Magnitude (ROM) costings to enable the production of an accurate blueprint of transition services required to meet future state operating model objectives.

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.