MONTVIEUX

G CLOUD 14
Montvieux ASAIR Range Service
Service Definition Document

Service Definition

1   Service Overview

The Montvieux ASAIR Range Service uses state-of-the-art Artificial Intelligence (AI) techniques to faithfully recreate networks in a private environment.

These ranges provide an emulation environment within which users can act and interact with autonomous agents and measure audience reactions and responses. An extensive analytics suite is provided, and environmental data will be made available (in due course) for analysis on users existing tools (subject to interface).

Multiple emulation environments can be run in parallel, and at speeds faster than real time. Emulations can be restarted from a defined start point, enabling users to test and retest the effectiveness of different approaches in terms of performance and effect.

Ranges are delivered as a fully managed service, accessible to end users via a secure web connection.

2   Service Definition

Each Client will have differing requirements for the Range Service. This includes the number of environments to be blueprinted and emulated, the overall number of actors within the environment, the duration of each emulation (reflecting the training or exercise time period), and also the overall number of concurrent emulations fielded.

Therefore, each instance of the Range Service will be tailored to the individual Client. However, to provide general guidance about features of the service and costs, the following "typical" service definition for the provision of a Range in support of a two-week exercise has been provided:

Item	Description
Overview	Provision of the Range Service to support a two week exercise. The service consists of preparing and validating the emulation environment prior to the exercise (based on user-defined start points), on-site (or virtual) support during the exercise, and collation and reporting of environment metrics after the exercise. The service will be scaled to emulate four current environments, each containing agents.

Montvieux analytical dashboards will be provided to users (EXCON and operators) during the exercise to aid control of the training activity, and also measurement of the impact of users' actions within the emulation environment.

Specification	- Preparation and provision of an emulation environment, consisting of approximately a number of predetermined agents from autonomous environments, blueprinted against (agreed) live services and user-defined start-points. - The environment will be incubated prior to the exercise to ensure a rich, noisy and representative information environment if provided to users. The level of incubation (e.g. months) will be agreed with the user. - Support to the generation (before the exercise) and injection (during the exercise) of events, aligned to the exercise scenario. - Provision of capacity for up to x50 concurrent user logins to the Range service in support of the exercise. - Provision of x50 (TBA) user role accounts within the emulation environment. - Provision of dashboard analytics to provide an overview of activity and behaviours across time within the emulation environment during the exercise. - The ability to progress the environment in real-time, or at an accelerate speed to cope with time-jumps during the exercise. - The ability to reset/ respawn the emulation environment from a predefined start-point during the exercise.
Service Level	- When provided, the Range equipment will be available as a 24/7 service. - The service will be provided for a period of two weeks prior to the exercise (for agreed dates), to support user familiarisation, training and validation of the emulation environment. - The service will be provided for a two week period (at an agreed start date) to support exercise activity. - The service will be provided for a one week period (at an agreed start date) after the exercise, to support users' post-exercise analysis activity. This will also be supplemented by a summary report provided by Montvieux. - Onsite (or virtual) support during the exercise for EXCON and/or Web Operations staff. - Montvieux can provide (TBA) expert support to the customer at exercise planning events / conferences. For example, this could be to explain the function and limitations of the emulation environment, or to support the generation of exercise inject material.
Service Support	- On-site support can be provided during the exercise to assist in refresher training, and/or to support EXCON staff in controlling and directing activities within the emulation environment. - Support will be available on a UK office hours (9am - 5pm) basis, although extended support can be provided. - Pre-exercise training on Range Infrastructure (operation and EXCON functions) can be provided at Montvieux offices, or a nominated user site, subject to availability of Internet access.

	- Support to work with subject matter experts will be made available in the earlier stages of planning, to ensure that the emulations prepared for the exercise are fit-for-purpose. - Additional support can be provided (beyond that listed above), in accordance with the Montvieux SFIA rate card. - Support can be provided during office hours at the Client site or remotely. If the Client site location is not within the boundary of the M25, and therefore not included within the T&S provisions within the SFIA rates, this T&S will be included within the final invoice (charged at cost to the Client). - The Montvieux team will work with Customers and audience specialists to identify real world start points for the emulation environment training.
Onboarding	- Following initial enquiry with Montvieux, a Range Service Quote will be prepared. - The Service Quote will be tailored to the specific needs of the customer (e.g. a training or exercise event) and will include the associated service costs. - An agreed Use Case will be developed with the Customer, which will act as an agreed scope of the emulation environment. This will include agreement on source data, training data start points and regional content for inclusion within the emulation environment. - A lead time estimate will be provided to the Customer, in the context of the agreed Use Case, taking into account any additional training data required to be sourced for machine learning, and date/times required for contact points with subject matter experts. - Date of receipt of the Client's Purchase Order by Montvieux will constitute Date of Service Commencement. - User logins (of the form User01, User02 etc.) will be provided to the client during a site-visit (Client's site). Passwords and instructions on how to set-up any additional security access controls will be provided. Initial training can be provided at this point, or an agreed later date. Subsequent training (prior to or during the exercise / training period) can be agreed as service options.
Service Offboarding	At the end of the supported Service period, the Client's Range licenses will be expired.
Service Termination	- The service requires three months' notice for service termination. Service costs will be calculated on a pro-rata basis, minus any initial set—up and installation costs, and a final invoice prepared for the Client. - Note that service costs will be incurred by Montvieux prior to exercise, as part of blueprinting, autonomous agent training, and emulation environment establishment.
Invoicing & Payment	- Invoices will be generated monthly in arrears. Discounts will be offered for pre-payment. - Standard payment terms will be applied, meaning that invoices are required to be paid in full within 30 days of issuing. Delay in payment may incur interest charges.
Service Costs	Will be advised when the configuration, scale and Term are confirmed.

- Additional support will be in accordance with the Montvieux SFIA rate card. Any associated T&S (where not included within SFIA rates) will be charged at cost.

3   Service Options

The Range service is currently hosted within a public cloud environment, but is designed to be able to be hosted within a Customer cloud environment, including environments that are protectively marked. To achieve this, Montvieux can support:

- Security accreditation and risk assessment.
- Technical infrastructure and hosting platform design.
- Technical infrastructure implementation.
- Configuration of service (within a private cloud environment).
- Characterisation, preparation and exploitation of data sources.
- Ongoing support within private / protectively marked environments by appropriately security cleared engineers.

- Service refinement, including language models, visualisation and social media service emulation.

Montvieux will discuss specific needs with each Client and propose a package of support as part of the Service Quote. This will be based on the Montvieux SFIA rates.