Service Definitions Document for Rockstone Technologies

Data Migration

Data migration, supporting businesses as they move their data from one platform to a new platform. Ensuring data integrity and availability.

Service features

- Ensuring user equipment is configured to a consistent standard
- Monitoring and tracking data migrations
- Updating equipment, applications, functions, or policies in a scalable manner
- ensuring data is protected and secure
- documented processes and procedure to customers requirements

Service benefits

- Single Point of Contact for the customer
- Integrated into the customer process
- SC and DV cleared support staff available
- deep knowledge of data migration in the Official Sensitive domain
- Established business relationships with the major UK platform providers

How the planning service works

Rockstone Technologies will supply Project management Specialists who will arrange to scope and gather the requirements from the customer they will also gather the status of the current infrastructure to ensure that it can support the required changes and that it is compatible with the implementation of the service required.

A project plan will be created, this will include the requirements of the relevant stakeholders and also the Technical Specialists knowledge and detailed understanding of the infrastructure where this is available. This will be presented to the customer for review and approval before undertaking any work. If required an onsite planning and requirements workshop can be held to ensure that the business objectives are being met and their requirements captured and understood.

The Business manager will ensure that as the planning progresses any changes that are required are included and implemented. This process will be refined when necessary. Rockstone Technologies will provide a Project implementation plan for the customer to sign off prior to any work beginning.

How the setup or migration service works

Following the initial planning stage and the sign off of the implementation plan, Rockstone Technologies will work with the customer to establish key milestones and deliverables, which will define the implementation of the workstreams. This will be conducted by qualified project managers working to Prince 2 standards and methodologies.

Rockstone Technologies will supply technical and security cleared staff, where required (SC or DV if required). Throughout the migration/setup, review meetings will be held as and when they are required to ensure the continued success and progress of the project. Prior to any work commencing, clear back up / roll back strategies will be put in place in the event of system downtime. These procedures will follow industry standards and best practice. If the customer has specific requirements these can be included in the plan. Upon completion of the implementation/migration.

Rockstone Technologies will complete an agreed set of user acceptance tests. Once this has been formally accepted, the project will be completed and handed over to the customer. Should any issues arise,

Rockstone Technologies will work with the customer to rectify these in a way that will be agreed with the customer

How the quality assurance and performance testing works

Rockstone Technologies can start conducting a bench marking exercise to establish the health and status of the networks and systems at the beginning of any work if required. This will set out the initial baseline.

Rockstone Technologies can install End User Monitoring tools that will provide a thorough health check and evaluation of the customers systems form the end user's perspective. This will provide an industry recognised Digital Experience Index. This DEI provides the benchmark that will be used to evaluate and quantify any changes.

Rockstone Technologies can also work with the customer to define a testing methodology to support the business and validate the implementation or change has had the desired result. A detailed report will be produced following the conclusion of the testing/assurance phase. This test report will include any actionable recommendations should the service not have achieved the desired result.

Rockstone Technologies will work with the customer to plan any remediations that may be required.

How the support service works

Rockstone Technologies will work with the customer to get a detailed and defined understanding of the support required and the operational environment in which the customer operates. From this we can the build up a detailed technical understanding of what the business needs supporting and the critical services are.

Rockstone Technologies can provide consultancy about disaster recovery or business continuity scenarios. This will allow the business to retain critical

infrastructure and software functionality in the event of services, infrastructure or software failures.

Rockstone Technologies can provide change management support and consultancy to help implement and active complex changes into the customers networks and systems.

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Rockstone Technologies can provide consultancy to help implement and activate complex changes into the customers networks and systems.

Service constraints
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Rockstone Technologies can provide consultancy to help implement and activate complex changes into the customers networks and systems.