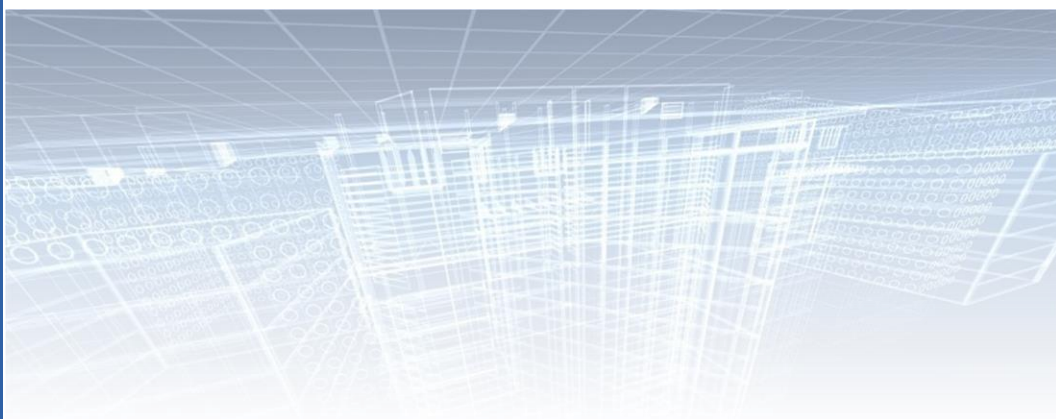


G-Cloud 14

End User Compute

Performance testing and Quality Assurance

Service Definition - 2024



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1. Service Definition – *providing clarity and transparency*

ElysianIT Offer a Range of Services related to Microsoft Azure which build into a complete Service offering:

End User Compute - Readiness Assessment

End User Compute – Health Check

End User Compute - Roadmap and Strategy

End User Compute - Baseline Implementation and Pilot

End User Compute - Implementation and Enhancement

➔ **End User Compute - Performance Testing and Quality Assurance**

End User Compute - Support

End User Compute - Project and Change Management

End User Compute - Guidance Documentation, Training and Coaching

Our “End User Compute –Performance Testing and Quality Assurance Service” is service which is used to provide customers with assurance that EUC products such as deployment and device management technologies such as Windows Deployment, Image Creation, Desktop Management with SCCM, Zoho ManageEngine, Autopilot, Microsoft Endpoint Manager (aka Intune), Quest KACE, virtual desktop infrastructure (VDI) solutions such as remote desktop services (RDS), Azure Virtual Desktop (AVD), Windows 365 and third-party solutions such as VMWare Horizons or Citrix and Mobile management for Android, MacOS, iOS and Linux, are performing and meet best practices.

1.1. Service Features

The following features are elements of this service:

The EUC performance testing and quality assurance will focus on the products to manage and administer end user devices.

Our EUC services cover the following solutions:

1. Windows 365
2. Windows Clients 7/10/11/ and above
3. Autopilot
4. Azure Virtual Desktop (AVD)
5. Remote Desktop Services (RDS)
6. Android Enterprise
7. iOS Devices
8. Apple for Business
9. MacOS
10. Linux
11. Microsoft Endpoint Manager (MEM) aka Intune
12. Microsoft Endpoint Configuration Manager (MECM) aka System Center Configuration Manager (SCCM)
13. Zoho ManageEngine Desktop Central
14. Quest KACE

Before the commencement of this service, we will agree on the solutions areas and associated costs for this engagement.

The following performance testing can be undertaken as part of this engagement:

1. Load testing - checks the application's ability to perform under user loads.
2. Stress testing - involves testing an application under extreme workloads to see how it handles high traffic or data processing.
3. Endurance testing - is done to make sure the software can handle the expected load over a long period of time.
4. Spike testing - tests the software's reaction to sudden large spikes in the load generated by users.
5. Volume testing – tests the software application's performance under varying database volumes.
6. Scalability testing – checks the application responds correctly when scaled and highlights when scaling should occur.

The performance tests can then help highlight the following issue types:

1. Long Load time
2. Poor response time
3. Poor scalability
4. Bottlenecking. Some common performance bottlenecks are
 - a. CPU utilization
 - b. Memory utilization
 - c. Network utilization
 - d. Operating System limitations
 - e. Disk usage

A review of the quality of the business service(s) implementation in EUC products against Microsoft best practices, guidelines, and our industry standards will be undertaken, and recommendations provided as required.

A Document is then created which contains the findings of the performance tests, Quality review and provides costed recommendations.

This service can be used in conjunction with our other services to deliver a complete programme of work.

1.2. Benefits

This service will provide the following business benefits:

- Assurance that your Business Service(s) are performing
- The EUC products have been implemented to Best practices with real world experiences
- Documentation with findings and priority recommendations.

1.3. Timescales

Service delivery estimates will be provided during the initial planning phase as the timescale will vary based on the size and complexity of the testing.

1.4. Pricing

All Pricing is in accordance with the SFIA Rate Card attached to the Service definition entry on the digital marketplace portal.

1.5. Terms and Conditions

Terms and conditions are in accordance with the G-Cloud 14 Framework agreement and call off contract.

1.6. Invoicing Process

- All work is proposed and delivered using ElysianIT terms of business.
- ElysianITs' Payment terms are 30 days' net from date of invoice, Payment of invoices will be made in Sterling.
- All financial queries and correspondence to ElysianIT: finance@elysianit.com
- The registered address of ElysianIT Ltd is: Upper Farm, Wootton St. Lawrence, Basingstoke, Hampshire, RG23 8PE

1.7. Customer Responsibility

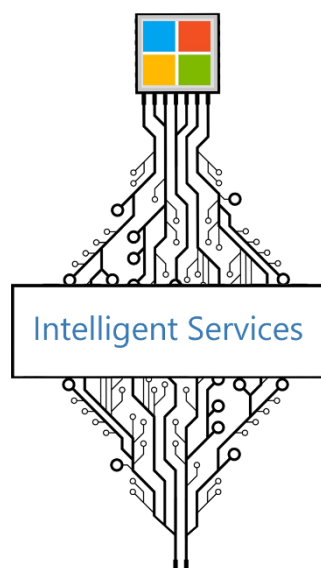
In each engagement there will be a range of dependencies on the customer which are specific to each project. These will be discussed and agreed prior to commencement and will form part of the contract.

2. Why ElysianIT – *making IT effortless*

We pride ourselves on building a partnership with customers, identifying targeted changes to technology that will transform end users experience of IT, to the benefit of the organisation, through increased innovation, productivity, empowerment, agility and cost efficiencies.

We provide a comprehensive outsourced Managed IT Service comprising end user, network and infrastructure support alongside IT Strategy and Roadmap advice to ensure that the latest technology developments are regularly briefed for consideration by customers.

2.1. Our Purpose – *what we're all about*



Microsoft Gold SI Partner



Our Vision

Provide **best-in-class transformational IT services**, to **forward-thinking** organisations, **achieving goals** through the use of technology.



Our Mission

Understand our customer's business strategy, deliver and **exploit world-class IT technologies** to assist and facilitate in **achieving their goals**, and support their users in **maximising the technological benefit**.

2.2. Our Credentials – *recognised in our industry*

Microsoft Certified Partner:

- Gold Datacentre
- Gold Cloud Productivity
- Gold Cloud Platform
- Silver Collaboration and Content
- Silver Enterprise Mobility Management
- Silver Windows Devices
- Silver Application Development
- Silver Security



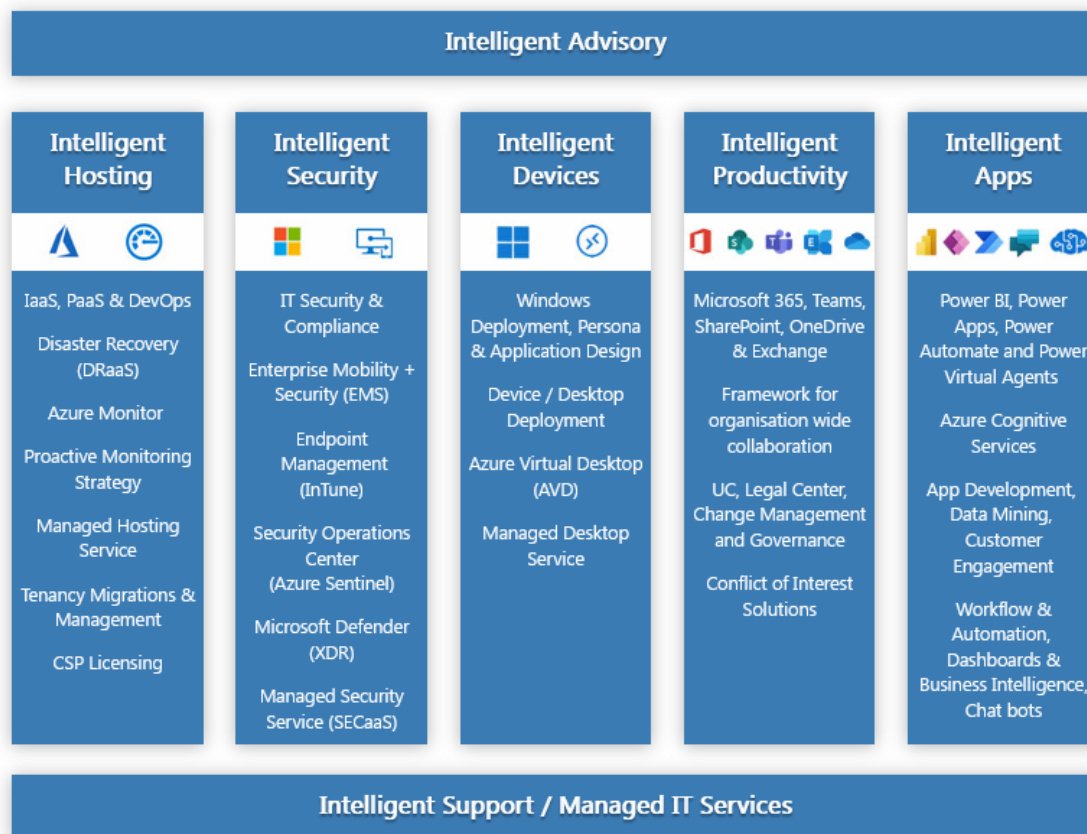
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2.3. Our Services – *intelligent centric*

Offering a range of intelligent business change and implementation services focussed around Microsoft technologies, we have a wealth of experience of delivering change projects through careful and considered implementation of technology.

Intelligent Services – *Making IT Effortless*



2.3.1. Intelligent Advisory – ensuring you're future ready

Technology experts on-demand

Partnering with ElysianIT gives you direct access to our **Virtual 'C-level' Advisory Services**. Not only ensuring that you're getting the best from your current technology, but our Senior Consultants horizon scan to verify that your technology decisions are both future-proof and strategically aligned with your goals.

We pride ourselves in understanding your organisations strategy to deliver transformative technology with outstanding solutions, moving you from just **operating to innovating**.



2.4. Our Impact – trusted by peers

With experience of working with organisations ranging in size from a handful of users to thousands, we relish solving challenges these organisations bring.



2.4.1. Partnering in focus - delivering transformational results



The Charity Commission for England and Wales (CCEW) is the non-ministerial government department that regulates registered charities in England and Wales and maintains the Central Register of Charities. CCEW has around 550 users across 4 UK sites.

ElysianIT has delivered the following services and has continued to support the organisation for over 3 years.

- Planning and Design for a full IT estate modernisation comprising Windows 10 roll out, Office 365 onboarding, Enterprise Mobility Suite and migration of on-premise estate to migration
- Design of a modern desktop management approach comprising Intune and Autopilot
- Implementation of a highly secure M365 collaboration environment including Teams, SharePoint, OneDrive for Business and the Office client
- Active Directory audit, recommendations, modernisation & rationalisation
- Identity Management, Conditional Access, MFA and Self Service SPR
- Deployment of a Hybrid Exchange environment and migration of all mailboxes
- Design and build of an Azure landing zone to cater for their hosting requirements and migration of circa 50 servers
- Rebuild all of user devices to Windows10 and implementation of supporting iOS device estate
- Project & Change Management and Governance
- Ongoing 3rd Line Microsoft Azure Cloud Support



UK Anti-Doping (UKAD) is a Non-Departmental Public Body accountable to Parliament. UKAD is the national organisation dedicated to protecting a culture of clean sport in the UK. UKAD have around 100 users across 2 main UK sites.

ElysianIT has delivered the following services and has continued to support the organisation for over 8 yrs.

- Cloud Strategy and Business Case
- Planning and Design for Azure, Office 365
- Change Management and Governance
- Windows 10 Rollout
- Exchange Online Email migration
- Intune for Device Management
- OneDrive and SharePoint Site Migration
- SharePoint Intranet Development
- Data centre replacement into Azure Services
- Web Hosting migration to Azure Services
- PKI Infrastructure
- Operations Management with Microsoft OMS and Intune
- Ongoing Fully Managed Service (Support)

2.5. Microsoft CSP – *Licensing without the hassle*

ElysianIT is a Microsoft Cloud Solution Provider (CSP) and therefore can transact Azure cloud service costs directly with our customers.

The Cloud Solution Provider (CSP) Program enables purchases of Microsoft online service subscriptions (M365), Azure services, and some on-premises software via the Microsoft Customer Agreement.

The CSP allows you to take advantage of True PAYG billing and benefit from the highest discounts through Reserved Instances, Hybrid Benefits and Software Subscriptions.

2.6. Our Leadership Team - *proud to be an SME*

We're a people company - our strength lies in our ability to stay open-minded, to see through the complex and tech jargon to focus on what is important for the end customer.



We transform entire organisations – we help companies master their digital investments to create better working environments, teach multiple teams to speak the same language, build empathy with each other, and give them the tools to build unstoppable momentum.

2.7. Getting in Touch – *share your thoughts*

We work on a no-obligation basis and welcome the opportunity to discuss how we can help organisations realise business change and the associated benefits through the application of technology.

UK Office – Basingstoke



ElysianIT Ltd
Upper Farm,
Wootton St. Lawrence,
Basingstoke,
Hampshire,
RG23 8PE



www.elysianit.com



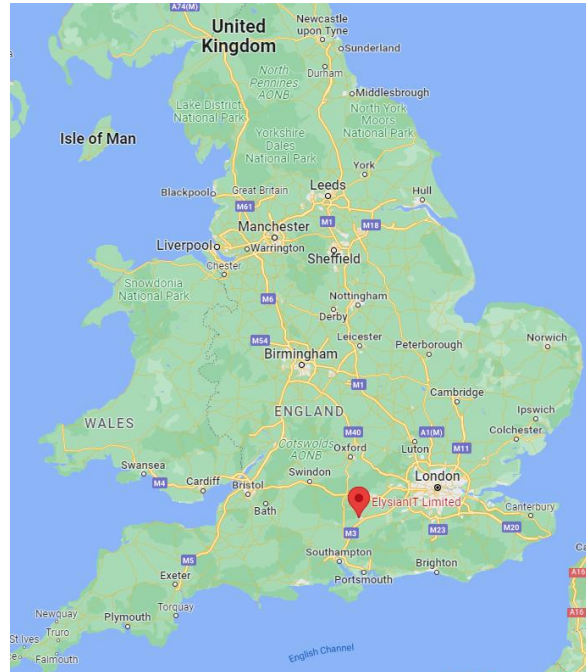
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info@elysianit.com



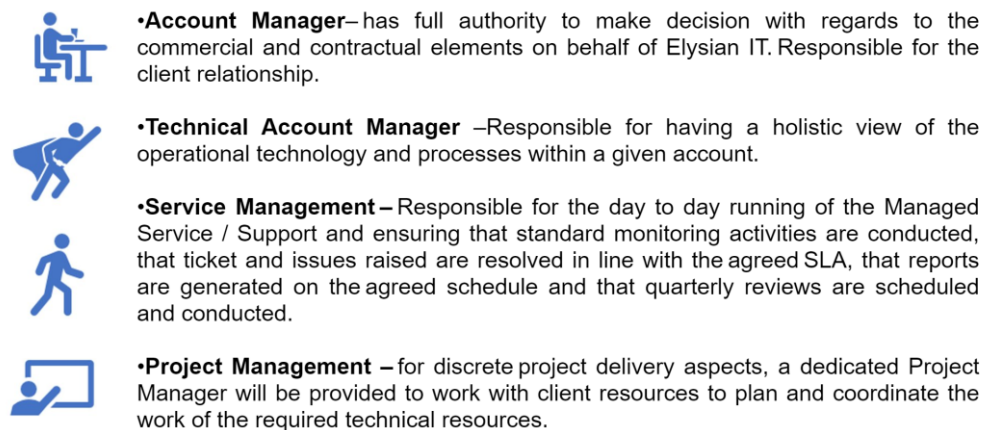
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3. Methodology and Approach – *turning ideas into value*

ElysianIT embrace a consultative approach to each project engagement, taking time to understand the key challenges, then leveraging our expertise and combined knowledge of the technology capabilities to address the business challenge(s) and achieve your goals.

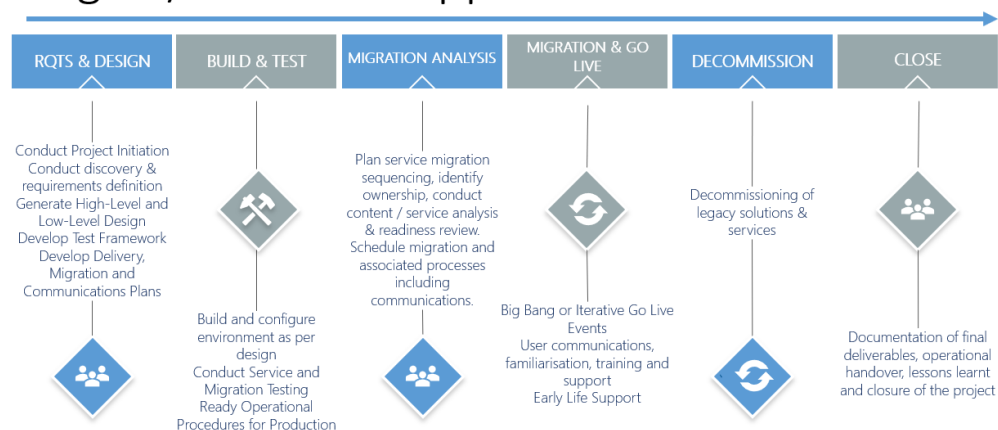
We align specific resources throughout the engagement phases to ensure smooth running, alignment of shared values, effective communications, and management with the goal to ensure that we expedite projects efficiently.



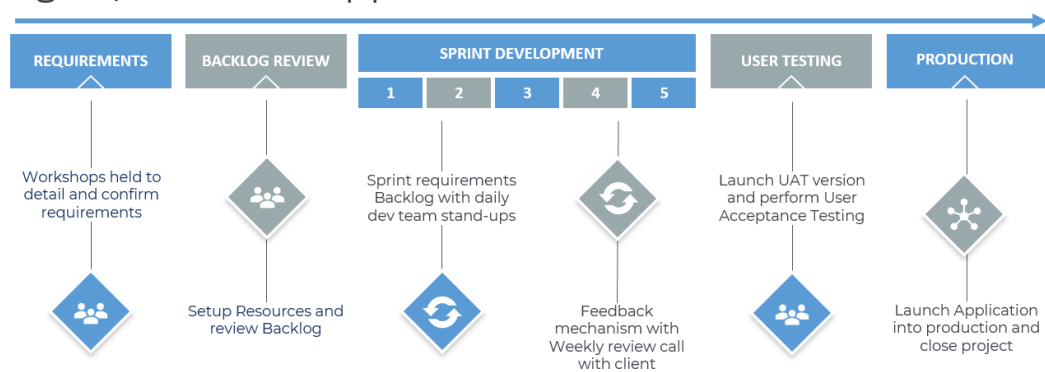
Our engagement methodology is often determined by a client’s current operating model, or our role within an overarching project – we are conversant with many different approaches and have qualified, experienced project managers who assist with integrating into your required processes.

We typically use a simple yet effective & scalable traditional waterfall style management structure for infrastructure or migration engagements and an agile style, where appropriate, for our software development projects.

Staged / Waterfall Approach



Agile / Iterative Approach



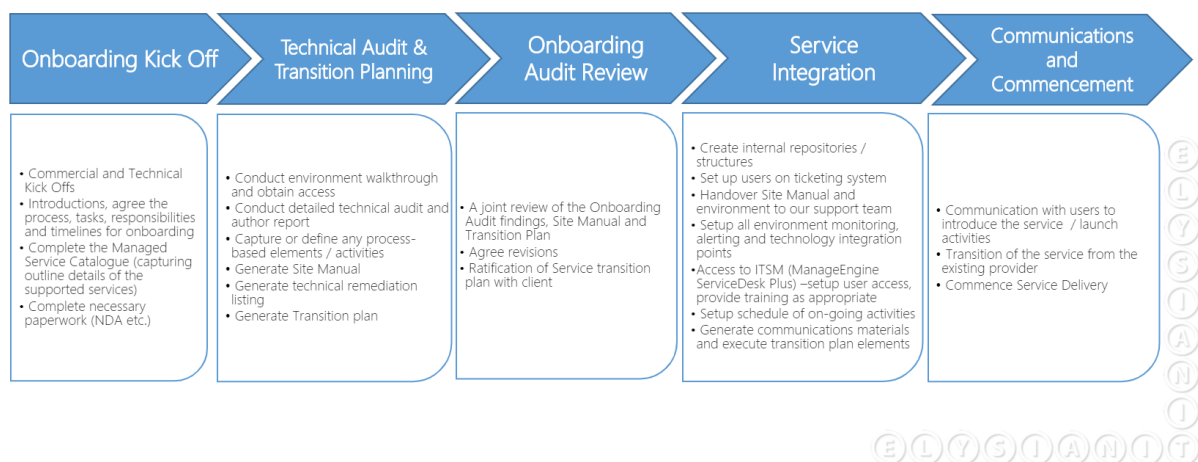
ElysianIT has, over the course of hundreds of successful engagements, adopted these methodologies to enable our consultants to focus on collaboration with our clients in long-term partnerships, ensuring full transparency and that everyone has common understanding on the agreed expectations.

4. Support and Training – *expertise on-tap*

Every Service engagement we deliver will be backed up by our support team with numerous options for how this support can be delivered. In addition, we have Microsoft Certified Trainer embedded experience in house, which provides key Transition and Adoption activities to assist with the delivery of end-user, expert or administrator focussed training and business change activities with the appropriate supporting collateral.

Our support team members all have at least 5 years commercial experience, and we ensure that every member of the team is trained across the broad concepts of Microsoft 365, EMS and Microsoft Azure and undertake the relevant Microsoft Certifications (MCPs). Ensuring that we maintain skilled and experienced staff, with the necessary qualifications and experience, to achieve the right outcomes.

The support onboarding and handover process are engaged in advance of the project delivery completing this ensures our clients and our Support Team understand the scope of support whilst tracking and triaging early adopters or migrated end users' requests in a controlled fashion and to ensure that the transition to support is smoothed through the conclusion of the delivery project.



Every Support client has access to the following facilities:

- Dedicated Email address
 - Automatically creates a ticket in the Service Desk software when received
- Dedicated telephone number
 - Staffed by UK based support individuals, not outsourced
- Online Service Desk
 - Implemented with Single Sign On (SSO) for users of Microsoft 365 - Azure AD
 - Users can raise issues and request tickets with appropriate SLAs
 - Allows users to monitor issue progress and update issue information 24/7
 - Provides links to FAQs and help guides
 - Provides a survey to users subsequent to ticket closure to garner feedback on their experience and drive service improvement
- Our Service Desk system is configured to effectively manage issue resolution and management to agreed SLAs. Tickets nearing SLAs automatically alert the ElysianIT ticket owner and management team to ensure quality and timeliness of delivery

Issue Management and Resolution to SLAs - Once any issue is raised it is proactively managed through its lifecycle. A Priority level is assigned, and an appropriate response initiated. Priority 1 issues are alerted to the management team to ensure any resources required are mobilised to provide the quickest path to resolution. All other tickets are acted upon according to priority and the associated SLA response and resolution times.

Security impact - All issues/requests raised are evaluated against security for validity and impact. Any request for elevation/changes in access are always verified via the user's line manager for authorisation prior to execution. Any change requested is reviewed against the defined security principals.

Service impact – Considering the impact to service of any change requested is a fundamental part of the issue triage process to assess any threat and maintain security whilst supporting the user to achieve the desired resolution. All ElysianIT Service Desk resources are suitably trained on both the core technologies and the specific customer procedures to ensure that they both understand and consider the impact of any actions they take.

Continual Service improvement - to ensure continual service improvement ElysianIT undertake the following activities:

- Weekly senior team review of all tickets – Open/In-progress/Closed (during week), appropriate actions are undertaken/scheduled to ensure quality of service and to ensure no SLA breaches. Tickets details, issue handling, recurring related incidents and resolution are reviewed. The review will highlight the need for updating the FAQs, publishing a help guide or IT remediation activity (e.g. hotfix update or general improvements etc). Any underlying problems or security concerns are raised directly to yourselves where we will jointly address root cause analysis
- Support ticket reports are reviewed, and trends/issues/service improvement activities are added to the scheduled Quarterly Customer Review meeting agenda. This ensures that support issues are discussed and addressed on a regular ongoing basis (providing a rhythm to the service)
- ElysianIT maintains an IT Operations Guide that provides detail of the procedures/configurations/processes for the IT environment. The weekly support ticket review ensures updates and augmentation to this guide are undertaken in a timely fashion
- Best practice, security, process and control are underpinned by the weekly reviews to ensure quality of service, cross team learning and experiences from other clients are integrated into the service that you receive.
- ElysianIT is a Microsoft Gold partner and invest heavily in staff training to ensure that they are well versed in the latest technology and updates in the marketplace, ensuring that our clients can benefit from the experience.

On-site support is an available service. It is important that the onsite support staff are both technically competent and interact with our client's users in an appropriate fashion. During the weekly support ticket review onsite support issues are discussed and these on-site learnings are fed into the continual improvement process to update procedures/practices.