KITS Services Definition

To the requirements of: ISO27001

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Author:	Martin Ling
Approved by:	Martin Stapleford
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Purpose

Overview of Service Definition document for Consultancy (Iaas & PaaS), PaaS Implementation, IaaS Implementation and Ongoing Support Services.

Copy No.	Holder
3	Martin Stapleford

Amendment History

This document is reviewed periodically, at least annually, and is retained for a period of [Time]. Amendments and revisions are distributed to the named holders. The history of amendments and the issue of revisions are recorded below.

Date	Amend. No.	Page No.	New Issue No.	Reason for Change	Authorised by
04/03/2020	-	All	1	Creation / Draft	Martin Stapleford
05/05/2022	1	All	2	Review	Martin Stapleford
01/04/2024	2	All	3	Review and amend	Martin Stapleford
	3		4		

Copies of this document other than those listed above will not be revised; such copies will be marked as **UNCONTROLLED**.

Table of Contents

1. About Keep IT Simple

Keep IT Simple (KITS) is an ethical company conceived and established in 2015 from a core of very technical, hands-on consultants and engineers who, collectively, had a desire to provide the best quality and the highest value IT support and transformation services to public and private sector clients.

2. What We Do

By embedding highly skilled resources into the client's business, KITS ensure that all work done, is for and on behalf of its customers. Without the onerous overhead from having a major parent company to report to, and provide revenue to, means they retain and recruit only the best and most competent in their field, while being very competitive in all aspects of the IT lifecycle. This enables KITS to deliver significant reductions in both the numbers of specialists and overall costs required to provide the IT support demanded by 24/7 businesses (including a VAT-reclaimable service option for Government clients).

3. Keep IT Simple - Service Capabilities

KITS employ a wide range specialist to deliver the full range of re-engineering, migration, and transformation of IT support contracts: to free, open-source software, and optimised public and private cloud solutions, across seven key capabilities:

- Infrastructure, Networking, and Storage
- Database Management and Data Engineering
- Unified Software Development and Operations (DevOps/Secure DevOps)
- Enterprise Applications Development and Support
- Quality Assurance and Automated Testing Services
- Cyber Security
- Programme, Project and Service Management

3.1 Infrastructure, Networking and Storage (Private/Public and Hybrid Cloud Solutions)

Cisco Networking, Application-Centric Infrastructure (ACI), Unified Computing System (UCS), Azure, AWS, Storage Area Networking (SAN), Network Attached Storage (NAS), Virtual Machine (VM) Services, Infrastructure/Platform/Application-As-A-Service (IAAS/PAAS/SAAS), OpenStack, NetApp, Grafana, Kibana, Elasticsearch, NetApp Flexclone, Snapmirror.

3.2 Database Management and Data Engineering (DBA):

Structured Query Language (SQL), non-relational languages (NoSQL), Oracle, Postgres (PostGreSQL10), Apache Spark.

3.3 Unified Software Development and Operations (DevOps/Secure DevOps):

UNIX, LINUX, OpenStack VM, Infrastructure-as-Code (IaC), JAVA, SCALA, TomCat, Ngnix, C#, TeamCity, MongoDB Atlas, GIT, FUSE, SpecFlow, NUnit, JMeter, OWASP ZAP, JIRA, Confluence, Puppet, Ansible, Jenkins and TeamCity.

3.4 Enterprise Applications Development and Support

Microsoft Dynamics (ERP/CRM), MS SharePoint, Windows MS Azure, Amazon Web Services (AWS), MS Biztalk, MS PowerShell.

3.5 Quality Assurance & Automated Testing Services:

SonarQube, Puppet, Selenium, Jenkins, GIT, Red hat Ansible.

3.6 Cyber-Security

Technical Director PhD Information Security/Head of BT Global Security

3.7 Programme, Project, and Service Management

Strategic Assessment, Accurate Cost Model Predictions, License Reviews, OLA/SLA, Delivery-focused programme outcomes

4. Approaches for IaaS & PaaS

Keep IT Simple will review your project requirements and determine the best approach to deliver your desired outcomes, examples include:

- **Legacy to cloud migration (lift & shift)**

This approach allows businesses to migrate quickly and cheaply to the cloud without changing business practices. This gets services into the cloud and is usually followed by transformation phase.

- **Legacy to cloud migration**

This approach keeps two copies of your system, one on premise and one in cloud, to act initially as a real-time DR service prior to switching to live service in the cloud.

- **Partial cloud migration (keeping some services on premises)**

This allows your business to retain full control and responsibility for certain services, while also taking advantage of cloud infrastructure.

- **Cloud to Cloud migration**

If your business needs to move from an existing cloud provider (e.g., for cost savings), Mobilise can assist in migrating your services.

- **Redeployment on Cloud**

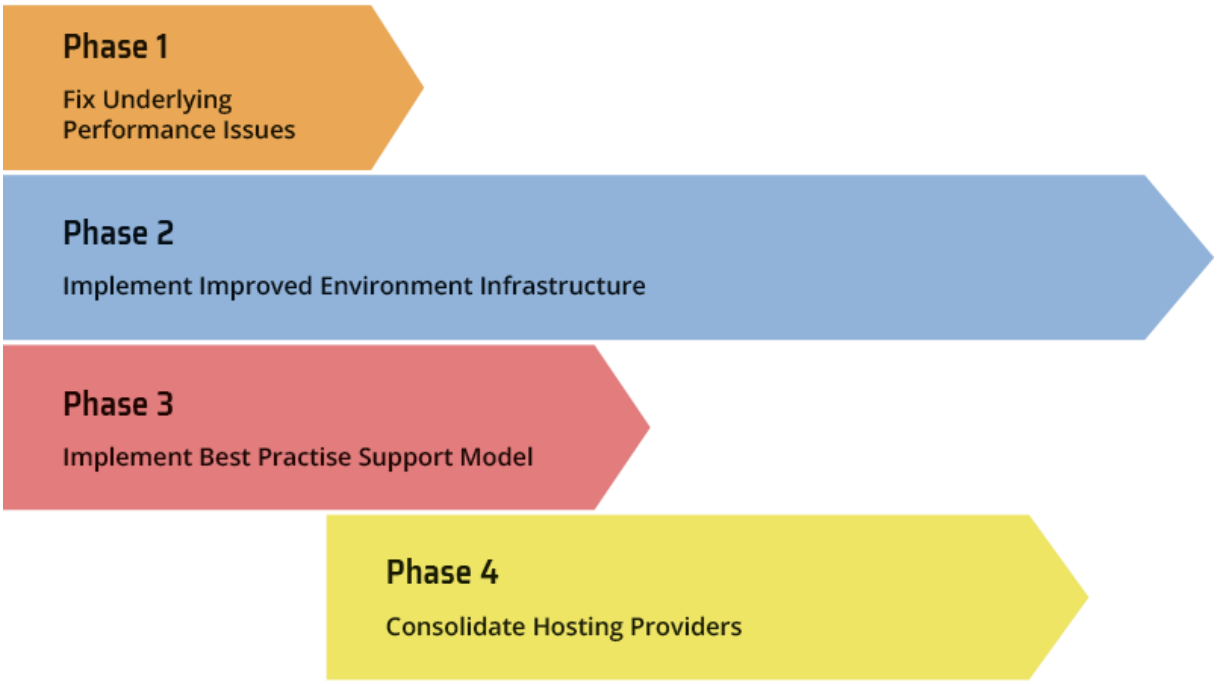
This approach allows businesses to migrate their applications onto brand new cloud infrastructure by focussing on migrating software rather than infrastructure and rewriting from scratch. This approach improves your business's ability to produce consistent, immutable, automated, and repeatable builds by introducing a Continuous Integration platform. Businesses gain more control over their build & deployment pipeline, reduce future costs, easily manage code, and obtain a common integration platform between applications. This new CI platform can then assist in the migration to the cloud.

4.1 Process

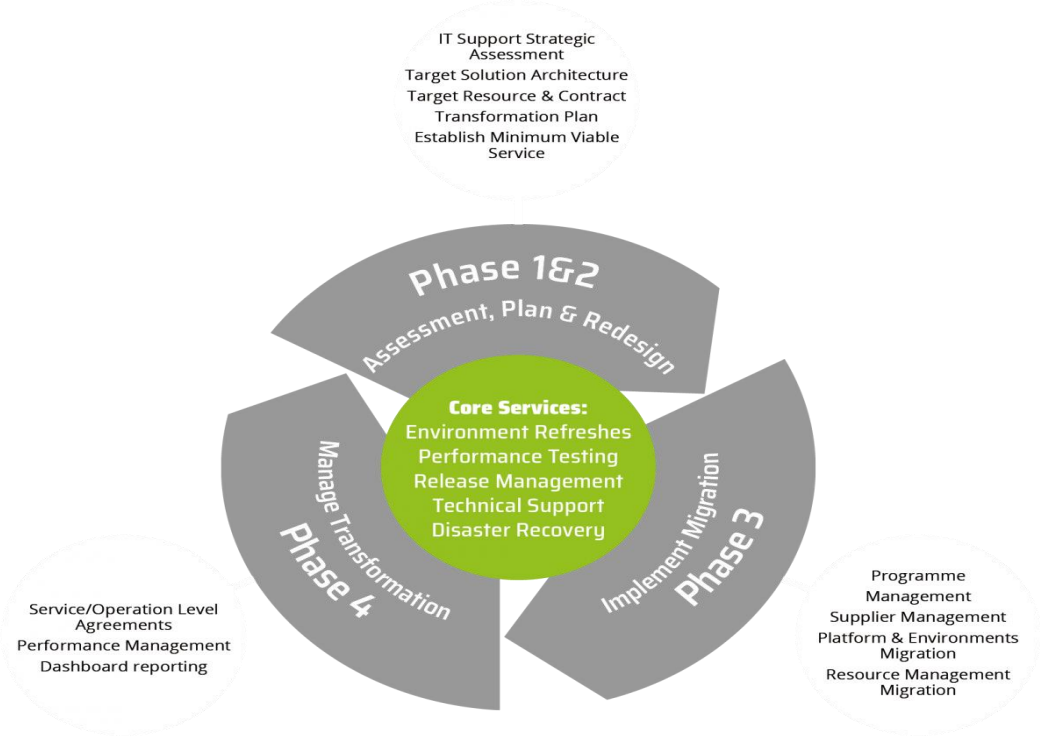
Keep IT Simple will run a workshop to understand your exact requirements before beginning a planning phase where a roadmap and strategy will be established. Our certified solutions architects will then carry out the following steps:

- The transition of infrastructure from on-premises to the cloud; while maintaining existing services to minimise downtime,
- The adoption of new Cloud Services to ensure that clients take full advantage of what the cloud service offers,
- Deployment – the roll out of client applications and services to the new cloud environment,
- Support & Maintenance – Mobilise can provide support after the new environment has been rolled out into production to improve performance and troubleshoot issues,
- Compliance – Ensuring the client conforms to existing policies and regulations.

4.2 Life Cycle



5. The Transformation Methodology



Phase 1:

KITS initially undertake an audit to ascertain the business requirements and to understand and stabilise the current IT support environment, including the suite of suppliers, products and people associated with current delivery.

Phase 2:

KITS design a target solution architecture optimising the provision of open-source and private cloud solutions, that maximise the automation of manual processes, and therefore enable the target resource management solution and contract. They then create the overall transformation plan to realise the agreed business benefits.

Phase 3:

KITS oversee the programme and supplier management to enable the platform and environments, and resource management migration.

Phase 4:

And finally, in the 4th phase, KITS complete the transformation delivery and the associated realisation of all business benefits agreed in phase one, establishing the new IT support contract and associated service levels, performance management and reporting.

Throughout the transformation, KITS provide a set of ongoing core IT support services in line with business requirements.

6. Additional Service Information

Keep IT Simple believe that organisations all need some degree of DevOps to create cohesive development and operations teams that share each other's objectives.
High Performing DevOps is.

- Strong source control
- Zero-touch build and deploy.
- Test early and often.
- Fail fast.
- Everything-as-code
- Automate everything (in pipelines) including infrastructure and environment provisioning.
- Elastic supply of cloud resources
- Fine-grained service architecture
- Experimentation without regret
- Embrace failure, recover automatically, degrade gracefully.
- Lean principles and continuous delivery of value
- The expected outcomes of high-performing DevOps are.
- **Time-to-Market** – reduce by up to 50% through streamlined software delivery.
- **Throughput** – Increase team productivity and deliver new functionality, faster.
- **Risk** – Early identification of quality concerns, up to 30% reduction of defects across the lifecycle.
- **Resiliency** – Operational state is more stable and secure. Changes are systematically auditable.
- **Client Responsibilities -** The client will be responsible for the security of both data and any required or generated code. Code may be deployed on client systems.
- We can help with all process require to setup an Application Lifecycle Management or Source Control system, but responsibility for data integrity security lies with the client or cloud service provider.

6.1 Service Features

- Business requirements gathering.
- Technical architecture.
- Design and/or Strategy.
- Application redesign to fit cloud services.
- Migration Planning.
- Planning.
- Platform as a service (PAAS) migration.
- Infrastructure as a Service (IAAS) migrations.
- Hybrid migrations.
- Knowledge transfer.

6.2 Service Benefits

- Cloud Adoption.
- Identify appropriate services with azure.

- Business for readiness to the cloud.
- Bespoke solution for each client.
- Scalable Solutions.
- Hybrid solutions.
- Continuous service improvement.
- Knowledge management and sharing included as standard.

7. Pricing

Please refer to separate pricing documents per service.

8. Contacts

Dr Grant Harris
Managing Director
Email: Grant@keepitsimple-uk.com

Martin Stapleford
Chief Operating Officer
Email: Martin.stapleford@keepitsimple-uk.com