

TOTALLY

G-Cloud 14 - Service Definition

Lot 3

Cloud-based support services and consultancy

Introduction	2
Overview of G-Cloud Service	3
Data Protection	4
Using the Service	7
Provision of the Service	9
Contact Details	13

Introduction

Company Overview

Totally are experts in all aspects of Cloud application development, application lifecycle management and application environment support. These cover initial consultancy, business and process analysis, requirements capture, development, testing, implementation and post-live maintenance and support.

We have extensive experience creating & supporting complex cloud-based workflow systems, Intranets, Extranets and other web-based applications for many different organisations.

We are also experts at taking over the support and development of existing cloud-based legacy software created by other companies and ensuring continuity of support.

Value Proposition

Our software solutions drive efficiency within client organisations. By following the Agile Methodology, we use interactive workshops to collaborate and fully immerse ourselves within existing business processes. This allows us to analyse and propose the most fit-for-purpose software solution that can ultimately save time and costs.

Once a system is implemented, we at Totally are absolutely passionate about our post-live support. A successful implementation signals the 'start' rather than the end of what we like to think of as the 'client journey'. We provide a first-class support structure following system delivery, offering a proactive 'all in' support contract which includes hosting, backups, maintenance and support activities.

Finally, all project work, be it design, marketing, development or project management is carried out in-house by our team.

What the Service Provides

As a company, Totally offers cloud-based software development services, cloud-based support services and consultancy in all aspects of cloud-related development and support. We support Open Source technology as well as taking over pre-existing legacy cloud-based systems. We ensure all the software we create and support delivers robust scalable cloud-based technology that offers resilience and reliability to add significant value to organisations.

Overview of G-Cloud Service

Totally support, maintain and grow high-end software & applications, mobile apps and websites across all sectors both commercial and not-for-profit. Our aim is to create value and efficiency in your business, giving you back lost time.

We build mature, long-standing client relationships by focusing on delivery and our Agile approach will translate your business requirements into a coherent business programme, even if you're not yet sure what you want.

It is worth noting some of the key factors which we believe set us apart from our competitors and strongly positions us to deliver best in class online propositions to our clients:

- Everything in-house – All project work be it design, development, testing or project management is carried out in-house by our experienced team
- Collaborative approach – We closely collaborate with our clients at every step of the journey; we involve as wide a range of relevant key stakeholders as possible in the decision-making process.
- Continuity & risk mitigation – All the systems developed by Totally are built on popular and widely utilised Open Source technology. IP of all system developments are ceded to clients; but are supported continuously & effectively by our in-house teams.

Totally was born out of the learning from working with large, often over-engineered development and integration companies. Totally's mantra is 100% delivery focused; avoid large – often unread – documentation sets; Agile delivery is at the centre of all activities; absolute collaboration with clients; ensure all projects are delivered on time, on specification and on budget.

Over many years of staying true to our delivery-focused mentality we have had the opportunity to work with some of the UK's largest companies, organisations and brands and have gained the reputation of 'just making things happen'. Often stepping in to deliver where other larger entities have failed.

Data Protection

Information Assurance

Totally operates in accordance with the ISO 27001:2013 standard. Whilst currently undergoing the formal accreditation ourselves, we have taken a number of clients through this process and ensure all our development and support activities conform. We are accredited with Cyber Essentials which is a Government-backed and industry standard scheme to protect against online cyber threats.

Most of our systems contain and process sensitive data including Financial, Personal and Medical data. We ensure all our systems undergo regular external penetration testing by 3rd party experts to ensure the security of the data we manage. We are also experts in all aspects of web-application security and develop all our systems to a number of industry best practices including OWASP (Open Web Application Security Project).

Data Back-Up, Data Restoration and Disaster Recovery

Recommended architecture would include a multi-zone, auto-failover environment.

Back-ups are automated and a typical back-up routine would involve:

- Creating 24 x hourly snapshots of any data disks
- Creating 356 daily snapshots of any data and system disks
- Configuring database (MySQL) for up to 35 days of point-in-time rollback
- Monthly snapshots of database servers
- Back-up of MySQL binary logs for audit purposes

Typical Data Restoration/DR plan for non-auto failover environments:

Issue	Recovery Process	Estimated Time
Root Volume Failure	<ul style="list-style-type: none">• Create volume from most recent snapshot• Stop server• Detach faulty volume• Attach replacement volume• Start server	45 mins
Primary Data Volume Failure	<ul style="list-style-type: none">• Create volume from most recent snapshot• Detach faulty volume• Attach replacement volume• Restart web server process	30 mins
Server Failure	<ul style="list-style-type: none">• Create new server from base image• Stop new server• Detach root and data volumes from faulty server• Attach volumes to new server• Start new server• Point IP at new server	1-2 hours
Data Centre Failure	<ul style="list-style-type: none">• Create new server in alternate data centre• Create root and data volumes in alternate data centre from latest snapshots• Stop new server• Attach volumes to new server• Start new server• Point IP at new server	1-2 hours

Privacy by Design

Totally recognises the significance of Information Security in relation to its General Data Protection Regulation (GDPR) compliance obligations. We have always taken data security and privacy extremely seriously and believe that the GDPR is an important step forward for clarifying and enabling individual privacy rights. We have all necessary systems in place to be fully compliant with the GDPR ahead of when enforcement begins May 25th 2018. Our aim has always been to provide the highest level of data security and as such we constantly review and reinforce our security practices.

Technical and organisational measures are defined, implemented and are proactively managed to preserve security, integrity and confidentiality of personal and sensitive data. Specific measures are noted below:

Management of Access to Client Data (Access Control)

Totally ensure that access to live client data is restricted and managed as far as practicable to still provide full proactive support. Full access is limited to two Senior Team members. All staff at Totally utilise unique usernames and passwords and a full audit trail of actions undertaken is maintained.

Access to live client environments would only be granted where support issues cannot be replicated in a development environment. There is a requirement for clients to raise tickets for any issues encountered within the Totally Support Desk. As part of our support processes, these support tickets are initially managed/triaged by a Support Team Manager, and then escalated to Product Managers to distribute to the Technical Support Team as required.

Totally will always endeavour to replicate issues in a development environment before access to a live data environment is confirmed as a requirement. As full support of our live client environments is understood to form part of the agreed provision of products/services, there is no requirement to formally request access to these live client environments.

Other authorised Senior Team Members are granted access to client live environments as and when required. This is managed through 'Jump Cloud', a solution that enables management of access to client servers. Access is via SSH connection to client servers using encryption keys. Jump Cloud allows Totally to grant access to client servers as appropriate for an agreed, limited period, in order to perform the necessary operations. A management console is used to authorise and revoke access. Jump Cloud is managed by the 2 privileged Senior Team Members. There is an additional internal process managed via Jira Service Desk to ensure closure of any agreed maintenance/Support windows on Jump Cloud in a timely manner.

As part of our continuing data protection and information security improvements, Totally deploy full audit trail capability for all managed servers

All applications are understood to be managed by the Clients. Where Totally require login credentials to access and support client environments (test user accounts for website user access or Admin accounts for Admin Areas for Applications), these are configured and managed securely. 'LastPass' (Password Manager) is used to manage passwords for these privileged accounts. Within LastPass there is segregation within teams to further restrict and manage Totally access. Full audit logs are available for activities conducted using these privileged accounts. An agreed 'Maintenance and Support Agreement' is in place with all clients that defines the contractual agreement to include hosting services, data access and data security.

Technical Controls deployed by Totally – Client Environments

Client environments that are deployed on Amazon Web Services (AWS) are located on Amazon AWS instances in the EU, and never leave the EU. Amazon Web Services (AWS) is ISO 27001 certified

(<https://aws.amazon.com/compliance/iso-27001-faqs>). Totally continues to monitor the GDPR compliance status of AWS, and can confirm according to assurances provided by AWS it is fully GDPR compliant.

Totally will set up security groups (firewalls) on AWS for client networks. In addition, the servers run 'fail2ban' which includes IDS (Intrusion Detection Systems). Patching is automated on servers for all clients. Where contractually agreed, we may have designated monthly patching windows (out of hours to minimise disruption). Hot fixes may be deployed as required with notification to clients over and above the monthly patching windows. All discs with data are encrypted, and where defined as a requirement by the client, additional field level data encryption can also be applied.

Data in transit

All website data utilises SSL to manage data in transit and Totally proactively manage the SSL certificates to uphold security of data in transit.

Where data needs to be supplied by clients to Totally, it is a requirement that the client and Totally agree on a suitable secure mechanism to complete the transfer. Totally destroy clients' data once it has been uploaded/ deployed.

Management of Change

As part of the 'Management of Change' activities, there is a requirement for both Clients and Totally to identify as part of the planning process, any significant risks to either Information Security or Data Protection. Totally will proactively advise clients on any known risks to both information security and data protection.

Secure coding standards/ practices are deployed by the Totally Development Team, adhering to OWASP top 10 most critical 'Web Application Security Risks'. In addition, Totally are in the process of introducing automated and ongoing internal PEN testing and Code Analysis – potentially looking to also test vulnerabilities to 3rd party libraries. Peer Code reviews are undertaken prior to deployment to a live environment.

Totally always recommend external penetration testing through 3rd party experts for all new developments and subsequent regular re-testing.

Test data is confirmed by Totally as being fully anonymised, with internal audit of test data undertaken quarterly as part of the internal Information Security controls. A Go Live checklist process is implemented as final fail safe for initial Go Live that includes requirements for Core Security.

Information Security and Data Protection Training within Totally

All staff are recruited by Totally based on competence. Information Security and Data Protection awareness is provided as part of the initial staff induction with a formal 'Information Security Employee Handbook' implemented for all staff.

As part of the support we provide our clients, Totally are proactive at providing Information Security advice and best practice when assisting clients with deployment and management of their applications and environments, thereby indirectly improving information security up and down the supply chain.

Using the Service

Ordering and Invoicing

If you have a formal software requirements specification, in the first instance we will review this. If the requirements specification is sufficiently detailed, then we can supply a proposal which will include timescales and costs. However, where possible, we always encourage an early meeting in a workshop environment where you can bring to life your requirements and we can discuss them in further detail. From this we will be able to give a more accurate timescale and cost for the project.

If you do not have a formal software requirements specification, we can help you through this complex process. We will always hold an initial meeting where we encourage you to bring to life the vision you have from a new software system. This will allow us the first insight into your project and give us an initial sense of project scope, timescale and cost. We will then guide you to the information we require from you, so be supplied in a formal requirements specification that we can subsequently offer you a full project quote.

If you still need help formally defining your requirements, we offer a paid-for series of Project Definition Workshops where you can engage with an entire project team and where we start to immerse ourselves in your business processes. The output from these workshops will be a formal Project Definition Document which we can then supply a formal project quote for.

We offer a number of different commercial models including:

- Time and Materials
- Fixed Price Project Quote
- Monthly Retainer

Each model is costed based on the services and rates stipulated within the SFIA rate card

Each of the commercial models can be discussed, and we will agree the best commercial arrangements to suit your needs.

Fixed Price Projects, as all our projects are delivered in phases, we split the payments to match milestones against our phased delivery.

Time and Materials and Monthly Retainers, we invoice each month in arrears covering the work we have delivered during the previous month. Our invoice payment terms are 28 days.

Availability of Trial Service

The nature of our service does not lend itself to trial service. We can however deliver a Minimum Viable Product (MVP) or a prototype if required. The cost for delivery of MVP or Prototype products will be based on the SFIA rate card.

On-Boarding, Off-Boarding, Service Migration, Scope etc.

Once we have agreed a project scope with a client, our formal on-boarding services can commence. Totally Communications delivers all projects using the underlying principles of a 'Agile' methodology. In summary, Agile is an interactive and collaborative method of working closely with clients in an efficient way to ensure projects remain on brief and are delivered on time and within budget.

Under Agile, we divide projects into manageable phases (known as sprints), which are typically from 1 to 3 weeks in length. At the end of each sprint, client stakeholders and the Totally team members meet to assess the progress

of the project and plan its next steps. This allows the projects' direction to be adjusted or reoriented based on completed work and current project status.

Projects typically commence with a Project Definition Workshop. This is where all project stakeholders have the opportunity to discuss all aspects of the project including audience types, functionality mapping, and the capture of a UX and UI Design brief. Project phasing is also discussed and agreed. A full project plan will be agreed and delivered which will show when each project phase will take place, and highlight when client input, feedback and testing will be required.

For each project phase (Sprint), there will also be a Sprint Definition Workshop.

In practical terms, the face-to-face interactions via workshops are documented (both the input and outputs) using whiteboards to show structure, layout and user journeys as well as any other requirements and issues that may come to light.

The outputs of workshops are subsequently recorded in the Project Definition Document (PDD) which is a living document that references but supersedes previous requirements captured or specifications agreed on. Workshop discussions, assumptions and agreements are 'played back' within the PDD in the form of annotations against each white board image to ensure avoidance of any potential ambiguities.

By capturing the Functional Definition of a system within the PDD we avoid the production of endless and sometimes unnecessary documentation whilst still producing a formal delivery-focused documentation set which forms part of our contractual delivery obligations.

Once the project is underway, to maintain collaboration outside of workshops we use a powerful online collaboration tool called ActiveCollab throughout the entire project lifecycle. ActiveCollab will become the central and definitive repository for the project and will supersede the PDD. It has the functionality to support all key project governance requirements including but not limited to:

- Milestones
- Tasks & associated file uploads
- Project assumptions
- Change Management
- Project and phase status
- Risk & Issues register
- Formal phase (or sprint) 'sign-off'
- Project management tracking & reporting

All project stakeholders will have access to the ActiveCollab as this supports absolute transparency and accountability.

Once the final software product is delivered, we can undertake any data conversion between any legacy system.

If for any reason whatsoever there is a request to terminate our services, if this is during any software development project, the termination clauses will be discussed and agreed on a project-by-project basis. If the request was to terminate a cloud support contract, then agreement would be required in advance so that a suitable notice period was agreed, and as part of our contract some time to hand over the services to an alternative provider would be included.

Training

As part of all our software development projects, we offer full user training to ensure self-sufficiency in managing all aspects of the new software. As part of our ongoing cloud support, we also offer additional refresher training sessions which can be requested and scheduled via our helpdesk.

Service Management

For all our services we have a dedicated first line support team which is our initial contact point for all cloud software support and hosting services. We have a formal help desk support ticketing system where all support requests can be logged along with a priority which is monitored constantly. Although we have Service Level Agreements which dictate response times to support issues, we encourage phone follow-up conversations for any item that clients feel requires immediate attention. For cloud software support issues, our first line support team will work closely with our Quality Assurance team to replicate and

verify support issues. Any issue that can be dealt with immediately will be done, and anything requiring specialist software development experience will be escalated and dealt with. For cloud hosting support, all issues are escalated immediately to our highly experienced dev-ops team who have advanced knowledge of cloud providers environments.

In addition, we use a vast array of online monitoring tools that constantly check live cloud hosting environments and issue alerts to our Dev-ops team to take action, as such most issues are often resolved before clients are even aware of the situation. Clients remain informed at all times.

Service Levels

Each service issue is categorised into one of the following:

Priority Level	Type Of Issue
P1 - Total Website/Application outage	<ul style="list-style-type: none">● Issues that render the Website/Application as a whole or any vital function unusable● Actions that severely compromise the security of the site or data held within it
P2 - Partial Website/Application outage	<ul style="list-style-type: none">● Issues that limit the functionality of the Website/Application to a degree where a user is not able to use the Website/Application to its fullest extent● Issues that compromise the user experience of the Website/Application on a regular basis● Data held or logged by the Website/Application is corrupt
P3 - Minor issues and general maintenance	<ul style="list-style-type: none">● Issues causing the Website/Application to constantly function slowly, but correctly● Minor faults where the whole Website/Application works well but parts are not functioning properly, but this does not affect the overall impact of the Website/Application● Internal or external non-critical errors● All other general and scheduled maintenance work or Website/Application additions and changes

The response time against each of the above issues is

Priority Level	Target Response Time	Time Target Resolution Time
P1 - Total Website/Application outage	15 mins	1 hour
P2 - Partial Website/Application outage	4 hours	24 hours
P3 - Minor issues and general maintenance	24 hours	Agreed on a per Incident basis

Financial Recompense Model for not Meeting Service Levels

We can offer service credits for not meeting Service Levels. These will be discussed and agreed during contractual negotiations.

Provision of the Service

Customer Responsibilities

We require a single point of contact at clients who will be responsible for the decision-making process and the main project-level interactions with ourselves. During any software development activities there does need to be an assigned client-side Project Manager.

Technical Requirements and Client-Side Requirements

As all our software is delivered as cloud-based, the only requirements for use is to have an up-to-date browser and access to the Internet.

Outcomes/Deliverables

By engaging in our services, we will deliver cost-effective innovative cloud-based software that will add significant value to your organisation by driving efficiencies and reducing costs. Our cloud based support will ensure all software remains fully operable, secure and scalable.

The feedback from Crisis was compelling - "We had nearly as many applications on the first day as we have previously got in two weeks. We have already processed and accepted around 90 per cent of the applications, which is unheard of! Typically, this time every year the staff at the Crisis head office are extremely busy processing applications manually, but because everything is automated this year, we have been able to plough many more resources into the event itself."

Termination Process

Clients can terminate our services. If for any reason whatsoever you wish to terminate our services, if this is during any software development project, the termination clauses will be discussed and agreed on a project-by-project basis. If you want to terminate a cloud support contract, then we agree in advance a suitable notice period and as part of our contract we will include 1 resource day to hand over the services to an alternative provider. If further transition support is required, this will be quoted for.

Termination Process – Contractual Obligations

Either party may terminate this Agreement or one or more of the affected Services by written notice to the other by giving not less than 30 days' notice in advance of any contract renewal date.

Either party may forthwith terminate this Agreement or one or more of the affected Services or Software Licences by written notice to the other if any of the following events occur:

- i. any breach of the terms or conditions of this Agreement including the terms, conditions and provisions of any schedule attached or adopted hereto and the defaulting party fails to remedy such breach (unless it is a breach which entitles the other to terminate this Agreement immediately insofar as such breach is not capable of remedy) within fourteen (14) days after receiving written notice requiring it to do so.
- ii. if the other becomes bankrupt or compounds or makes any arrangement with or for the benefit of its creditors or (being a company) enters into compulsory or voluntary liquidation or amalgamation (other than for the purpose of a bona fide reconstruction or amalgamation without insolvency) or has a receiver, administrator or manager appointed over the whole or substantially the whole of its undertakings, business or assets or if any distress or execution will be threatened or levied upon any equipment and/or software or other property of the party entitled to serve notice hereunder or if the other party is unable to pay its debts in accordance with the law relating to this Agreement.
- iii. the Client fails to pay any of the fees on the agreed terms set out in this Agreement.

The Service Provider acknowledges that failure to deliver the Project, ensuring the Website/Application remains in a state where it can Work as Intended, will result in breach of contract, and will be subject to the following:

















- i. if acceptable remedial action cannot be agreed upon or is agreed upon but not delivered within an agreed period, the Client acknowledges that no further payments may be released by the Client.
- ii. The Client reserves the right to issue notice of intent to terminate which will be in writing and outline the reasons for intended termination. The Service Provider will have 7 days to propose a solution, and the Client is obliged to accept any reasonable proposal which will ensure the Project is delivered in line with the parameters of the Project Scope.
- iii. Client's refusal to accept a reasonable proposal to remedy by the Service Provider, which imposes no additional fiscal obligations on the Client, will constitute a breach of contract by the Client, which allows the Service Provider to terminate this contract, making the Client liable for the Service Providers irretrievable costs.

Within seven (7) days after the date of termination of this Agreement for whatever reason, both parties will return or destroy (as instructed) all confidential information belonging to the other.

Following termination of this Agreement, the Service Provider shall at the Client's request, cooperate with and provide such assistance as the Client may require to effect a full smooth and orderly transfer of the Services to the Client or any replacement Third-Party Supplier who has the requisite skills and experience relevant to the software provided by the Service Provider, and shall provide any replacement supplier with any information, documentation or materials reasonably required by the Client in order to fully restore service; The Client acknowledges that any time spent by the Service Provider on this activity will be subject to the Service Providers standard charges.

Termination of this Agreement will be without prejudice to any accrued rights of either party and will not affect obligations which are expressed not to be affected by expiry or termination hereof.

Our Experience

Contact Details

Contact details for all G-Cloud activities:

digitalgov@totally.group

020 8050 3173

Andy Margolis or Toby Mason