MAXICA CONSULTING
Business & IT Management Consultancy

G-Cloud 14

Cloud Optimisation Service

Service Definition

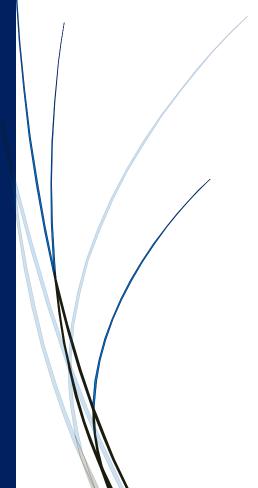# CONTENTS

1. OVERVIEW

CoS is designed to assess the setup, performance and efficiency of your cloud environment. Leveraging our AI enabled approach, combined with our internal technical expertise and experience in cloud architecture, the service identifies opportunities to cut costs, improve performance and enhance the security of cloud environments.

2. SERVICE DEFINITION - ADMINISTRATIVE AND MISCELLANEOUS

• Security and Clearances

The majority of our work for both public and private sector clients is at IL2 but we work in the Official and Secret domains.

• ISO 27001, ISO9001 and Cyber Essentials

Our Information Security processes are directly guided by ISO 27001, ISO9001, and our Cyber Essentials certification. We shall adhere to local information and other security policies and will apply local Security Operating Procedures (SyOPs) as may exist. If such do not exist, we shall apply our own SyOPs.

• Backup, Restore and Disaster Recovery

For the provision of consultancy, the backup, restore and Disaster Recovery of systems, data and information is not normally applicable. We will of course address backup, restore and Disaster Recovery on projects and work packages that require such, in any way, to any degree or depth.

• Intellectual Property (IP)

We have significant IP and accelerators, we bring to projects and work packages, IP we bring to any project we retain; IP we develop for a client funded project or work package if different is owned by the client. Ownership of IP is addressed at the start of projects.

• On-boarding and Off-boarding

Where we develop and deploy a service or capability, we will in good time with the client develop an appropriate skills transference regime with on-boarding and off-boarding approaches which may include formal training, OJT, CBT or perhaps the identification and/or selection of appropriate client resources with the right aptitude for the continued operation of the service or capability. We will expect a similar approach where we might assume responsibility for the provision of any support, service or capability from a client or previous contractor. If required, we can address TUPE transfers.

• Training and Skills Transference

Where such is required, we are keen to assist clients in developing their staff and supporting self-sufficiency. We are happy to discuss how best to assist with a client. This would be a costed option. Our primary methods are through workshops, mentoring and guided OJT. We can through partners deliver more formal instructor led and CBT packages and Webinars.

• Service Pricing and Discounts

Pricing is covered in the separate Pricing Document, Pricing for specific work packages or projects shall be confirmed, with any discounts we may see fit to offer against the prices stated which are the maximum per unit / skill.

- ## Ordering and Invoicing

We are happy to assist in drafting and developing the statement of the deliverables and deadlines, prices and T&Cs in the PO paperwork to ensure the PO passed to client's commercial departments will be acceptable first time to both parties, where that approach is acceptable to the client. The invoicing approach shall be determined by the length and complexity of any work package, project or programme. We can apply a Time and Materials (T&M) or a Fixed Price approach based on the Firm Prices offered in the Pricing Document. We will agree the invoicing regime with the client. Payment terms are covered in the T&Cs document but are standard 30 day terms.

- ## Termination Terms

By Consumer, we have never been in a position of terminating a contract at a client's request, however for consultancy projects we expect a notice period of one month to terminate. The notice period can be discussed where it might be beneficial for the client to be longer to allow for on-boarding of replacement staff or suppliers.

- ## Consumer Responsibilities

Government Furnished Information (GFI) The Consumer is responsible for the provision of such background information, including access to information systems, subject to Impact Level and personal security clearances that may be required to facilitate successful work package or project outcomes. We include user requirements and system requirements in GFI. We can deploy various approaches to Requirements elicitation and management from lower level MoSCoW method to use of more complex such as our strategic prioritisation tool.

Government Furnished Equipment (GFE) We do not believe there is a requirement for any GFE, however, if such is determined as needed during any Work Package or project this shall be discussed and agreed with the Consumer.

Access, the consumer shall provide access passes for buildings as may be required for the duration of the project or work package, we shall provide evidence of security clearances as may be required by our consultants to support the work package or project. Access passes shall be handed back to appropriate security personnel on cessation of any work package or project.

- ## Risks, Issues and Opportunities

We shall actively participate in the identification, analysis, management and mitigation of risks and issues and realisation benefits or opportunities and expect the same of the consumer. This may require us to be given access to relevant projects risks, issues and opportunities plans and tools for the work package or project.

- ## Stakeholder Engagement

We are happy to and expect to assist in stakeholder engagement and expectation management at any and all levels and expect the consumer to have ensured that stakeholders are aware of our being engaged for any task. We are happy to draft and agree forms of words as introductions to stakeholders and use any approved message the consumer requires us to deliver or adhere to. We will utilise various approaches to Stakeholder Management including the facilitation, management and delivery of workshops which is a core skill. Stakeholder Management can be supported by a RACI (Responsible, Accountable, Consult, and Informed) Tool for more complex work packages, projects and programmes, which can be web enabled.

- **Place of Work**

We will work from any stated client site or sites, including international sites, or from our Head Office in Bracknell however we prioritise Home Working where it is appropriate, the client agrees and the information we are using is unclassified. Work at a main client site is included in our quoted price. Work at other sites is normally covered by an agreed Travel and Subsistence T&S Limit of Liability (LoL). T&S rates are covered in the separate Terms and Conditions Document.

- Place of Work

3. SERVICE MANAGEMENT

- ## Roles and responsibilities

The following table defines the ITIL version 3 responsibilities.

	Clients	Managers	Consultants	Directors
Service strategy	I	C	R	A
Strategy management — To assess the service provider's offerings, capabilities, competitors as well as current and potential market spaces in order to develop a strategy to serve customers	I	C	R	A
Service Portfolio Management — To manage the service portfolio. Service Portfolio Management ensures that the service provider has the right mix of services to meet required business outcomes	I	C	R	A
Demand Management — To understand, anticipate and influence customer demand for services	I	C	A	R
Financial Management for IT Services — To manage the budgeting, accounting and charging requirements	I	C	R	A
Business Relationship Management — To maintain a positive relationship with customers	C	R	R	A
Service Design	I	C	A	R
Design co-ordination — Coordinate all service design activities, processes and resources (i.e. future non-project changes to the infrastructure)	C	C	R	A
Service Catalogue Management — Ensure that a Service Catalogue is produced and maintained	I	C	R	A
Service Level Management — To negotiate Service Level Agreements with the customers and to design services in accordance with the agreed service level targets	C	R	R	A
Risk Management — To identify, assess and control risks	A	R	R	R

Capacity Management

To ensure that the capacity of IT services and the IT infrastructure is able to deliver the agreed service level targets

A	R	C	I

Availability Management

To define, analyse, plan, measure and improve all aspects of the availability

I	C	R	A

IT Service Continuity Management

To manage risks that could seriously impact IT services

A	R	C	I

Information Security Management

To ensure the confidentiality, integrity and availability of an organisation's information, data and IT services

A	R	R	R

Compliance Management

To ensure IT services, processes and systems comply with enterprise policies and legal requirements

A	C	R	R

Architecture Management

To define a blueprint for the future development of the technological landscape

A	C	C	C

Supplier Management

To ensure that all contracts with suppliers support the needs of the business

A	R	R	C

Service Operation

C	C	R	A

Event Management

To make sure CIs and services are constantly monitored, and to filter and categorise Events in order to decide on appropriate actions

C	A	R	I

Incident Management (including critical incident management)

To manage the lifecycle of all Incidents

I	A	R	R

Request Fulfilment

To fulfil Service Requests, which in most cases are minor (standard) Changes

C	A	C	C

Access Management

To grant authorized users the right to use a service, while preventing access to non-authorized users

A	I	C	R

Problem Management

A	R	R	C

To manage the lifecycle of all Problems. The primary objectives of Problem Management are to prevent Incidents from happening, and to minimize the impact of incidents that cannot be prevented				
IT Operations Control To manage the physical environment where the IT infrastructure is located	A	C	I	I
Technical Management Technical Management provides technical expertise and support for the management of the IT infrastructure	A	C	C	C
Application Management Application Management is responsible for managing applications throughout their lifecycle.	A	C	I	I
Service Transition	A	R	C	I
Change management	A	R	C	I
Release and deployment management	A	R	C	I
Service validation and testing	A	R	C	I
Service asset and configuration management	A	R	C	I
Knowledge management	A	R	C	I
Continual Service Improvement Service review, process evaluation, and define and monitor continual service improvement initiatives.	C	C	R	A

• Incident management

The table below identifies the escalation flow for incident management. This flow has been defined to be consistent with existing support flows and is not an attempt at redesign of our client's operational responsibilities or escalation paths for incident management and support hours.

	Action		
Step	Escalation source	Action	If resolution not possible escalate to
Step 1 – Client	Issue related to Maxica delivery	Contact Maxica PM	Maxica Service Manager or lead consultant
Step 2 –Maxica Service Manager or Lead Consultant	Maxica PM	Contact client and organise conference bridge with PM	Escalate to Maxica Director

Step 3 – Maxica Director	Maxica Service Manager or lead consultant	Join conference bridge and/or go to client site	N/A
Support details	**Hours of support**	**Contact method**	**Response time**
	9 to 5, M-F excluding bank holidays (per project weekend cover confirmed in advance)	Contact number: +44 (0)333 700 2014	4 hours

The table below lists the contact details for each of the roles described above.

Leadership Team	Role	Contact details
Derron Taplin	Partner	Derron.Taplin@maxica.com +44 (0) 782 430 3999
Ope Ayileye	Partner	Ope.Ayileye@maxica.com +44 (0) 788 631 7246
Richard Hammett	Delivery Director	Richard.Hammett@maxica.com +44 (0) 07876 031 900

- **Financial management**

    - The Client agrees to pay the Service Fees. VAT is payable at the applicable rate.

    - The Service Fees will be invoiced to the Client on a monthly basis and are payable within 30 days.

    - Maxica Consulting reserves the right to charge interest under the Late Payment of Commercial Debts (Interest) Act 1998 on invoiced amounts unpaid by the due date at the rate of 8% per annum above the base rate from time to time of the Bank of England from the due date until the date of payment.

    - The Client's obligations under this clause 3 shall be performed without any right of the Client to invoke set-off, deductions, withholdings or other similar rights.

4. SERVICE DESCRIPTION

- Service Levels

Objectives	Mon – Fri (hours)	Weekend (hours)	UK Bank Hols (hours)
Resource Onboarding (within 4 weeks)	95%	N/A	N/A
Projects on Time/Budget*	95%	As per client request	As per client request
Resource availability (virtual, on site as required)	9-5, M-F	As per client request	As per client request

*excludes client related impact issues or force majeure

- Service dependencies

All key components rely on other services to function correctly. The table below lists which services required to support service delivery.

Component	Dependencies
Architecture & Solution Design	Client resource
Collaboration tools	Teams, Audio Conferencing, Video Conferencing

- Critical Business Process measures

Key Performance Indicators required to achieve critical success factors of the service to ensure effectiveness.

- Financial metrics – Objective: Customers trust our financial controls and data integrity.

- Service Quantitative metrics – Objective: Ensure the scope of the service deployed is within our capacity to deliver and our client's capacity to receive.

- Service Qualitative metrics – Objective: Ensure client and employee satisfaction and happiness with what and how the service is delivered.

- Process metrics – Objective: Measure effectiveness of our deployment approaches Agile, Hybrid, Waterfall or other.

- Service Performance metrics – Objective: Measure team's performance and ability to execute according to service agreement.

- Severity Levels

The following tables the target Service Level Objectives for the service.

Severity	Definition	Target Resolution Time
1	A complete, or significant component of the supported service is unavailable or inoperable, which prevents or is likely to prevent if not Resolved, a business process from fulfilling a vital business function.	8 hours
2	A degraded service that impacts a business process or a total or material loss of a non-critical component of the supported service where the client(s) cannot perform any useful work on that component	8 working hours or 1 working day
3	A minor degradation to a component of the supported service that does not stop the client(s) from working.	3 working days
4	An incident, problem or query, which has negligible if any impact on the Business or the End User(s), for example a documentation or cosmetic problem.	By agreement with the customer.

- Incident, Problem and Change Logging

Component	Dependencies
Email	Maxica's email system is hosted on Office 365
Ticketing system	Client ticket system escalation to Maxica

Execute business and IT strategy faster and with greater precision with Maxica

HM Government
G-Cloud
Supplier

MAXICA CONSULTING

Understanding your business. Optimising value.

CONTACT

MAXICA CONSULTING LIMITED

+44 (0)333 700 2014

hello@maxica.com

www.maxica.com