

Service Definition Document

G-CLOUD 14 & DIGITAL MARKETPLACE

**API MANAGEMENT, MICROSERVICES,
DIGITAL AND WEB APPLICATIONS
MAINTENANCE, DEVELOPMENT AND
DELIVERY**

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INTRODUCTION - COMPANY OVERVIEW

Rotanev Limited was born out of a vision to help organisations achieve their business goals and objectives. Company enables digital ecosystems through adoption and use of API driven digital platforms. With a wealth of experience through a focussed resources, we offer leading solutions and strategy within AI management, Microservices and web/mobile applications.

VALUE PROPOSITION

Rotanev provides the technical leadership, Governance frameworks and delivery factory to use Microservices the right way and develop them at scale. Microservice and its related technologies have grown in popularity and adoption. Not all use cases are well suited for Microservices. Public Sectors and other customers make the mistake of adopting Microservices for scenarios where they are not well suited for, and as a result, incur technical debt and failed initiatives. Enterprises have existing investments in their IT estate. As part of our offering, we provide the following frameworks and accelerators to reduce the time to market:

- Traditional APIs vs Microservices Decision Matrix
- Capability view - Functional overlaps with Microservice and Traditional Integration
- Microservices testing automation with Automaton tool

SERVICES PROVIDED

Service features

- Microservices Management Solutions and roadmap generation.
- Microservices Architecture generation, Design and Configuration
- Microservices functionality testing, performance testing and release testing.

- Microservices implementation, development, Agile API delivery
- Microservices maintenance and support including 24/7 support
- Microservices analysis, migration and change management

Service benefits

- Define correct vision, roadmap and strategy for digital program
- Lifecycle Microservices management Aonghus all platforms
- Delivery quality Microservices towards digital initiatives
- Provide Microservices support to meet consumer expectations
- Deliver Microservices within budget with high quality reliable services
- Meet legal requirements and standards necessary

TECHNOLOGIES SUPPORTED

Programming Language Frameworks:

- Java: SpringBoot, DropWizard, Jersey, Vert.X
- Python: Django
- Node.JS: Nest, Micro, Seneca, Molecular, Koa, Middy, Express Gateway
- GoLang: Go Micro, Go Kit, Gizmo

Persistence and Data Frameworks:

- GraphQL
- OrientDB
- AllegroGraph
- CosmosDB

Container and Container Orchestration Frameworks:

- Docker
- Kubernetes
- Docker Swarm

Service Mesh Frameworks:

- Istio
- Linkerd

DevOps Frameworks (Deployment Automation):

- Ansible
- Puppet
- Chef

Microservice Monitoring:

- Prometheus
- Zabbix

OVERVIEW OF G-CLOUD SERVICE

API Lifecycle Management

Service features

- API Management Solutions and roadmap generation.
- API Architecture generation, Design and Configuration
- API functionality testing, performance testing and release testing.
- API implementation, development, Agile API delivery
- API maintenance and support including 24/7 support
- API analysis, migration and change management

Service benefits

- Define correct vision, roadmap and strategy for digital program
- Lifecycle API management Aonghus all API platforms
- Delivery quality APIs towards digital initiatives
- Provide API support to meet consumer expectations
- Deliver APIs within budget with high quality reliable services
- Meet legal requirements and standards necessary

Digital Solutions , Integration and service Implementation

Service features

- Digital Management Solutions and roadmap generation.
- Digital platform Architecture generation, Design and Configuration
- Digital platform functionality testing, performance testing and release testing.
- Digital platform implementation, development, Agile API delivery
- Digital platform maintenance and support including 24/7 support
- Digital platform analysis, migration and change management

Service benefits

- Define correct vision, roadmap and strategy for digital program
- Lifecycle Digital platform management solutions on all API platforms
- Delivery quality Digital platform towards digital initiatives
- Provide Digital platform support to meet consumer expectations
- Deliver Digital platform within budget with high quality reliable services
- Meet legal requirements and standards necessary

Mobile apps, website and multi-channel application design, development and testing copy

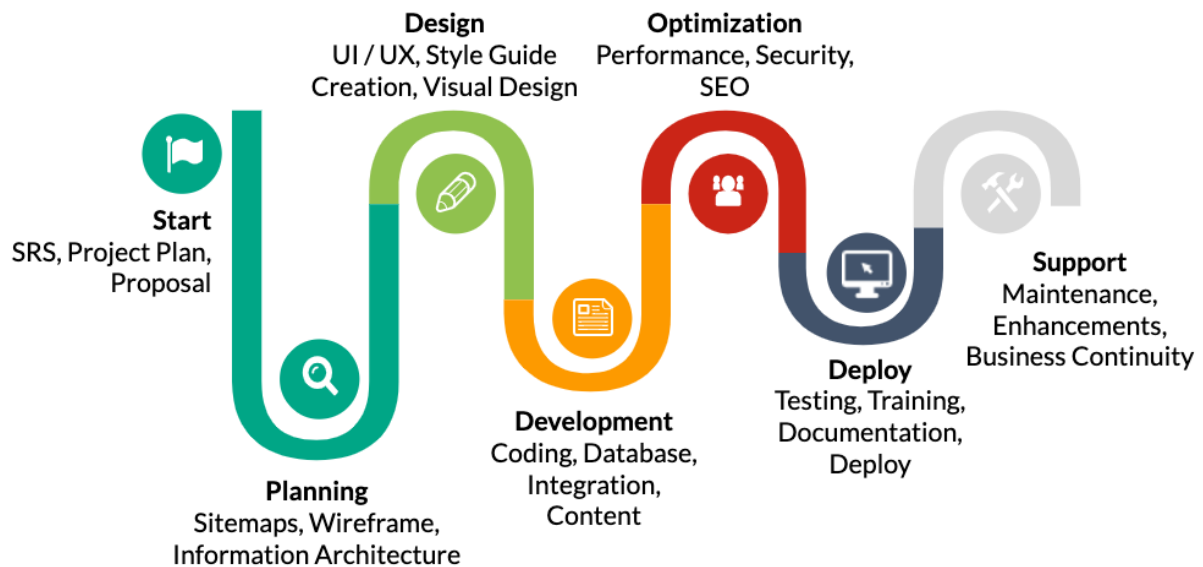
Service features

- Best in class technical team
- Experience and skills in all technology stacks
- Certified architects , developers and designers
- ITIL trained staff
- Improved Time to market
- Optimised cost to deliver

- Reports generated as per industry standard methods

Service benefits

- Maintain and improve SLAs and KPI
- Reduce and optimise the development costs
- Work towards customer satisfaction
- Work towards 100% uptime of applications



Cloud Consulting Services

Service features

- Assessing application migration readiness
- Participating in the AWS well architected review program.
- Automation of business processes
- Development and expert support for code refactoring
- Managed Cloud migration and governance
- Tailored consultancy and IT support

Service benefits

- Define correct vision, roadmap and strategy for Cloud operations
- industry-leading cloud consulting processes, continually refined to simplify your migration and management efforts.
- With our expertise and accreditations, we guide you through every step, from planning to ongoing management and development.
- Our commitment is to enhance your business success and provide the expertise needed throughout your cloud journey.
- Our well-established cloud migration process enables you to leverage the benefits of public, private, and hybrid systems tailored to your needs.
- Meet legal requirements and standards necessary

Managed Network Services

Service features

- Consultancy and professional services: We deliver comprehensive consultancy and professional services focused on network and security, designed to protect your assets, ensure compliance, and optimize network performance
- Network Audit :A network audit is a comprehensive examination and assessment of an organization's network infrastructure, including hardware, software, configurations, security protocols, and performance metrics.
- Data centre planning and Migration : Navigate the complexities of data centre migration with our expert guidance. From initial planning to final execution, we ensure a smooth transition with minimal downtime
- Managed Wireless network services:we offer end-to-end solutions for planning, deploying, managing, and optimizing wireless networks that support seamless mobility, high performance, and security
- Firewall upgrade and Migration services : we specialize in seamlessly upgrading and migrating firewall infrastructures to bolster your defences against the latest cyber threats, ensuring your business continuity and data integrity.

Service benefits

- **Streamlined Network Administration** : Optimize your network management for increased efficiency. Simplify the intricacies of dealing with multiple suppliers by consolidating all your networking services under a single vendor. This approach ensures a unified Service Level Agreement (SLA) throughout your managed network infrastructure, streamlining the management process and enhancing the overall reliability of your network.
- **Unwavering Security Across Every Connection** : Ensure comprehensive security across all connections in your extensive network infrastructure. Our solution centralizes your security policies, empowering you to consistently enforce and manage security protocols across your entire network from a centralized point of control. This guarantees the highest level of security for your estate.
- **Enhanced Network Traffic Monitoring** : Improve your network performance by achieving in-depth visibility into your network traffic. Effortlessly identify and analyze specific segments of your managed networks, gaining a deeper comprehension of network activity.
- **Uptime Assurance** : Choose from a range of network services tailored to your unique uptime and availability demands, while also aligning with your budgetary considerations. Our solutions are crafted to uphold and sustain high levels of availability, ensuring seamless operations and a consistent experience for all stakeholders.
- **Expedited Site Rollout** : Boost your organizational flexibility by swiftly incorporating new offices or sites into your managed network. Enable them to seamlessly access centralized data and systems, supporting your rapid expansion and ensuring a seamless integration into your network infrastructure.
- **Budgetary Harmony** : Enhance budget optimization through the economies of scale provided by a managed network provider. Utilizing our longstanding partnerships with diverse connectivity providers, you can align cost and capacity requirements with a network solution precisely tailored to your financial needs. This guarantees cost-effective and efficient network management.

Cyber security Solutions

Service Features

- Identity Services : Identity services offer several benefits for businesses, particularly in the realm of cybersecurity, user management, and operational efficiency.
- SIEM Solution for Network and Security : we specialize in integrating advanced SIEM technologies to provide real-time monitoring, threat detection, and security analytics across your network.
- Application Security : Application security provides several benefits for businesses, helping to protect valuable assets, maintain trust with customers, and mitigate risks associated with cyber threats.
- DDoS Mitigation : DDoS (Distributed Denial of Service) mitigation offers several benefits for businesses, helping to protect their online presence, maintain availability of critical services, and mitigate the impact of DDoS attacks.
- Vulnerability Management : Vulnerability management offers several benefits for businesses, helping to identify, prioritize, and mitigate security vulnerabilities within their IT infrastructure.
- Security Monitoring and Analytics: Security monitoring and analytics offer several benefits for businesses, helping to detect, respond to, and mitigate security threats effectively.

Service Benefits

- Ensuring Integrity and Privacy: Preserving the integrity and privacy of your critical data and applications requires dedicated cybersecurity services that deploy essential perimeter and endpoint protection. Our expertise lies in redefining the boundaries of your network, meticulously identifying and securing each access point for comprehensive protection through our robust cybersecurity services.
- Data Control and Visibility : Attain control over data points by establishing a unified 'single pane of glass' viewpoint to monitor the security of your

infrastructure. Utilize a variety of data points to analyze and provide context for the cybersecurity of your entire estate through our advanced cybersecurity services.

- **Brand Protection** :Protect your organizational reputation and business revenues by implementing comprehensive IT security measures. Shield yourself from potential data breaches or successful cyber attacks to secure both your brand image and financial stability.
- **Organizational Safeguarding** : Comprehend risks and learn how to shield your data from vulnerabilities. Ensure a secure data flow from your applications to user endpoints. Safeguard your website, email, mobile and business applications, along with associated data residing beyond your direct control, to mitigate potential future risks.
- **Compliance and Regulatory Support** : Uphold data governance and fortify defense against cyber threats. Adhere to IT security best practice standards that align with your compliance and regulatory mandates, offering reassurances to your customers and end users.

USING THE SERVICE

Ordering and Invoicing

The ordering and invoicing process, terms and conditions, etc. are covered as part of our master services agreement.

Pricing Overview

We leverage various commercial models using our onsite and offshore delivery units at competitive pricing. The most suitable resourcing model can be agreed at the time of request, depending on the nature of work to be undertaken.

The pricing models are based on:

- Time & Materials – Standard commercial arrangement based on the SFIA rate card for the Services listed on the G Cloud 12 which will involve agreement to provide services and to invoice monthly based on the work done.
- Fixed Price – We will agree with the client a fixed price for the services based on an estimate of the work to be carried out, this will be invoiced in instalments based on agreed deliverable milestones.
- Fixed Capacity – In this instance the service will be defined up to an agreed fixed number of resources (Core team) for a specific duration and not on the service/project outcome.
- Managed Service Pricing – The services are procured based on a desired outcome expected or against a defined set of service levels.

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

Onboarding:

Depending on the type and scope of service offering, our onboarding process will be described in detail in our proposal. The key highlights of our on-boarding process are:

The Team and Process during Development of the Service Offering:

- Every project will be assigned a Project Manager and Account Manager. The project manager is responsible for forming the team, assigning tasks, managing budgets, schedules and quality. Project manager will provide weekly status report to the customer stakeholders

The typical team composition for every project is:

- Project Manager
- Technical Architect and/or Technical Lead
- Technical Solution Designers
- User Interface Designers
- Developers
- Quality Assurance Engineers
- Support Engineers

- If the service requires detailed requirement definition with the customer, our team will interact with end users for their viewpoints.
- Involvement of business stakeholders and end users to agree on Acceptance Criteria.
- Involvement of end users during User Acceptance Testing

Handover Process (End User On-boarding):

We produce the following deliverables to on-board the end users:

- Application Operations Manual
- End User Guide
- End User Training sessions along with associated materials – Slides, Videos, etc
- Application Troubleshooting Guide

- Depending on the scope of work, we conduct on-site and/or remote training sessions for the end users.

Offboarding:

Our offboarding process includes a detailed Knowledge transition process. A summary of the seven-step process is shown below:

- Step 1 - Pre-Planning: Involves Knowledge Transfer scope and timeframe planning and scheduling of KT sessions
- Step 2 - Planning: Workshop with end users to drill-down planned items, discuss and finalize the series of KT sessions.
- Step 3 – Foundation Execution: Training sessions conducted as per the KT plan.
- Step 4 – Shadowing: End users will shadow our team on the core application tasks. i.e they will act as a shadow team that will observe on the field.
- Step 5 – Reverse Shadowing: All handover tasks will be completed. The roles of Rotanev and end users will reverse, where end users will take primary responsibility; Rotanev will act as a shadow.
- Step 6 – Extended Reverse Shadowing: Optional step to extend the time for reverse shadowing
- Step 7 – Results Analysis and Signoff: Business stakeholders to review the results and signoff.

Training

Depending on the size and scope of work, Rotanev will provide both on-site and remote training to end users and customer's technical team. The areas of training are:

- Application Architecture Walkthrough for Services
- End User Guide for Applications
- Product Documentation Walkthrough (if the services involve our own Product)
- Application / Product Operations Manual
- Application / Product Troubleshooting Guide
- Problem Records / Known Issues / Workarounds
- FAQs

All classroom and virtual trainings are designed to be outcome based. This involves conducting Training Need Analysis, Learner objective study, Success Criteria agreement, etc. All training topics will include hands-on assignments, evaluations and learner feedback.

Implementation Plan

A detailed implementation plan can be provided to the buyer on request.

Service Management

Rotanev Service Management is based on the ITIL Framework.

The Service Management works with the stakeholders to set up the necessary processes and KPIs in line with the ITIL framework for the delivery, operations and day to day activity for the service. These usually includes the below points and any other special scenario-based process delivered.

1. Service Support Model
2. Change Management Process
3. Incident Management Process
4. Capacity Management Process
5. Security Management Process
6. Problem/Defect Management Process
7. Environment Management Process
8. Delivery and QA Process

Service Management is powered by the industry wide accepted toolsets, technologies & Certifications, such as:

1. Service Manager 9.x, Autofix, Bridge: Workflow and recording for:
 - Incident Management
 - Problem Management
 - Change Management
 - Service Request Management

2. Monitoring tools for production systems (application & infrastructure): Zabbix
3. Configuration Management of infrastructure components on Cloud: Saltstack.
4. Service Management Framework Certifications: ITIL Certified Support Engineers
5. Google Cloud APIGEE Certified API Engineers: Experience with identifying API from business processes design and implementing API using latest and emerging technology

Service Levels

The service levels will be discussed and agreed prior to an order being placed. In general, the scope and service level examples are shown for reference:

Scope Options:

- Multiple options such as 24x7x365, 8x7, 8x5
- Multiple support access mechanisms such as dedicated support phone line, email, ticket management system, etc
- Support includes national holidays
- Dedicated Support staff – Manager, Support Engineer
- Escalation matrix
- Level 1 Support (Application and Infra) – Initial Defect Investigation and Triage and Escalation
- Level 2 (Application and Infra) – Detailed Defect Investigation, Platform housekeeping and monitoring, application releases and deployments and Escalation
- Level 3 (Application) – Bug Fixes in Application and integration support
- Access to knowledge base such as problem records, known issues, discussion forums, etc

Service Level Examples:

- Priority 1 (Critical) incidents - 15 Minute Response Time + 2 Hours Resolution Time
- Priority 2 incidents - 30 Minute Response Time + 4 Hours Resolution Time
- Priority 3 incidents - 1 Hour 30 minutes Response Time + 8 Hours Resolution Time
- Priority 4 incidents – 2 Hours Response Time + 24 Hours Resolution Time
- Priority 5 (Low) incidents - 2 Hours Response Time + 1-week Resolution Time

We are open to accommodate and adopt response times and SLAs defined by the buyer, depending on the strategic nature of the engagement.

Outage and Maintenance Management

Outage and Maintenance Management is addressed as part of our Business Continuity Management process. Some aspects from our planning, specific to prevention of technical issues and service performance planning are:

- Usage of Multiple Availability Zones when services are deployed on Third-party Cloud services like AWS and Azure.
- Contracts with multiple vendors for hardware redundancy and SLA-driven response times.
- Published time windows for planned maintenance for patch and release deployments
- Usage of monitoring tools for service quality monitoring and service quality performance degradations.
- Leveraging Artificial Intelligence and Machine Learning to monitor operating parameters to predict and alert downtimes before they occur, so that corrective actions can be taken proactively.