G-Cloud 14

Infrastructure & Cloud Architect
Application Architect
Database Architect
Solution Architect
Expert project resources

Service Definition Document

Contents

Introduction

IMETIS's mission is to provide professional consultancy services and support. Our experienced Solutions and Technical Architects have hands-on experience in designing and building digital solutions using current best-practice approach. We also can provide access to experienced Database, System Admin and network resources to perform Audits and performance tuning exercises as well as implementation and project delivery. We provide both direct and remote support for our clients with on-and-off-boarding services.

IMETIS provides specialist Infrastructure, Technical & Solutions Architecture Services by providing you with access to expertise across all areas of IT Strategy and Architecture, including Chief Architects, Enterprise / Business Architects, Information / Data / Integration Architects, Infrastructure Architects and Solution Architects and experts in databases, system admin and networks /security.

Service Overview

IMETIS is the excellent provider of:

- Application Architectural Services
- Service Design Architect
- Database Architectural Services and Data Engineering
- Cloud Architectural Services and Cloud Engineering
- Solution Architect Services
- Project expert resources

Our technical and solutions architecture service produces high quality, real world solution designs, meeting functional and non-functional requirements, adhering to agreed reference architectures and technology standards.

We provide technical architecture support for cloud-based COTS and open-source solutions as well as bespoke development and design of highly complex platforms on large agile programs using micro services and responsive web technologies and help you overcome the legacy integration and security/infrastructure challenges using our multi skilled teams.

Service Details

- Architectural strategy/vision, roadmaps and architecture plans, transition and designs
- SaaS, IaaS, PaaS Cloud Architecture
- Use of frameworks such as TOGAF
- Vendor Specific migration strategies for Oracle and Microsoft applications
- Procurement exercises and vendor selection
- Technical Proof of Concepts and pilots to prove technology
- Existing estate Audit and Recommendations
- Performance tuning exercises using experts
- SaaS, IaaS, PaaS Cloud Architecture
- Environment design
- Architecting of end-to-end cloud solutions and digital transformation
- Ensure technology is appropriate and scalable
- Architectural analysis of technical requirements and/or existing landscape to identify potential reuse
- Architecture input to Business Cases

- Management of roadmaps, transition plans, HLD/LLDs and governance
- Experienced and knowledgeable architects
- Cloud-First approach
- Engagement with wider technical community to encourage collaboration
- Provide advice in relation Cloud migration and adoption strategies
- Non-functional requirements, design patterns, tech stack evaluation
- Can provide Work Package Solution or T&M delivery model
- Problem/ Incident / Capacity Management
- Ability to deploy expert Consultants in short timescales
- Extensive network of Architects across all disciplines
- Extensive network of project experts including Database, System Admin and network security experts to augment your team or form a small team
- Chief Architect / Head of Architecture, Solutions Architect
- Knowledge transfer to client's staff
- On-premises/remote support

Technologies IMETIS supports

Cloud	MS Azure(IaaS and PaaS), Oracle Cloud Infrastructure platform (PaaS), AWS,
On Prem	VMWare, Hyper -V, OVM – IBM/HP/Sun/Dell
Databases	Oracle RDBMS (all versions), MS SQL Server, Azure Cosmos, MySQL , Mongo DB
Software	Oracle eBusiness Suite (all versions) (GL,AP,AR, PO,INV,BOM,VCP, Demantra etc)
	Oracle Analytics Server (All versions)
	Oracle Forms and reports – Utility software
	Oracle Customer Hub (8 and 19), Oracle Product Data Hub, SOA, Web Logic, Oracle HTTP Server, Salesforce, SAP (Financials & HR), MS Office, MS Project, MS Visio
Networks	CISCO, load balancers- f5 BIGIP – NetScaler's, Azure NSGs, CheckPoint, DMZ
Operating Systems	Unix (Redhat Linux, AIX, Solaris, OEL), MS Windows Server , VMS, MVS
Containers	Openshift, Docker
Tools & Scripting	SQL Developer, JDeveloper, TOAD, Enterprise Architect, TOGAF 9, Unix shell script, bash, PL/SQL, C/C++, Java, Power Shell

Implementation

IMETIS work closely with the organization to help their key stakeholders to identify the scope of what is required to reach the desired organizational change. This achieved through an agile delivery methodology that includes detailed workshops that defines the quickest wins for the maximum benefit.

We use Agile-based ways of working in a way which provides the best practical value. Our consultants have lots of experience making Agile worked in practice. Moreover, we use models that fit in with traditional budget, finance and resource management within organizations.

Leading up to and immediately after the service launch, we will have implementation and launch meetings with the client to ensure the full scope of the requirement is met and understood from the commencement of the contract.

Information Assurance

IMETIS manages OFFICIAL information assets, including those marked with the OFFICIALSENSITIVE handling caveat. IMETIS will use, as required, appropriately accredited infrastructure, network connectivity, staff security clearance and processes to deliver the service. IMETIS will provide highly skilled technical and non-technical managers who are able to pass SC Clearance.

Our team work to the highest standards of compliance with information security best practice and data protection legislation (GDPR) and comply with strict confidentiality terms. We have a set of robust protocols and working policies and procedures in place to ensure commercially sensitive information and data, as well as personal and sensitive data is treated correctly, and confidentiality is maintained.

Backup And Disaster Recovery

IMETIS maintains a strong business continuity and disaster recovery plan. Back up and disaster recovery can be provided as required. The backup restore and disaster recovery will depend on scope of that particular project/ service. Backup schedules are agreed in advance with the users. During the contract, changes to the schedule are enabled through change control. Organization should contact IMETIS to discuss the options in more detail and to receive a formal quote.

On-Boarding and Off-Boarding

Every assignment is different, but we have processes in place to bring our experts onboard quickly and effectively without disrupting your existing work programmes. In the first instance, an organisation should contact the IMETIS team

- Protect team availability
    - Ensuring our team have committed time for the assignment and will deliver the outputs in the desired timescales
- Properly understand the requirement
    - So that we provide the right resources with directly relevant experience at an appropriate level of seniority
- Work together
    - Based on our previous experience, we can often suggest alternative solutions or additional areas of scope which will deliver greater benefits (or cost-Savings) over time.
- Service scope
    - Ensuring that scope of the service to be delivered is properly quantified. This means not only agreeing the logistics (e.g. deliverables, timescales, quality criteria, etc.), but understanding your constraints, sensitivities and key drivers to ensure the outputs we provide fully match your expectations.

- Review / agree engagement
- After the initial discussions and planning, you will have the opportunity to review and amend the proposed engagement.

- We adopt a similar philosophy when off-boarding members of our team. The process is consultative to ensure that you are fully aware of the exit plans. Ultimately, we want you to be satisfied aims have been met (including mentoring and transfer of knowledge to relevant stakeholders, where appropriate) before concluding the project.

Service Constraints

This service is for resource provision only. IMETIS will provide overall service management to the customer. Where possible, all maintenance will be carried out without disrupting the service. Where this is not possible, maintenance will be scheduled, and the customer will be notified in advance. We work closely with your management team to minimize the impact that these services will have on your organization and offer a flexible and pragmatic service to identify suitable times for testing and implementation, including utilizing sandbox / test environments, which would have the least disruption to your business operations.

The customer will have full access to IMETIS support services between 9 AM and 5 PM Monday to Friday. The service excludes travel and subsistence costs.

Service Levels

Service requests and change requests
A service request is a customer request for non-standard working, for example out of business hours (9 AM to 5 PM), typically in support of a business priority or business cycle requirement. We will work with key personnel to create a project roadmap and commit to delivering services within the agreed timescales.
We aim to offer a flexible service and will work with customer to create a set of agreed service levels and KPIs tailored to each project. A change request is a customer request for an extension to an existing resourcing engagement or the addition or modification of a resourcing engagement.
IMETIS will respond to a customer service request or change request within 2 working days.

Service Credits

In the unlikely event that one of iMetis resources fails to achieves their deliverables, Service credits can be agreed during the planning phase.

Pricing Overview

IMETIS offers bespoke consultancy services on either a fixed term or time and materials basis. These bespoke programmes are priced upon the client's scope with anticipated resource requirement for the engagement, and priced based on the published SFIA rate card.

Ordering and Invoicing Process

Ordering is processed according to the terms agreed at the time of acceptance which typically constitutes client acceptance of a written statement for the work or contract. Invoicing will typically be based on the submission of monthly timesheets and any expenses for the consultants providing the service, along with our invoice. Payment terms are 30 days.

Contract Terms
Termination

In the event that a client wishes to exit the engagement, a formal written termination request will be required with 30 days notice which is to be submitted to IMETIS's Account Manager. IMETIS will not normally withdraw the agreed service, but reserves the right to do so with 30 days notice.

Technical requirements

IMETIS will work with the client and prepare the SOW/requirements. At this phase, IMETIS will discuss the technical requirement/information with the client. This service is for resource provision only.

Customer Responsibilities

The customer will provide appropriate induction and logistical support, questionnaire responses, documentation, staff time and stakeholder contacts for contracted IMETIS Professional Services staff/ consultancy services.

The customer will provide line management and governance over work tasks, and promptly notify the IMETIS Manager, if any issues arise.