



# Service Definition Document

Dev Ops

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## Service Description

Squarcle Consulting Ltd deliver a resilient DevOps strategy, fostering departmental proficiency. We design optimal practices for platforms, tools, automation, and continuous deployment channels across diverse cloud environments. This enduring method enhances internal skills while providing robust DevOps implementations.

## Hosting Services

The Dev Ops Service offering works with the following hosting services:

- Microsoft Azure
- Amazon Web Services
- Google Cloud

## Service features and benefits

### Features:

- Independent Infrastructure assessment and development plans
- DevOps Infrastructure and cloud Automation
- Service Delivery, Transition and Acceptance into service
- Infrastructure roadmap development for transformation
- Infrastructure Architecture – technical through to enterprise
- Service Design through to continual service improvements
- Server and Storage Infrastructure support
- Exploit cloud, microservices, containerisation, automation, and continuous integration.

### Benefits:

- Sustainable approach to Infrastructure delivery
- Providing expertise and mentorship to enhance team's inherent skills
- Ensured business continuity throughout delivery
- Adaptable to internal culture, process and methodology
- Expert advice on Infrastructure strategy and alignment to transformation

## Planning

Squarcle Consultancy Ltd assist clients in designing the organisational structure required to deploy and oversee cloud hosting and software services. This includes specifying the ITSM and ESM tools essential for cloud service management and formulating a service model that facilitates efficient cloud service governance. Moreover, we guide clients in delineating the phases and transitional stages necessary for shifting from traditional to cloud-based services.

## Setup and Migration

Squarcle Consulting Ltd work with clients to establish the organisational framework necessary for the migration and administration of cloud hosting and software services. We also determine the ITSM or ESM tools required for effective cloud service management and develop a service model that supports proficient cloud service operations. Furthermore, we assist clients in outlining the necessary steps and transitional phases for moving from legacy systems to cloud-based services or transitioning between cloud service providers.

### Quality assurance and performance testing

Squarcle Consulting Ltd work with clients in structuring their organisation to ensure the delivery of robust service quality assurance and performance testing. Our role includes identifying the necessary ITSM or ESM tools to oversee these processes and creating a service model that promotes efficient quality assurance and performance testing for cloud services. In addition, we guide clients through the process of establishing the steps and transitional stages required to implement comprehensive quality assurance and performance testing services.

### Security services

The following security services are offered by Squarcle Consulting Ltd:

- Security strategy
- Security risk management
- Security design
- Cyber security consultancy
- Security incident management
- Security audit services

### Training

Squarcle Consulting Ltd provides ITIL training for client personnel engaged in the implementation and management of cloud software and hosting services. Moreover, we can provide tailored on-site coaching and mentoring for client IT Service Management staff, facilitating knowledge sharing and enhancing their development to effectively handle the transition to, and management of, cloud software and hosting services. This includes adapting operational methods for overseeing cloud suppliers as opposed to conventional Managed Service Providers (MSPs).

### Ongoing support

#### **Types of services supported:**

- Buyer hosting or software
- Hosting or software provided by your organisation
- Hosting or software provided by a third-party organisation

#### **How the support service works:**

Our extensive suite of services encompasses comprehensive support for client cloud services. This suite includes managing users, overseeing services, designing systems, facilitating migrations, provisioning resources, orchestrating workflows, and providing helpdesk support. These services are available as a complete managed solution or as a supplement to your existing in-house resources. Whether managing these services directly for you or bolstering your current team with our skilled and seasoned experts, we are equipped to enhance your capabilities to meet your business objectives.

### Service Constraints

Squarcle Consulting Ltd works collaboratively with its customers to design and optimise delivery, which seeks to mitigate any potential constraints.

## User support

### **Email or online ticketing support:**

As standard: Mon - Fri - 0900-1700 (out of hours by exception and at cost) Sat-Sun - By exception and at cost Elevated support arrangements can be negotiated as required by the client. Service Level Agreements are tailored to meet the needs of the client and can be negotiated accordingly.

### **Phone support:**

Squarcle Consulting Ltd provides phone support between Mon - Fri - 0900-1700 (out of hours by exception and at cost) Sat-Sun - By exception and at cost Elevated support arrangements can be negotiated as required by the client. Service Level Agreements are tailored to meet the needs of the client and can be negotiated accordingly.

### **Web chat support:**

Web chat supported can be provided at additional cost and as standard will be offered between Mon - Fri - 0900-1700 (out of hours by exception and at cost) Sat-Sun - By exception and at cost Elevated support arrangements can be negotiated as required by the client. Service Level Agreements are tailored to meet the needs of the client and can be negotiated accordingly.

### **Accessibility standards:**

Squarcle Consulting Ltd conform to WCAG 2.1 A standard

## Support levels

Squarcle Consulting Ltd implement a triage system that determines the sequence for escalating incidents. During the initial evaluation, we take actions based on the incident's impact to the client. This enables us to rank incidents on a scale from Priority 1 to Priority 4.

### **Example Support Levels:**

#### **Priority 1 - Critical:**

Priority 1 incidents are likely to critically impact your ability to conduct business. We'll respond to a Priority 1 incident within 1 hour.

#### **Priority 2 - High Impact Disruption:**

Priority 2 incidents are high-impact problems that interrupt your organisation, but there's still capacity to continue to be productive. We'll respond to a Priority 2 incident within 4 hours.

#### **Priority 3 - Minor Impact Disruption:**

Priority 3 incidents are medium-to-low impact problems that comprise of limited loss of non-critical business functionality. We'll respond to a Priority 3 incident within 8 hours.

#### **Priority 4 – Information Request:**

Priority 4 issues include requests that do not fall within the Priority 1 – Priority 3 classifications. We will respond to a Priority 4 incident within 24 hours.