G-CLOUD 14

SERVICE DEFINITION

- Cloud Hosting
- Cloud Software
- Cloud Support

COMPANY OVERVIEW

Lefke IT offers managed cloud services, digital transformation, innovation and systems for any organisation. We are accredited partners with three of the leading cloud vendors - AWS, Azure,and Google Cloud Platform. Work in partnership with our strategic cloud experts, and experience how cloud can become your springboard to the future. Where your business is safeguarded by industry-leading protection against cyber threats and all underpinned by our formal service assurance. Lefke IT is industry leading experts in Digital Transformation and innovation of business capabilities, services and processes for UK Public Sector organisations and private organisations. Our specialists have over 25 years public sector experience. We understand your business and achieve deliberate and well designed and user focused business outcomes, whilst always ensuring a positive experience for our clients. With Managed Service offerings, each with flexible options to choose from, we are your trusted full IT service partner or complementary support partner to your IT team. With the growing threat landscape, we provide a range of security services to help you mitigate business risk, proactively manage threats, remediation services and safeguard your business. So, choose a partner who will be there for you no matter where you are on your digital transformation and innovation journey.

VALUE PROPOSITION

We have worked extensively with central Government, and we genuinely understand the issues, blockers, risks, dependencies, approval process, security requirement, NCSC guidelines, GDPR, Privacy by design and privacy by defaults for all government projects. Thus, our value proposition is that over the years our architecture and innovation team developed and deployed robust solutions, Agile methodologies, DevSecOps principles and delivery plans to deliver departments' visions, goals, roadmaps and strategies"

WHAT THE SERVICE PROVIDES

Lefke IT provides the following services:

CLOUD CONSULTING & MANAGED SERVICES

- Azure Consulting & Managed Services

- AWS Consulting & Managed Services

- Google Consulting & Managed Services

DATA SERVICES -1

- Data product strategy inception
- Data product & service delivery
- Cloud Data Platform Administration Service
- Test Data Management
- Cloud Data Engineering Service
- Data product discovery
- Data Science
- Data Managed Services

DATA SERVICES -2

- Data Management and Data Governance
- Data Assurance
- Data product strategy
- Data Architecture
- Data Management
- Data Services
- Big Data Consultancy
- Data Audit

DATA SERVICES -3

- Data Protection
- Data Engineering
- Data Strategy Consultancy
- Modern Data Architecture Service
- Data Privacy Services
- Data Optimisation
- Data Governance and Data Management
- Data Quality
- Data Migration

SECURITY SERVICES - 1

- Security Architecture

- Cloud Security

- Microsoft 365 Security

- Penetration Testing and Ethical Hacking - Applications Security

- Applications Security Threat Analysis (ATA)

- Cyber Security Governance

- Cloud Migration and Security

- Security Engineering Services

SECURITY SERVICES - 2

- Security Architecture & Design, Vulnerability Assessment Services

- Accenture Avanade Microsoft Azure Security Services

- Cloud Security Audit

- Identity Security

- Endpoint Security

- Cyber Security Strategy

- Security Testing

- Security Architect Consultancy

SECURITY SERVICES - 3

- Cloud Cyber Security Consultancy

- Service Integration Security Management Services

- Data Security

- Cloud Workload Security

- Technology Security Advisory Services

- Cyber Security & Information Assurance - Risk and Governance

- Cyber Security & Information Assurance Services

- Cloud Security Review

- Security Transformation for Cloud Adoption

USER RESEARCH SERVICES

- User Research and Testing
- User Research
- User Research for Cloud Services
- User research & user researchers
- User Research Service
- User research training
- User Research Participants
- User research recruitment

SALESFORCE SERVICES

- Salesforce Consultancy, Support, Development
- Salesforce Testing Service
- Salesforce Digital Transformation Service
- Salesforce Healthcheck Service
- Salesforce Setup & Migration
- Salesforce Diagnostic Service

SERVICENOW SERVICES

- ServiceNow Design, Implementation and Support
- ServiceNow Tooling Implementation
- ServiceNow Consulting
- ServiceNow Platform Development
- ServiceNow Architecture
- ServiceNow Transformation

2. DATA PROTECTION

INFORMATION ASSURANCE

Cyber Essentials/Cyber Essentials Plus

ICO compliant

GDPR compliant

PCI – DSS compliant

Data Retention process:

LEFKEIT will require to:

- Review the length of time we keep personal data.
- Consider the purpose or purposes we hold the information for in deciding whether (and for how long) to retain it.
- Securely delete information that is no longer needed for this purpose or these purposes
- Update, archive or securely delete information if it goes out of date.

DATA BACK-UP, DATA RESTORATION AND DISASTER RECOVERY

In the event of Lefke IT be required Data backup, Data restoration and disaster recovery and to hold any personal information are done using industrial best practices and tools. We do so under our own GDPR regulations, and it is secure within our own server environment and included in our Data Classification Policy. We have been accredited by Cyber Essentials PLUS, only users within Lefke IT who have a need to access this information in performance of their duties do so.

PRIVACY BY DESIGN

All new Lefke IT project will go through PIA (Privacy Impact Assessment) and every PIA is completed within the official template document. All Projects completed by Lefke IT also adhere to TOGAF (The Open Group Architecture Framework) and ArchiMate Sparx. An enterprise architecture methodology for business to ensure all risks are identified and mitigated.

3. USING THE SERVICE

Customers can contact Lefke IT by phone, email or through the website to place an order. Our sales team will then respond to the request and contact the customer directly to discuss their exact requirements and find a suitable solution. A quote is then generated and sent on the customer to sign and will be assigned to the relevant department. We are happy to help the Buyer with the call-off contract/order form.

On-Boarding, Off-Boarding, Service Migration.

Lefke IT will carry out series of meetings, workshops with stakeholders and system owners, Floor walk, technical discussion with architecture team and functional discussion with business to define the scope of work. Prior to the execution of the Order, the Supplier and the Buyer will agree the scope of the exit plan for the Services and a timescale for delivering an exit plan to ensure continuity of service. Once the scope of work is agreed a project manager will be assigned to deliver the project.

Lefke IT shall undertake on-boarding and off-boarding activities agreed within the Order Form and an exit plan in line with the Call-Off Contract terms which will be charged for in accordance with the pricing section for this service.

Service migration will be delivered as follows;

			Output Examples	Delivery Method	Commercial
Step 1	Strategy Development	Developing principles and plans for the future of cloud use in the business	Conceptual architecture Cloud principles Data regulation planning	On-site & off-site consultancy	Day rate
Step2	Discovery	Looking into the existing IT estate in the business and identifying opportunities where cloud technologies can be used	Systems catalogue Cloud cost estimates Benefit estimates	On-site & off-site consultancy	Day rate
Step3	Design	Creating the blueprints for cloud systems and detailed plans for migration to cloud	Systems architecture Migration plans Detailed costs Detailed benefits	On-site & off-site consultancy	Day rate

Step4	Solutions	Lefke IT products used to migrate too and manage systems in the cloud	Lefke IT cloud control Backup as a Service	Product license	Day rate
Step5	Implementation	Building solutions based on cloud components and moving business systems to the cloud	AWS IaaS build & configuration Testing strategy & execution Defect tracking & resolution	On-site & off-site consultancy	Day rate
Step 6	Management	Operating solutions in the cloud to agreed	Planned service management	Telephone &	Day rate
		service levels and operating scope	Unplanned incident resolution Helpdesk & troubleshooting	Portal offsite support	
Step 7	Warranty	We will provide warranty for 3 days from go live and will fix any issues free of charge	Troubleshooting any issues post go live.	On-site & off-site, phone support	Free of charge

Three critical success factors

Successful application on-boarding is all about careful planning and preparation. There are three activities in preparing for onboarding that are critical to the ultimate success of the onboarding process:

1. Workload analysis: enables you to identify the most appropriate candidate workloads for cloud migration and understand their requirements for onboarding.

2. Getting the application cloud-ready: ensures that the application will perform as required on the target cloud architecture.

3. Choosing a cloud provider: determines the target cloud environment and may have implications for on-boarding support.

TRAINING

Lefke IT can provide knowledge transfer at all stages of the cloud transition process. By working closely with your in-house technical teams, we'll help ensure they are equipped with the necessary skills via our tried-and-trusted combination of shadowing our experts during implementation and formal knowledge transfer and training sessions. A training approach will be agreed during the planning phase and may include any or all of the below with an additional charge – however, knowledge transfer for the project delivered by Lefke IT is free of charge

- Train the trainer
- Classroom based sessions for super users
- Online guided training
- Pre-recorded show and tell videos
- Inbuilt system guides and help tips
- Knowledge base
- Knowledge transfer of the HLD's (High Level Design),
- Knowledge transfer of the LLD (Low Level Design),
- Knowledge transfer of the Infrastructure and Network Diagrams.
- Digital Transformation, Innovation, Strategies and roadmaps
- Product Design, Developmemt, Coaching and Strategies

SERVICE MANAGEMENT

Lefke IT on-boards the systems to be supported by Lefke IT managed services. The system is assessed for management needs and the appropriate policies and procedures are adopted from the ISO27001 compliant process library. A customer support representative is assigned to the customer and service management commences.

A typical managed service includes -

- 9.00 am to 5.00 pm (UK time), Monday to Friday coverage system support
- Helpdesk support for incident management and resolution
- Managed backup and recovery service
- Managed disaster recovery service
- Quarterly patching of operating system and application
- Named account manager
- Audit and compliance support and annual system optimization review

SERVICE LEVELS

LefkeIT provide support for the customer requirement. Typically this will be remote support for systems hosted in the Cloud.

Priority 1 Support - for production system outages, 9.00 am to 5.00 pm (UK time), Monday to Friday coverage and 1 hour response

Priority 2 Support - for non-urgent production system incidents, 9.00 am to 5.00 pm (UK time), Monday to Friday coverage and 3-hour response

Priority 3 Support for non-production support incidents, 9.00 am to 5.00 pm (UK time), Monday to Friday coverage and 3-hour response

All customers are allocated an account manager

FINANCIAL RECOMPENSE MODEL FOR NOT MEETING SERVICE LEVELS

Can agree a financial recompense model based on the customer requirements

4. PROVISION OF THE SERVICE

CUSTOMER RESPONSIBILITIES

- Submit Business Requirement
- Submit Technical Requirements Functional and Non-Functional
- Attend meetings and design workshops
- Attends service/Technical review meetings
- Provides service level requirements on an agreed basis with the Service Level Manager
- Negotiates, defines, agrees and communicates service levels agreements within the organisation

TECHNICAL REQUIREMENTS AND CLIENT-SIDE REQUIREMENTS

- Ensures escalation procedures are practiced if agreed service levels are about to be breached
- Ensures that all escalations are appropriately recorded. All of our projects have an extensive site survey carried out before the project commences. Bandwidth requirements and client requirements are set out in the method statement, which is discussed and distributed with the customer before any work is undertaken.

TERMINATION PROCESS

The Buyer can terminate a contract at any point with 30 days' notice (the amount of notice time can be agreed at the call-off stage). If the Buyer decides to terminate the contract, the Buyer should send a termination notice in writing to assigned LefkeIT project manager via email to kick-off the termination process. LefkeIT will respond to this email within 24-48 hours.

We can discuss with the Buyer to set a timeline to use up their final support time and offboarding process that needs to be adhered to as part of the termination process. We would provide High Level Documents (HLD) and Low Level Documents (LLD) produced at the time of termination which will enable Buyers to transfer to another supplier subject to the contract being fulfilled.

All property, data and information held in connection with the Framework or Call Off Contract will either be returned or destroyed as per "LefkeIT Secure Disposal Policy.'