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

DRAS Consulting 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

DRAS Consulting 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
- Lifecyle 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
- Lifecyle 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
• Lifecyle 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

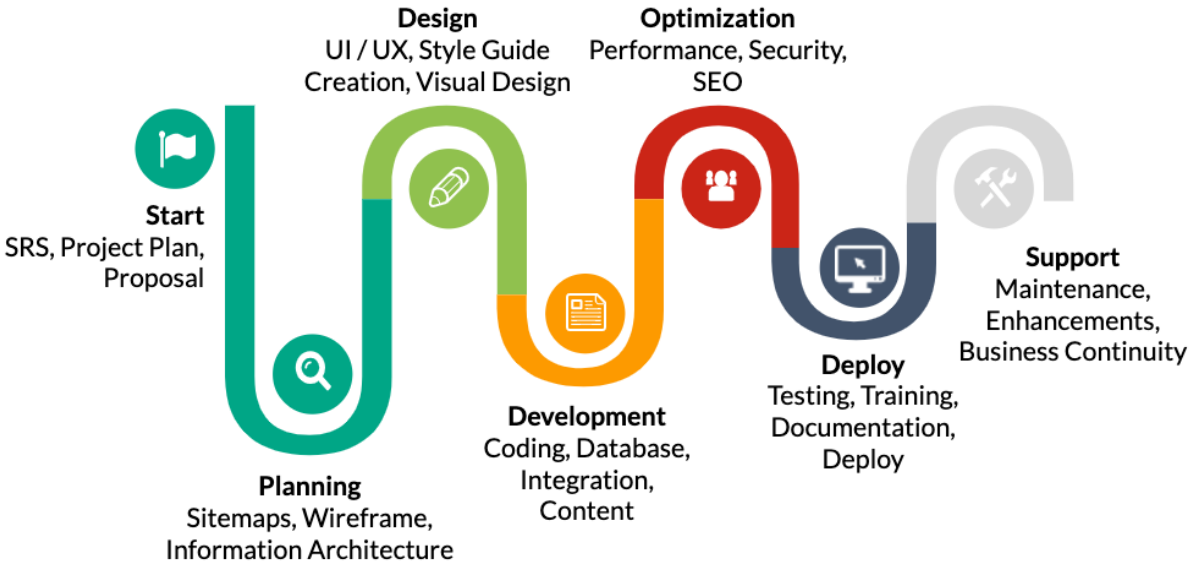
Service features

• 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



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 DRAS Consulting and end users will reverse, where end users will take primary responsibility; DRAS Consulting 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, DRAS Consulting 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

DRAS Consulting 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.