

Cloud Services

G-CLOUD 14 – SERVICE DEFINITIONS

LOT 3 – CLOUD SUPPORT

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1. Overview

Moving applications and services to the Cloud can offer organizations substantial advantages. City Consulting & Cloud boasts a robust and tried-and-tested approach to Cloud migration, having successfully migrated hundreds of applications across many large datacentres in enterprise commercial, public sector and secure policing and national security customers.

This process eliminates the need for hosting services and applications in on-premises Data Centres, thereby reducing reliance on such infrastructure and operational overhead to manage large, complex and often legacy and fragile estates. Furthermore, migrations enable organizations to reduce on-premises costs and identify opportunities to optimize virtual machine sizes, leading to additional savings, save on licensing and have scalability of compute, storage and networking at their fingertips.

The move to Microsoft 365 services including Exchange Online, SharePoint Online, OneDrive, Windows 10 or 11, Modern Management, Power Platform, Teams and CoPilot has eliminated a significant resource and cost overhead for IT departments, whilst increasing collaboration between hybrid works and other organisations in a safe, secure and managed way.

Adopting a strategic approach to cloud migration empowers businesses with the flexibility and convenience to address evolving business requirements effortlessly.

Legacy infrastructure, platforms and applications prevent agility and cause service interruptions from failing hardware, networks and keep your IT service management teams

from focussing on business value due to time being spent on keeping systems up and running, lost productivity and unnecessary exposure to security threats.

Cloud migration removes a large burden and overhead to managing your IT estate across the enterprise.

Whilst the technology element of a cloud transformation is a major component, cloud migrations isn't just about technology and IT.

Organisations should understand "why" they are looking to migrate to cloud. The business driver is imperative to understand and communicate throughout business. Once the "why" is understood, the strategy becomes aligned to an organisations business plans, growth, and change.

2. Service Definitions

2.1. Cloud Discovery

2.1.1. Summary

Our summary discovery assesses a high-level estate and infrastructure and gives an output which services are most likely to be suitable for a cloud migration.

This discovery is not intrusive and has minimal impact. We will take several extracts of information from across compute, storage, networking, backup and infrastructure using manual extracts or clientless tooling over a one-week period.

This process will quickly identify configuration, utilisation, and interdependencies.

Following this process, City Consulting & Cloud will then provide a high-level discovery document along with a ROM cost and project timescales for a cloud migration programme.

2.1.2. Detailed

City Consulting & Cloud's detailed discovery usually follows the summary discovery process where a buyer has run a summary discovery and formulated an outline business case to move into the next stage of detailed discovery.

The detailed discovery will assess the application estate and identify cloud migration candidates and their potential migration approach ("lift-and-shift", "build new", migration to SaaS, upgrade, retire in place, replace etc). It will also provide guidance on which applications may be able to take advantage of PaaS services in preference of IaaS along with indicative running costs.

This process also utilises manual data extracts and artefacts and client information gathering.

The output of the detailed discovery can be used to provide clarity around challenges the organisation may face during cloud migration, a potential timeline and project plan and prioritisation and as input into a detailed full business case.

2.2. Cloud Migration

Moving to cloud can be complex, challenging, and worrisome. Many of these concerns are overcome **before** any services are transitioned to cloud by the implementation of a robust, well managed and well governed cloud landing zone. The deployment of a landing zone provided the “guardrails” for an organisation to be confident that its cloud migration will be a success.

Topics such security boundaries, spending control, reporting, role-based access control, capacity, networking, BCDR and more are covered by the deployment of the landing zone in collaboration with the organisation’s local teams.

A workshop to agree all the landing zone parameters is conducted before any deployment of cloud services.

Our Cloud Readiness – Design & Build service takes advantage of extensive engagements across customers often avoiding having to re-invent the wheel each time for each customer. This removes significant amounts of risk, as well as allowing a timely deployment to speed up project timelines.

We provide the experience necessary to deliver a landing zone that adheres to the industry and sector best practice from one of our templates for best practice, a hyper scale cloud template for best practice (e.g. Microsoft’s Enterprise Scale Landing Zone), an industry specific cloud template (e.g. Microsoft Industry Cloud for Healthcare, Government, Education or Financial Services) or a sector specific cloud template such as the “Police Digital Service Microsoft Cloud Adoption Framework” or the NHS Digital Cloud Centre or Excellence guidelines.

We will work with your Licensing Service Provider (LSP) to validate and ensure a compliant licensing position for your organisation post migration and ensure any opportunities for licensing consolidation are applied to gain maximum savings.

Using our tried and tested cloud migration methodology, our skills and experience helps customers to accelerate their cloud migration with structure and understanding that also allows the organisations own IT teams to learn, collaborate, input and take valuable knowledge away from the process in order to deliver success for the migration, but also for ongoing cloud management and operations in the future.

We will work with your teams to establish the best method of migration, the best transformation options along the way such as core platform build out, lift and shift, build new, transform, upgrade etc. and reduce risk and uncertainty along the way.

Our methodology dovetails into an organisations existing Technical Design Authority (TDS), Change Advisory Board (CAB) and Project Management Office (PMO) processes so that it can run in parallel with other organisational workstreams and priorities and allow upwards reporting of the cloud migration process through its lifecycle without undue burden on the teams for admin.

Our methodology makes extensive use of stakeholder engagement activities not just within IT but with senior leaders, service and application owners within the business, finance partners and any appropriate members of the wider workforce. This engagement ensures there are no surprises during migration and allows a smoother transition process.

During this engagement, we will work with your cloud project team to finalise any business case details and support on playing the justifications for transformation to any appropriate organisation leaders as necessary.

By utilising agentless tooling such as Azure Migrate or Azure Site Recovery, we can minimise the impact to business operations during cut over and keep the downtime often to just minutes.

2.3. Cloud Optimisation

A major part of operating a cloud platform for an organisation is continual optimisation, scope adjustments, cost monitoring and licensing optimisation.

Our cloud optimisation service will review your cloud deployments and provide an actionable insight into achievable optimisations. This can be a one-off service, or service which can recheck for optimisations periodically such as every 6 or 12 months.

2.4. Professional Services

City Consulting & Cloud can provide packaged professional services engagements allowing for innovative cloud and digital transformation outcomes.

We can provide a work package and set of deliverables that support customers with their cloud journey. Our services include:

- Cloud Readiness, Business Case and Design
- PoC (Proof of Concept) or PoV (Proof of Value) engagement
- Cloud network build, design, and optimisation
- Cloud migration methodology
- 6 R's of cloud migration including re-host, re-platform, repurchase, retain, retire, and re-factor

All professional service engagements are delivered against a set of key milestones and based upon the rate card information found in the pricing document.

Cloud consultancy with specialists in sectors, including public sector and policing and national security. Our cloud consultancy enables organisations to get the most from a wide range of cloud services.

This service is suitable for customers of all maturity levels from initial discussions related to cloud, to migrations or ongoing optimisations.

City Consulting & Cloud can support organisations throughout all stages of their cloud journey including assessments, target operating models, as-is vs. to-be roadmaps and

enterprise mapping and utilising methods such as Proof of Concept, Proof of Value and pilots utilising the latest cloud native toolsets.

2.5. Cloud Security

Cloud services are becoming increasingly complex with hundreds of new tools, products, configurations, and ways to implement security every year. With many high-profile data breaches publicised, it has become well known that most breaches occur due to misconfiguration and/or alignment to a blueprint rather than a security vulnerability inherent in the platform.

Our cloud security service has two phases, detailed below.

2.5.1. Cloud Security and Governance Assessment – Azure & M365

Our cloud security and governance assessment service has been developed using industry and platform best practice and completed by our Microsoft certified technical consultants.

Within the assessment we will review:

- Evaluated against national cyber standards (NCSC/CISA) our own and Microsoft best practice recommendations
- Entra Identity & Access Management (formerly AAD / Azure Active Directory)
- Audit M365 and Azure environments
- Review application permissions
- Review guest and B2B permissions
- Data Management
- Email Security / Exchange Online Security
- Auditing
- Storage
- Mobile Device Management / Intune Policies
- Over 150 individual items and configuration
- Advise on effort and risk level for each item (high/medium/low)
- Advise on business impact change for each item

The findings of this assessment will be consolidated into a report document, along with recommendations for remediation – see 2.5.2 for more information on remediation.

This assessment does not provide any remediation effort to any items reported as insecure.

2.5.2. Cloud Security Remediation – Azure & M365

With the Cloud Security Assessment report, customers can choose to self-implement and plan the remediation work or utilise City Consulting to support them on the remediation activities.

All remediation activities will be carried out by Microsoft certified professionals and against an NCSC/CISA, customer, best practice, or industry specific baseline / blueprint.

Our experts will design a remediation plan and project manage its delivery into the buyer's tenant with all appropriate governance and customer approvals.

2.6. Enterprise & Solution Architecture

We assist organizations in constructing efficient digital solutions that adhere to both business and digital strategies, encompassing infrastructure, applications, data, and security components. Our expertise lies in defining architectural patterns, transforming your vision into a feasible architecture model, paving the way for the development of modernized services that deliver value.

Our Architects play a pivotal role in actualizing tangible results and strategic advantages by offering counsel on best practices, direction, and technology recommendations, all in alignment with the organization's overarching strategy. We employ sprints and deliver services iteratively, encompassing onboarding, stabilization, and innovation phases.

Encompassing the Digital, Data & Technology (DDaT) mentality and delivering enterprise or solution architecture as a service, we can complement your existing architecture function and provide additional capacity or expertise or if architecture is not mature in your organisation, we can help to design and implement an architecture function, governance, process and business and executive engagement plan.

For organisations that are already mature in Enterprise Architecture but are struggling for the skills and capabilities of a solution architect, we can facilitate the production of architecture artifacts that adhere to an enterprise architects' vision and roadmap.

Our Enterprise & Solution Architecture offering focuses on People, Process and Technology ensure the architecture adoption process is smooth, well governed, and frictionless.

Our architecture service is also used to support large and complex procurement exercises within public sector acting as an "intelligent client" on behalf of the buyer.

2.7. Microsoft 365 Adoption

Our Microsoft 365 assessment service provides our customer assurances of their existing implementations and a roadmap to fully adopt Microsoft 365 and maximise return on investments.

Within the assessment we will review the existing implementations for:

- Evergreen deployments to reduce support costs and overheads

- Incomplete security and compliance configurations
- Alignment with Microsoft best practices, CIS benchmarks and NCSC guidance
- User adoptions of all services and features within Microsoft 365
- Presence of multiple solutions satisfying similar use cases as Microsoft 365 services

The finding of this assessment will be consolidated into a report that includes recommendations, roadmap and designed technology stack aligned to Microsoft 365.

2.8. Microsoft 365 & Modern Management

This service is designed to implement a Microsoft 365 tenant for customers from greenfield or brownfield and configure all the tools and services that are licenced by the customer to production ready status within the organisation. This deployment includes (where available within the customers licensing entitlements):

- Tenant Creation
- Setting up and configuring Exchange Online, DNS, and Mail Relays
- Creating and configuring SharePoint Online with policies, templates, styles, and automation
- Implementing OneDrive for Business
- Deploying and managing Microsoft Teams
- Managing Entra Identity and Access Management (formerly Azure Active Directory - AAD)
- Provisioning M365 licensing
- Configuring Windows 10/11 Endpoints using Intune, Autopilot, and Modern Management
- Establishing information security policies using Microsoft Security & Compliance
- Implementing Defender for X with various available options

This service can provide the End-to-End migrations of users and company data from legacy systems your M365 tenant.

As an initial engagement, its beneficial to have a fixed cost multi-day workshop with your technology teams and some end users to understand the size and complexity of the migration. This workshop is conducted within the discovery phase – the output of the discovery can then be utilised for a full business case, detailed planning for migration or for input into a business case discussion.