G-Cloud 14

Service Definition – Cloud Consulting and Advisory Services
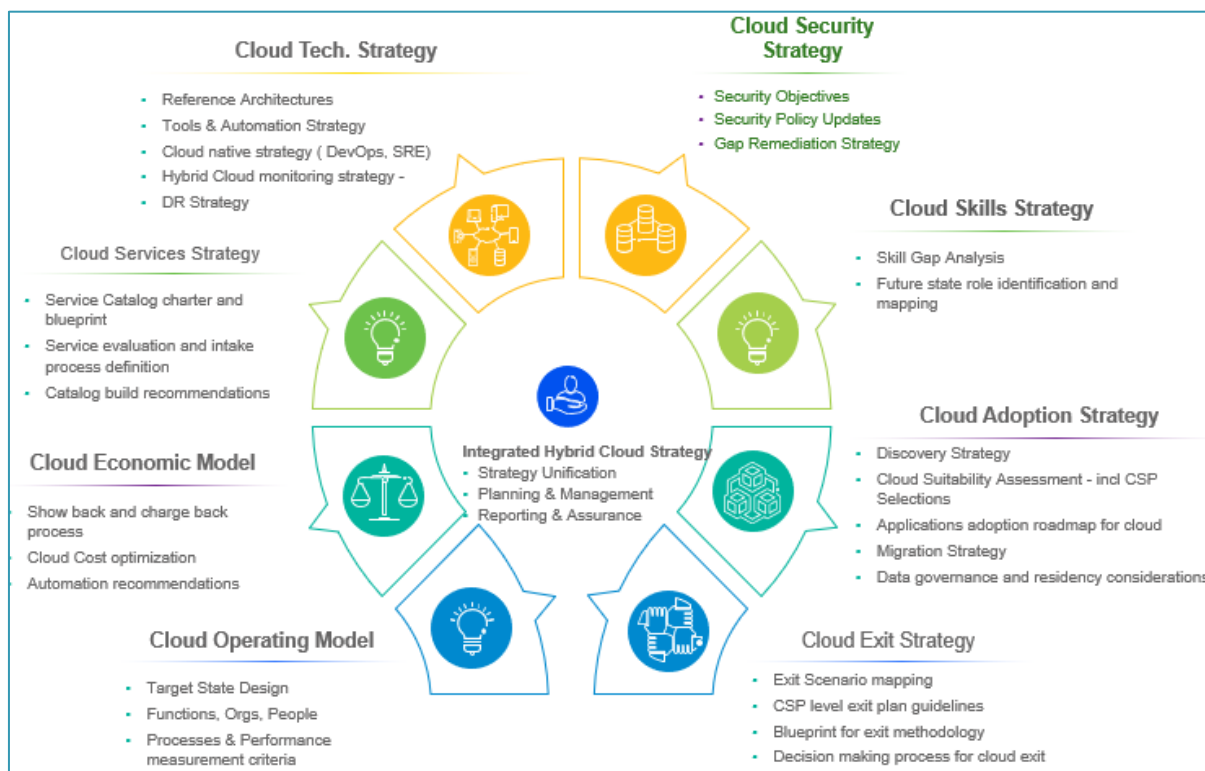
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1.   Cloud Strategy Creation

Wipro's Cloud strategy creation service provides a tailored and business aligned path towards a hybrid multi-cloud ecosystem. It provides a directional as well as component wise focus and roadmap across multiple dimensions like Cloud adoption, tech strategy, services, security, operating model, skills, economics, exit strategy.

2.   Cloud Strategy Operationalization planning
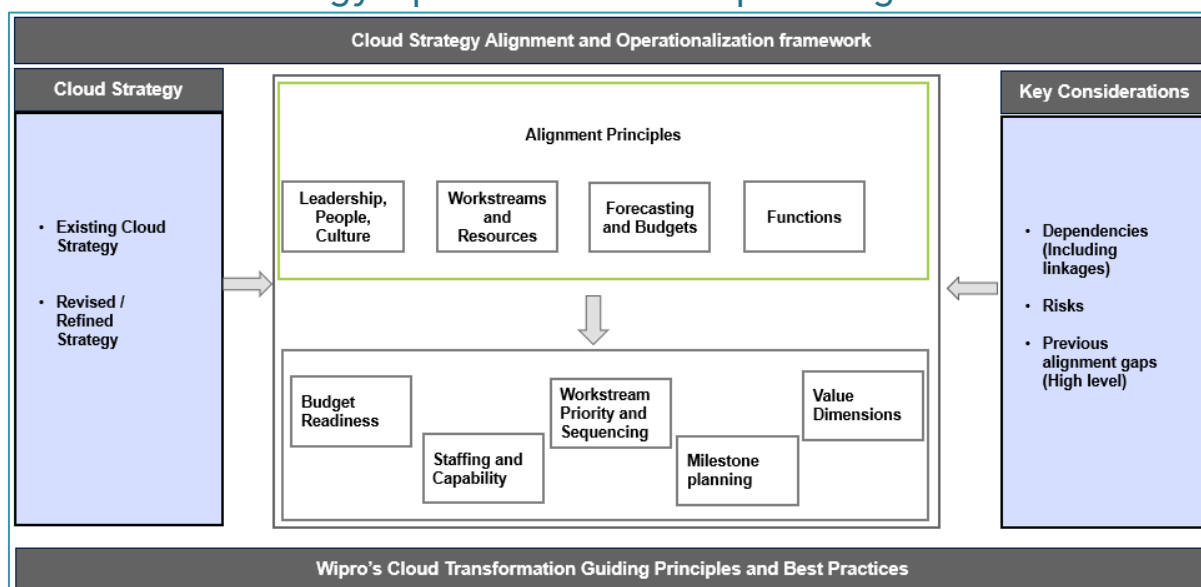
Wipro's Cloud strategy operationalization planning service creates a ramp-up plan for the execution of strategy, aligned with the established objectives and strategy recommendations

3.   IT and Cloud Governance validation and gap assessment

Indicative Cloud governance maturity assessment (Sample)

		Nascent	Aligned	Optimized	Integrated	Ecosystem Aware
1	Cloud strategy & roadmap		●			
2	Cloud portfolio planning			●		
3	Cloud architecture			●		
4	Vendor & tech selection				●	
5	Contract management				●	
6	IT organization			●		
7	App migration			●		
8	Project Management		●			
9	Adoption & change management			●		
10	Supplier Management			●		
11	Security & Compliance		●			
12	Service Delivery & Continuity			●		

1 We work with you to elicit gaps & determine the current level of Cloud governance enablement in select/ all domains.

2 Based on your needs/ aspirations & other factors, we work out target Cloud governance maturity for the same set of domains.

3 We help you build & enable Cloud governance enablers to attain the target maturity.

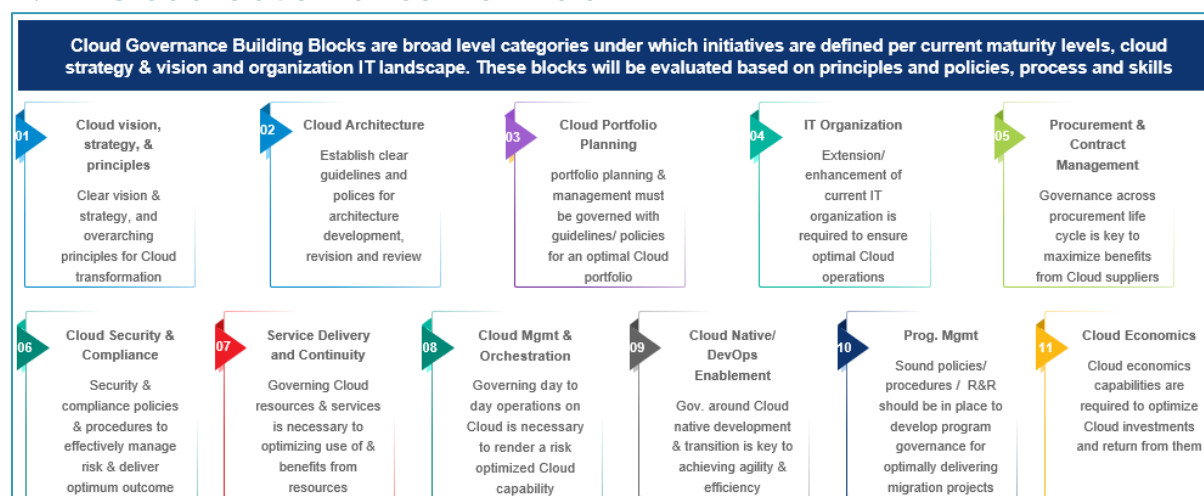Wipro's IT and Cloud Governance validation service focuses on determining the existing state of governance and provides gap analysis and recommendations on principles, policies and frameworks across vision and strategy, architecture, procurement, organization structure, portfolio planning, orchestration and other key governance elements for an enterprise

4.   Cloud Governance Definition

Cloud Governance Building Blocks are broad level categories under which initiatives are defined per current maturity levels, cloud strategy & vision and organization IT landscape. These blocks will be evaluated based on principles and policies, process and skills

01 Cloud vision, strategy, & principles
Clear vision & strategy, and overarching principles for Cloud transformation

02 Cloud Architecture
Establish clear guidelines and polices for architecture development, revision and review

03 Cloud Portfolio Planning
portfolio planning & management must be governed with guidelines/ policies for an optimal Cloud portfolio

04 IT Organization
Extension/ enhancement of current IT organization is required to ensure optimal Cloud operations

05 Procurement & Contract Management
Governance across procurement life cycle is key to maximize benefits from Cloud suppliers

06 Cloud Security & Compliance
Security & compliance policies & procedures to effectively manage risk & deliver optimum outcome

07 Service Delivery and Continuity
Governing Cloud resources & services is necessary to optimizing use of & benefits from resources

08 Cloud Mgmt & Orchestration
Governing day to day operations on Cloud is necessary to render a risk optimized Cloud capability

09 Cloud Native/ DevOps Enablement
Gov. around Cloud native development & transition is key to achieving agility & efficiency

10 Prog. Mgmt
Sound policies/ procedures / R&R should be in place to develop program governance for optimally delivering migration projects

11 Cloud Economics
Cloud economics capabilities are required to optimize Cloud investments and return from them

Wipro's Cloud Governance definition focuses on creating and refining the governance charter and the core set of guiding principles to manage, scale and innovate cloud operations. The governance definition also includes an adaptive governance model that helps continuously reinvent and stay on track in a dynamic cloud ecosystem

## 5.   Cloud Governance Operationalization
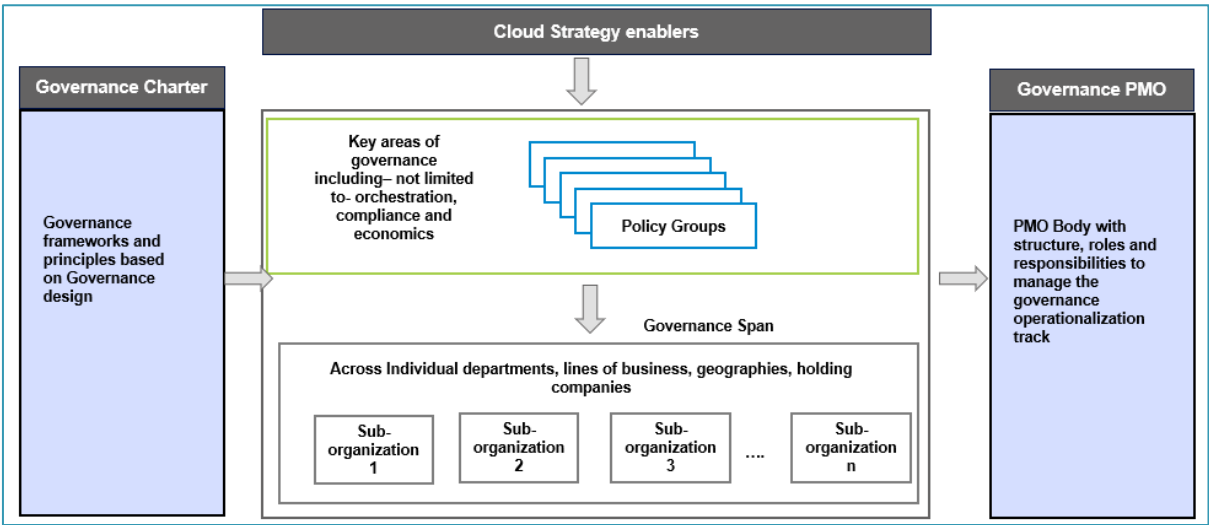
Wipro's Governance operationalization service focuses on progressing the charter definitions to a policy readiness stage across the needs of the business and IT including compliance

## 6.   Cloud Governance Codification
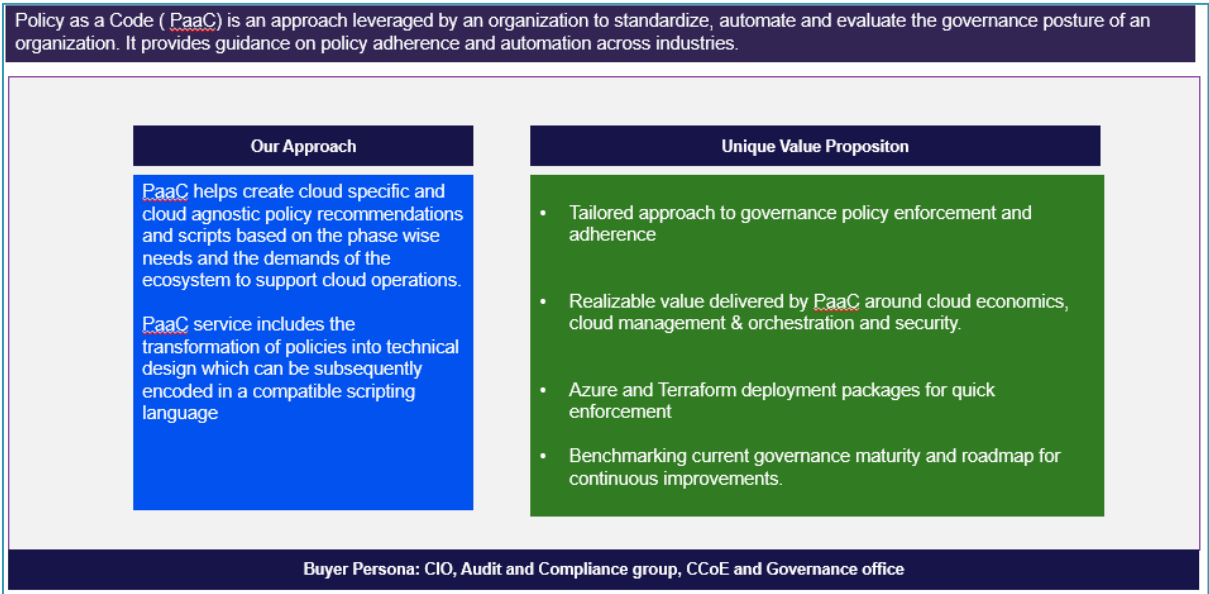
Wipro's Governance Codification service is an approach leveraged by an enterprise to standardize, automate and evaluate the governance posture. It allows for policy enforcement and adherence across industries, provides measurable outcomes and flexibility of adapting to newer policies and emergent IT

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## 7. CCoE Vision definition and value modelling
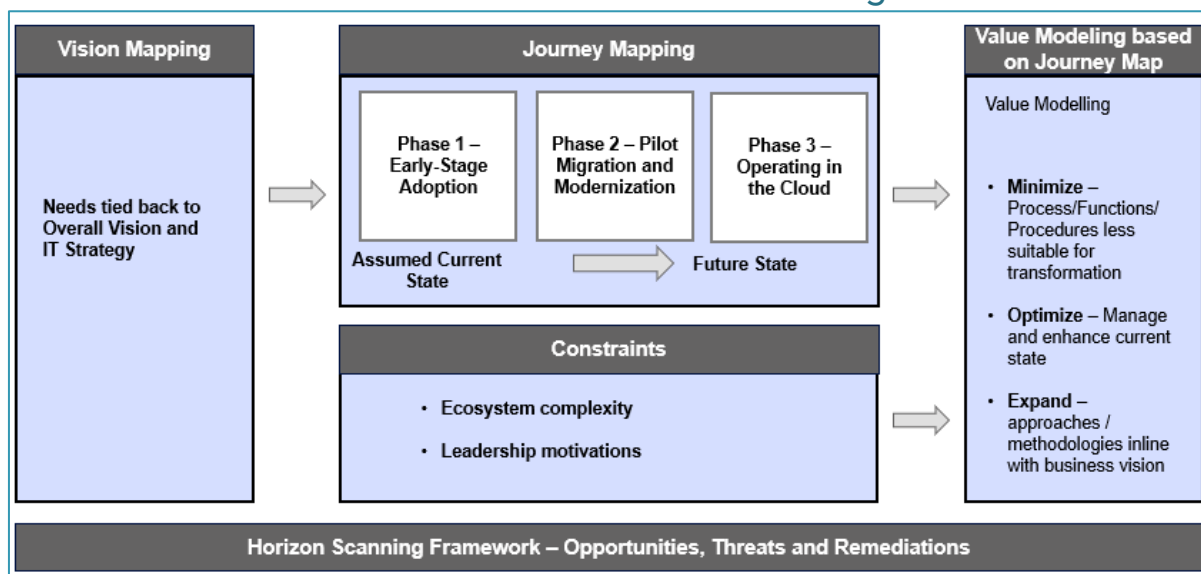
Wipro's CCoE Vision and Value modelling service helps identify and map the key vision areas for an enterprise and drive the suitable value paths to actualize them through the CCoE

8. CCoE Design
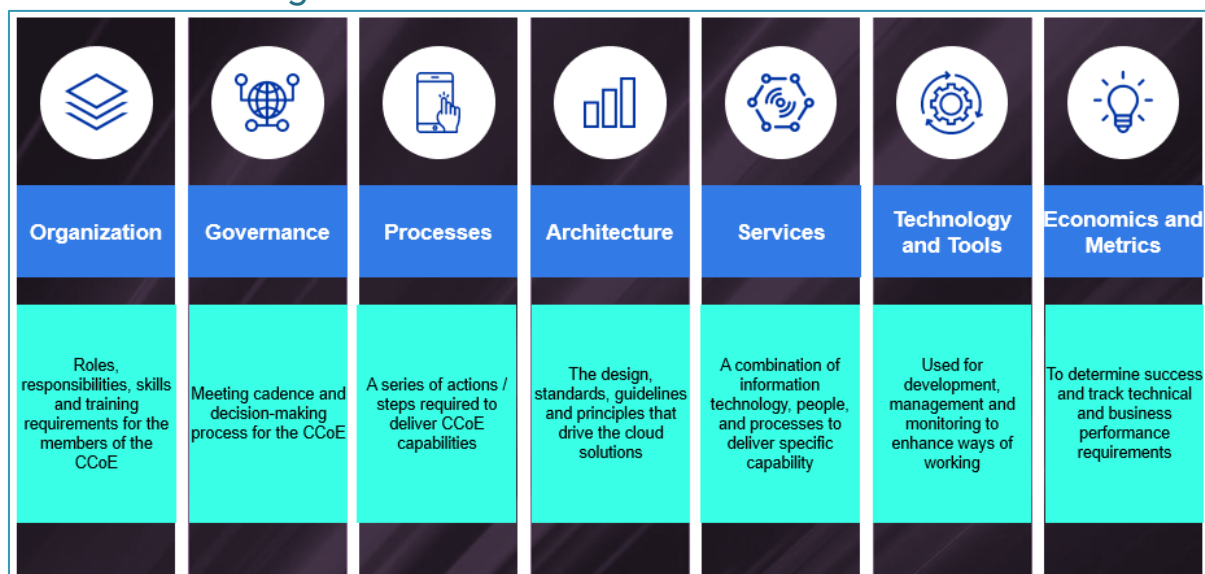
Wipro's CCoE Design service provides the overarching structure and blueprint for an organization to implement and realize cloud initiatives. The CCoE design service also provides community of practice initiatives to build and scale individual community-based centers of excellence namely, Edge CoE, FinOps CoE as some of the key community CoEs under the overarching Cloud Center of Excellence.

9.   CCoE Operationalize
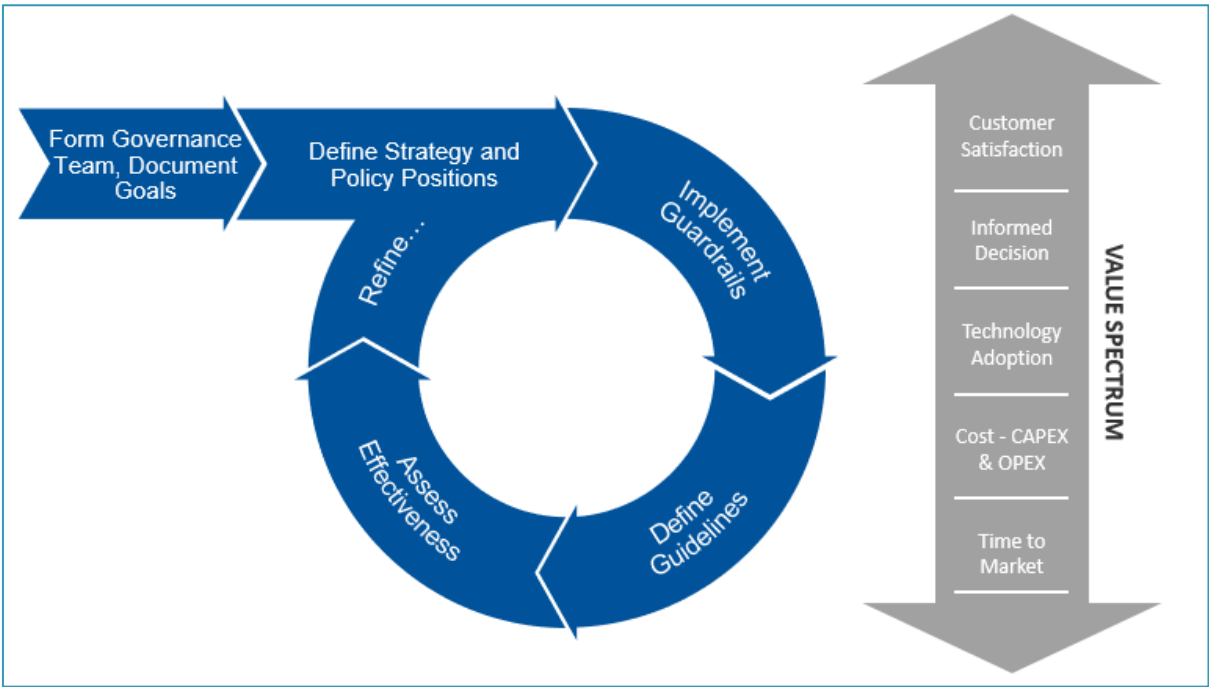
Wipro's CCoE Operationalization service drives readiness for the cloud, larger IT and business staff to adopt and scale Cloud Services through a comprehensive CCoE execution readiness plan
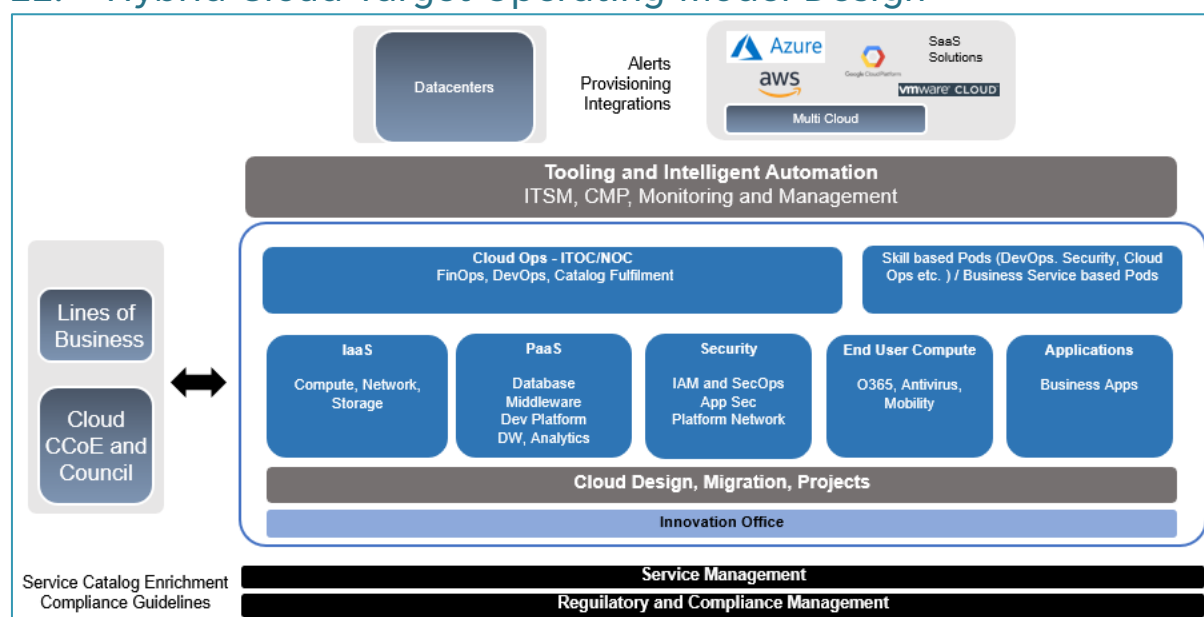
10.   CCoE Run
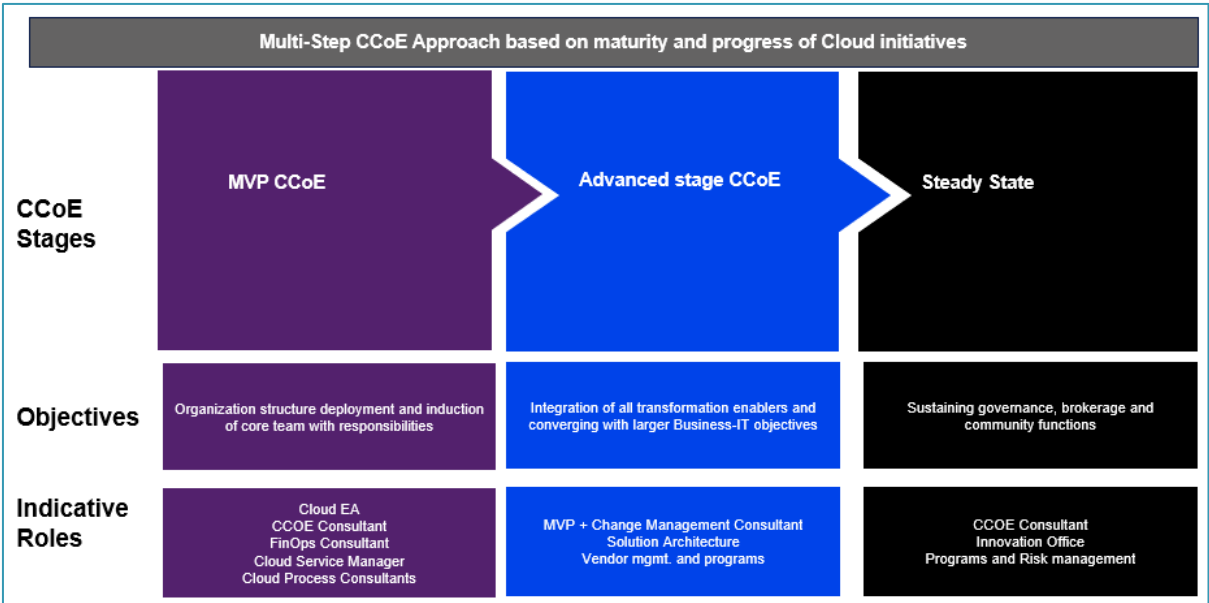
Wipro's CCoE Run service is an operations oversight service with complete responsibility of running the CCoE in a phased transformation model. MVP, Advanced stage and Steady state CCoEs are the three key milestones that are conceptualized and executed as part of the service

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11. Hybrid Cloud Target Operating Model Design

Wipro's Hybrid Cloud Target Operating Model Design service institutes a robust and well architected hybrid IT model for future ready cloud operations

12. Skill Gap Analysis for Hybrid Cloud Journey
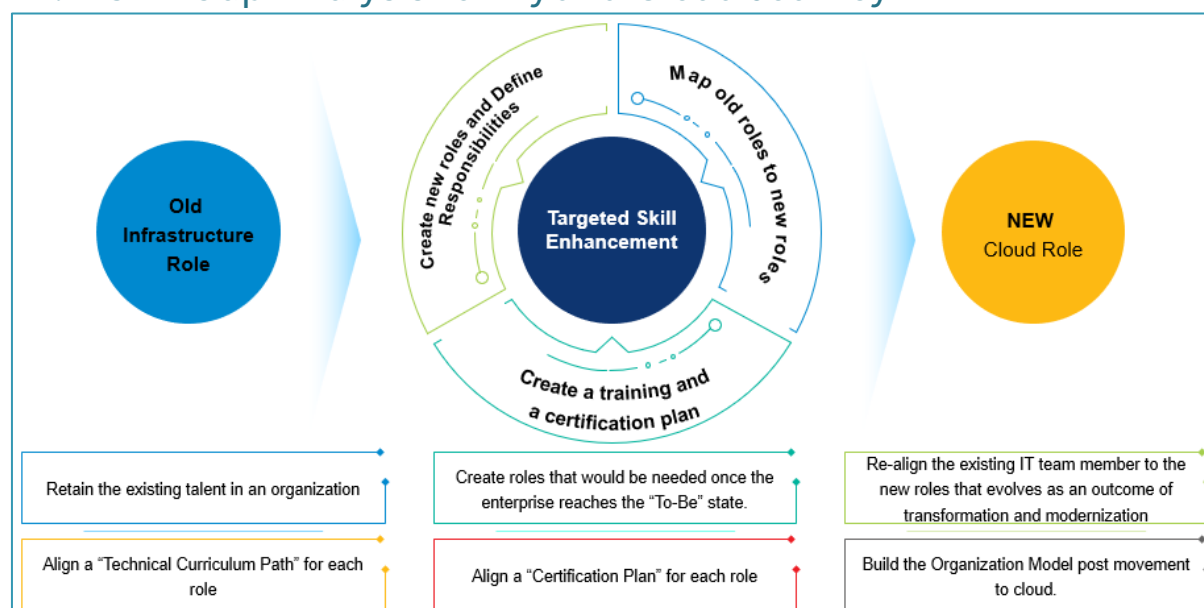
Wipro's Skill Gap Analysis service helps CIOs by defining the 'to-be' roles required for the target hybrid cloud, outlining the reskilling, cross-skilling, transitioning paths, building KRAs and increasing the skill posture of the enterprise.

13. Cloud Economic Strategy Creation
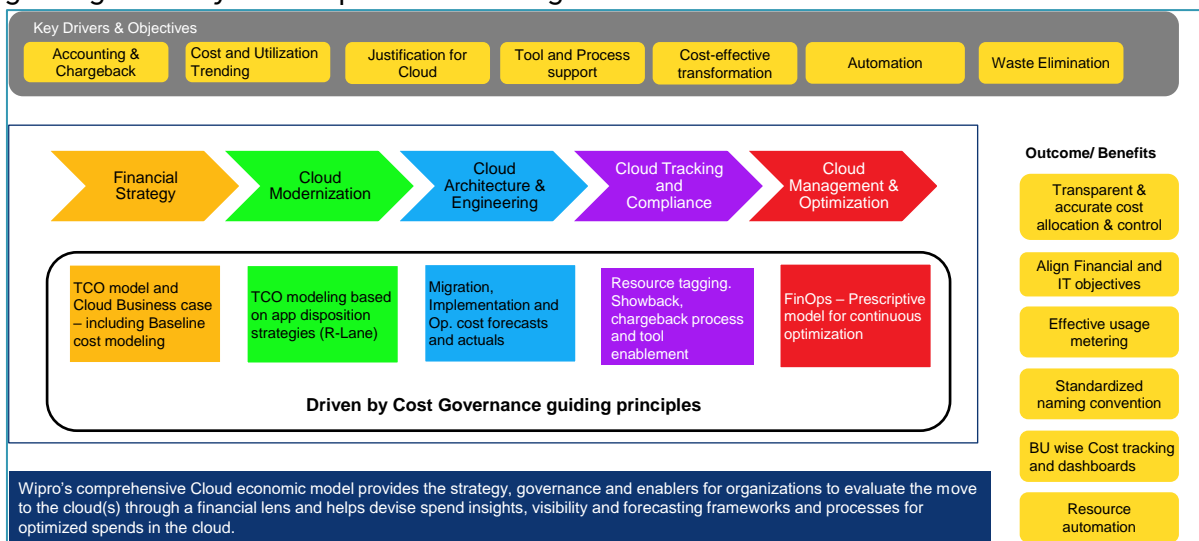
Wipro's Cloud Economic Strategy will provide customers a vision to manage their cost on Cloud, gaining visibility of the spend and taking control of the workloads on Cloud.

14. FinOps as a Service

Wipro FinOps service helps organisations to build right cloud optimization strategy by understanding their cloud operating expenses to maximise business value. Wipro will conduct in-depth cloud platform reviews to identify gaps from financial management standpoint to provide opportunities for cost optimizations and improving cloud spending patterns. This service performs advanced analytics of cloud platform datasets to provide actionable insights for resource optimization and proactively implement bounds and checks for cost avoidance.
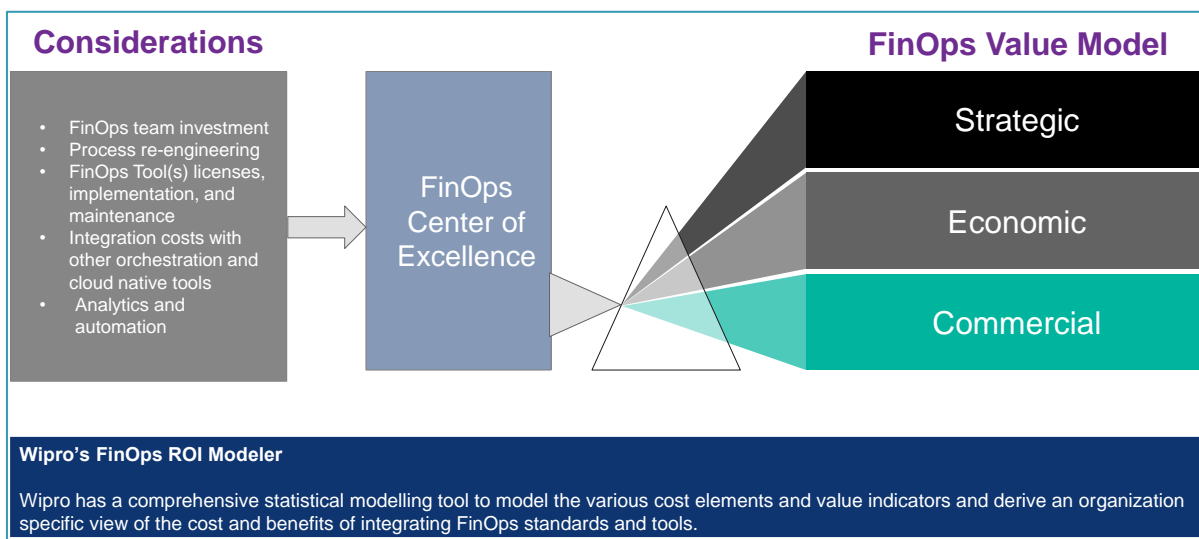
15. Cloud DR Assessment

Wipro's DR Assessment service offers a comprehensive assessment of current DC/DR architecture and provide recommendations to meet business requirements.

A consultative approach to derive a "DR RELEVANT" list of candidates that can move to cloud/On-Premise. A move towards ensuring that Customers can take a right and informed decision.

Discovery & Infrastructure Assessment

The Discovery is purely based on the CMDB data provided by Customers for understanding the infra-availability and DR readiness. Assessment by experienced DR cloud consultants will enable relevant insights for our Customers .

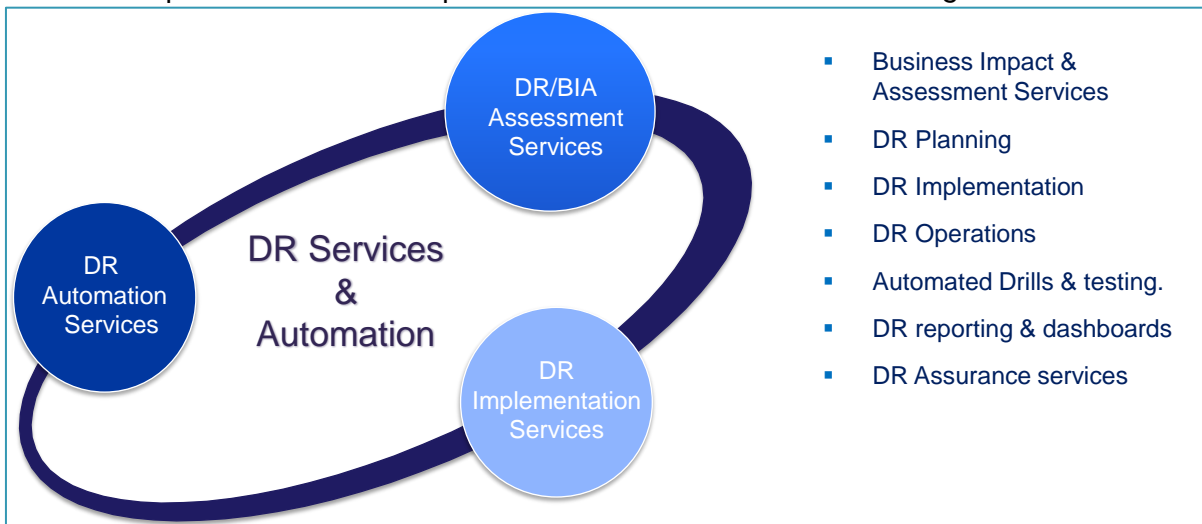Typical outcomes will determine some of the DR risks and a high- level strategy plan.

Application Stack Assessment

The list / information provided during discovery will be used in this process. Provided application dependency mapping, App to infra mapping, Application and its current deployed version's suitability for cloud, Application and database license impact on cloud and Application roadmap, technology details, internal framework and upstream, downstream application, bandwidth utilization details will be assessed.

DR Relevant List

16. Cloud DR Design

Wipro's DR Design service provides design of DR Architecture which meets Application and Business requirements. The complete DR services is shown in the diagram below

DR/BIA Assessment Services

DR Automation Services

DR Services & Automation

DR Implementation Services

- Business Impact & Assessment Services
- DR Planning
- DR Implementation
- DR Operations
- Automated Drills & testing.
- DR reporting & dashboards
- DR Assurance services

17. Cloud DR Implementation

Wipro's DR Implementation service provides execution of the DR design which meets Application and Business requirements.

How Wipro makes an impact to DR Managed services:

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| Activity	Efficiency with DRM
Drills – number of people	60% reduction – cost of resource & number required
Drill – time required	65% reduction in time to do drills due to pre-drill validation & drill time due to automation .
Reporting & Analytics	75% reduction with readymade available templates.
Cost of DR operations	75% reduction in daily maintenance operations due to automation.
Cost of deploying DR solution	60% reduction achieved due to built in intelligence & automation,

18.   Cloud DR - As a Service

Disaster Recovery as a Service (DRaaS) on Public Cloud is an attractive alternative to traditional models, avoiding the outright purchase of servers, storage and licenses, eliminating maintenance costs of these resources.

In the event of a disaster, it serves as secondary infrastructure, enabling replication of cloud data and applications. It comes with the ability to scale up rapidly and securely to meet business needs. Disaster Recovery is a function that is easily taken to the cloud, where the same applications run, but with IaaS & PaaS, it is possible to migrate application technology and middleware into the cloud.

DRaaS makes it possible to deploy additional infrastructure within 24-48 hours, something hitherto unthinkable in the traditional DR models.
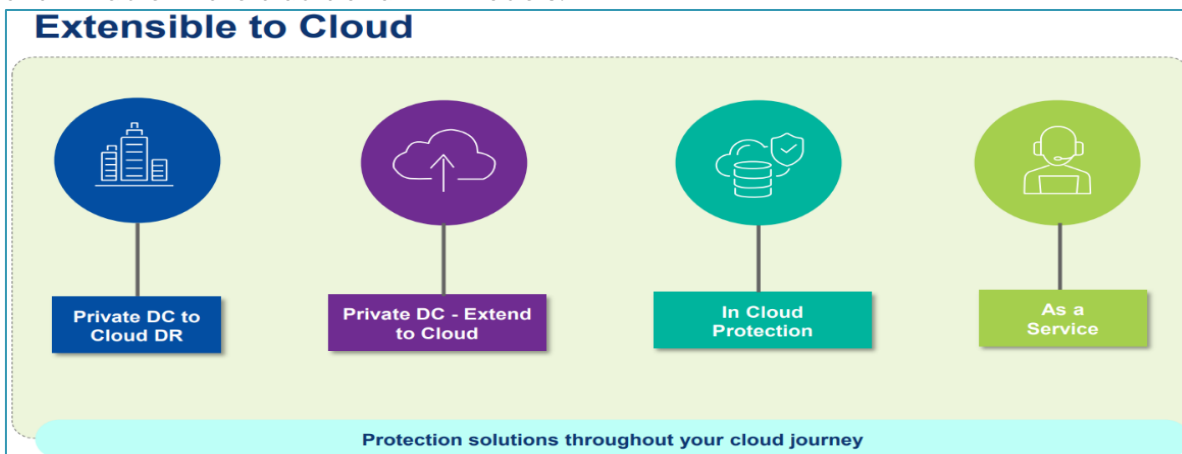
## 19.   Multi-Cloud or Cross Cloud DR

Deployments options to public cloud like AWS, Azure, GCP,Oracle Cloud
Few enablers include:
- Cloud deployment with IaaS and Site Recovery for DR.

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- Cloud-based VM servers were built for data centers. Moreover, the DB servers had active DataGuard and SQL Always on for database high availability.
- A Point-to-Site (P2S) solution for access to the Cloud Infrastructure virtually anywhere from the world in case of an unforeseen real disaster at the on-premise location.

Enabling Simplicity via Single Unified tool Stack & operational consistency Cloud Agnostic: Data Protection Everywhere
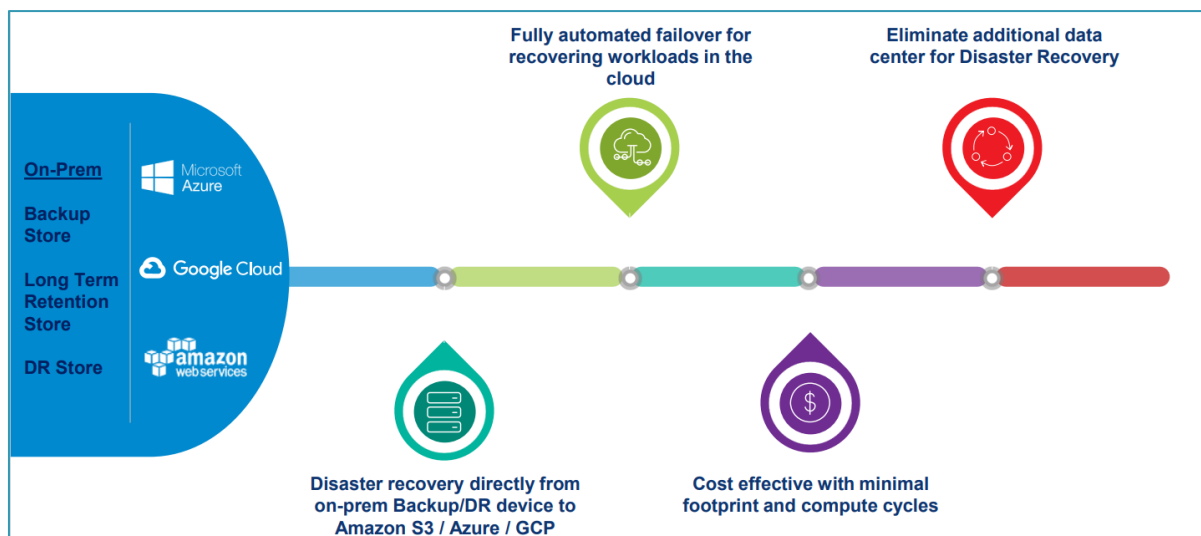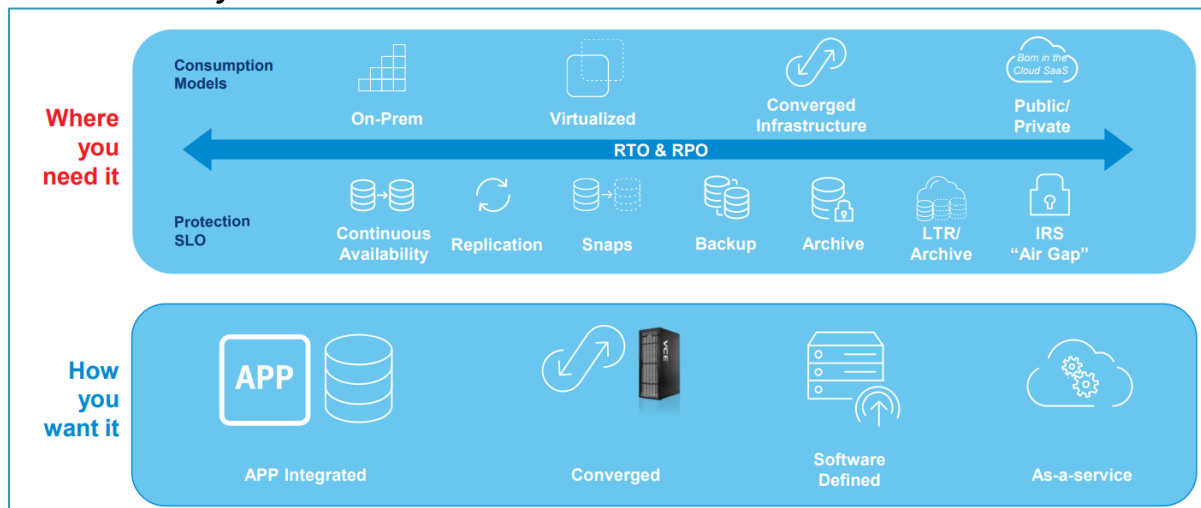
20. Cloud Maturity Assessment

Wipro's Cloud Maturity Assessment service provides comprehensive assessment of Customer's Cloud Maturity from architectural, operational, performance, resiliency, cost and security aspects.

A Consultative approach to derive a "Cloud RELEVANT" list of candidates that can move to cloud.
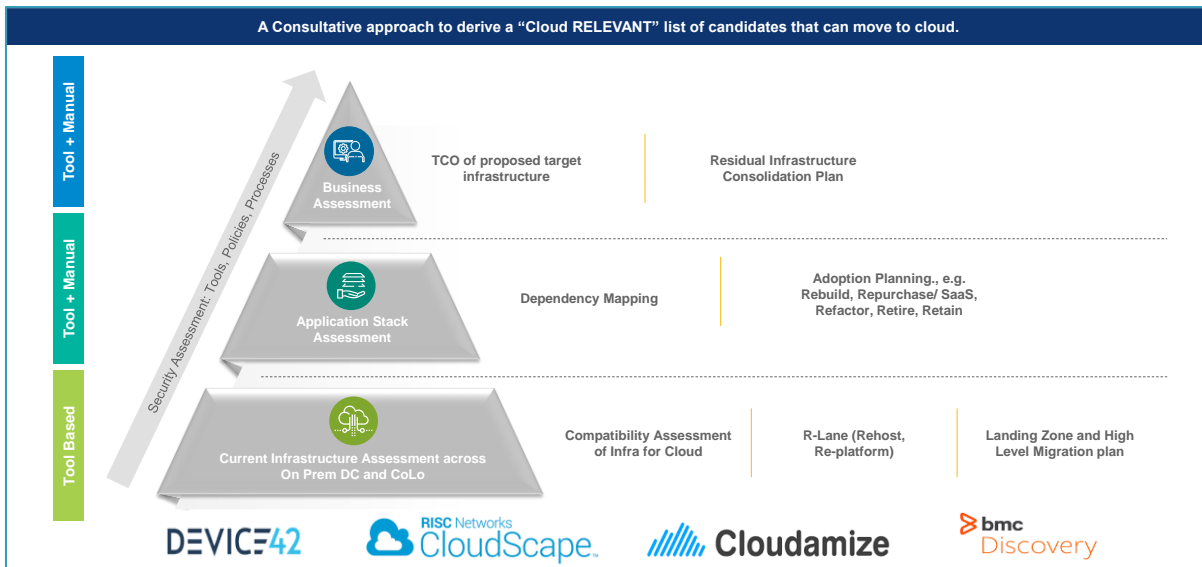
21. Tools Assessment

Wipro's Tools Assessment service offering provides an end to end assessment of current DC & Cloud Tools ecosystem and provide you with recommendations to implement a Target State Tools Architecture
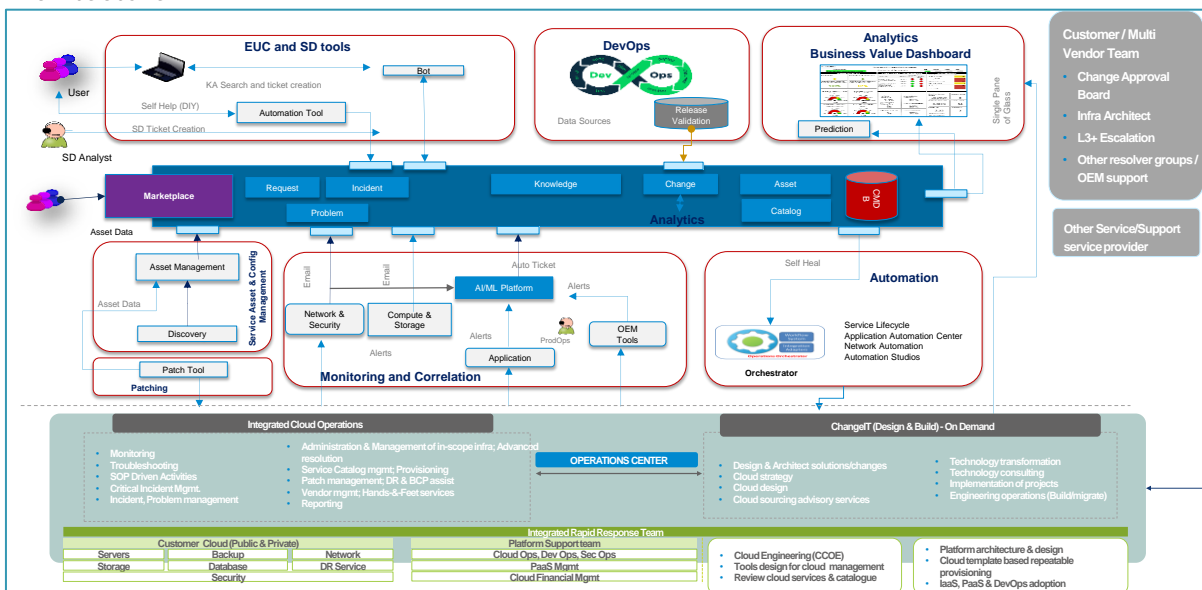
22. Tools Rationalization for Hybrid Cloud

Wipro's Tools Rationalization service offering provides identification of redundant tools and rationalization for an optimized Hybrid Cloud Operations

23. Cloud Suitability Assessment

In order to prepare and evaluate readiness of migration Wipro will carry out a detailed assessment exercise before migration to support Client objectives from this engagement.

We at Wipro, provide a structured, methodical, and cloud-agnostic assessment of your

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applications, while ensuring faster time-to-value through early visibility of quick wins and ROI. The data we gather supports informed decision-making on:

- Cloud suitability: Selecting applications for migration, depending on their complexity, business value and sensitivity
- Risk: Identify the risk of application being in cloud, anticipate risk during migration
- Cloud options: Selecting a cloud destination (IaaS – public or private, PaaS, SaaS), using tools to assess how each application will perform in a cloud environment and determine the right migration pattern
- Business case: Demonstrating the business value of the rationalization design
- Migration Approach: Defining migration patterns and an initial migration roadmap

While we conduct the cloud suitability assessment, some applications can be simply re-hosted in the right cloud platform. Others may need software change, from re-factoring to re-writing. Some others might be replaced with SaaS, or new cloud-native applications. The complete application portfolio needs to be aligned with the right R-Lane which would create the base for creating the migration plan.
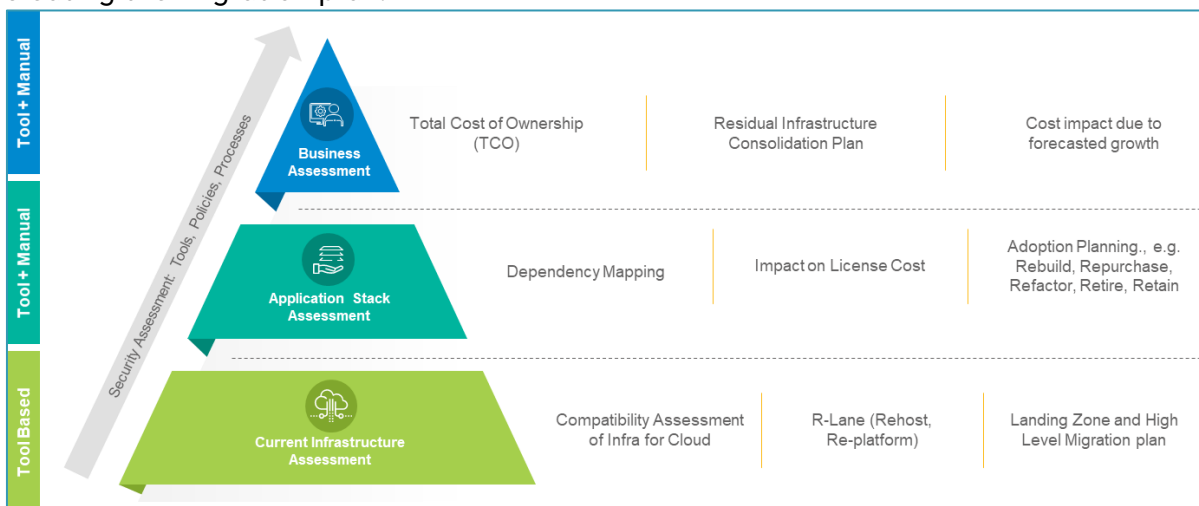
The above pyramid depicts the model which Wipro uses for conducting a comprehensive Suitability assessment for cloud. This comprehensive model ensures an enterprise gets complete information that they need to make an informed decision. The following are the sections which constitute the assessment approach:

Current Infrastructure Assessment – Wipro's Cloud studio will be used for the discovery of the infrastructure in scope. Cloud Studio uses agentless tools to discover the infrastructure components. The data collected will be sent to the Assessment Bot for further analysis. Wipro will create list of applications that will place the application into the category of migration type of Rehost and Replatform.

Application Assessment – This phase will be delivered by a combination of tools, workshops and interviews. While tools will be used to get some direction for application dependency mapping which will help in creating move groups, Wipro consultants will interview the application owner/stakeholder of all applications to get a better understanding of the application, its roadmap and architecture. This will help in getting clarity in aligning the application to the cloud relevant list. Creating application dependency mapping and app code analysis will be used to create typical risks and mitigation plan for the application migration to cloud. Migration plan,

target infrastructure sizing and post migration tasks are some of the other deliverables that will be part of outcomes.

Business Assessment – Any transformation that is planned for an enterprise always have outcomes aligned and a valid business case. As part of this stage of the assessment, Wipro will help create the 'Target State Infrastructure TCO model. Post the migration plan creation, Wipro will analyse the current DC infrastructure and create a plan for consolidation of the residual infrastructure. The same would be used to consolidate and modernize the infrastructure on-prem and consolidate the DCs.

Security & Risk Assessment - Any infrastructure assessment is incomplete without taking Security into consideration. A detailed assessment of all security controls including, Encryption – both at rest and in flight, Data protection, Routing policies, Network firewalls, Security incidents, IAM policies and processes, Industry specific compliance and governance policies will be part of this phase for the client.

24. R Laning of Applications

Wipro will provide a detailed analysis of each application and its landing strategy on Cloud as a part of Rehost, Replatform, Retire or Replace. The R Lane strategy service that covers all the IaaS aspects that would assist in making the right decision of where and how to host the application. The service is designed to provide a significant advantage to the client by providing a detailed roadmap of an application by ingesting all available data on the application and infrastructure estate
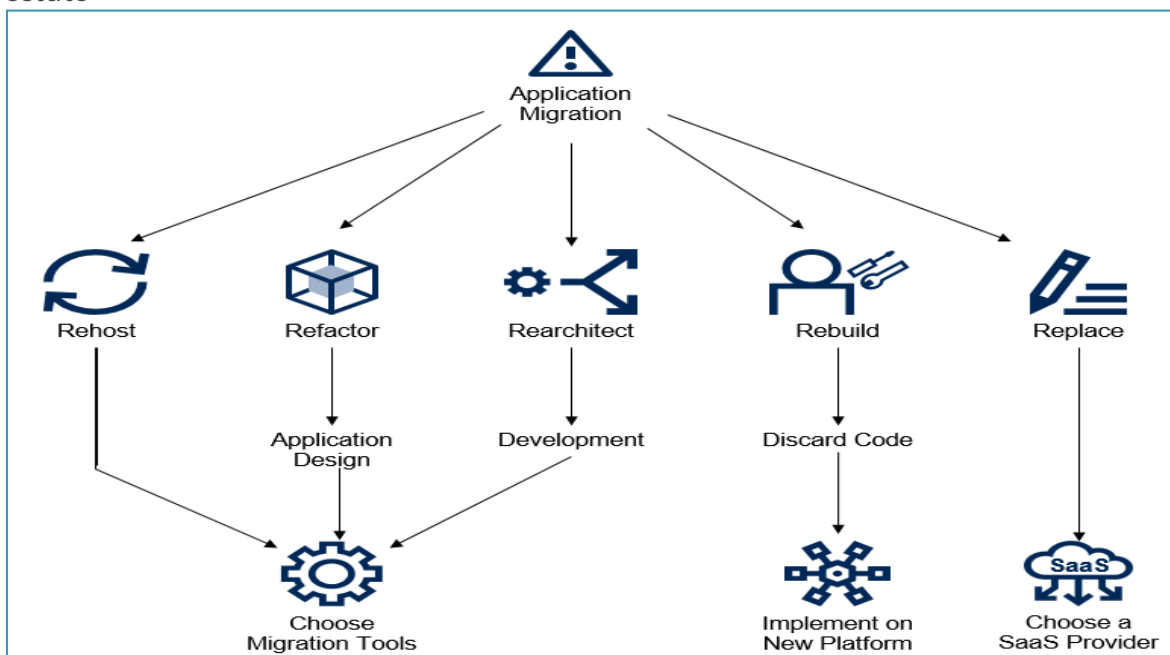
25. CSP Selection Framework

Wipro understands the objective of Client to invest in long term strategic initiative to move away from on-prem data centre and move to the Cloud.

We believe a very important part of the strategy is to select the right partner to host your workloads on. Wipro will provide a Quantitative and Purely objective framework to decide on the CSP vendor to move into. The CSP selection Strategy service will covers several factors like Resiliency of service, SLAs, Capability across domains, Industry exposure, Uptime/Downtime, Cost of hosting and maintenance etc. across all stacks of infrastructure, Application and others.
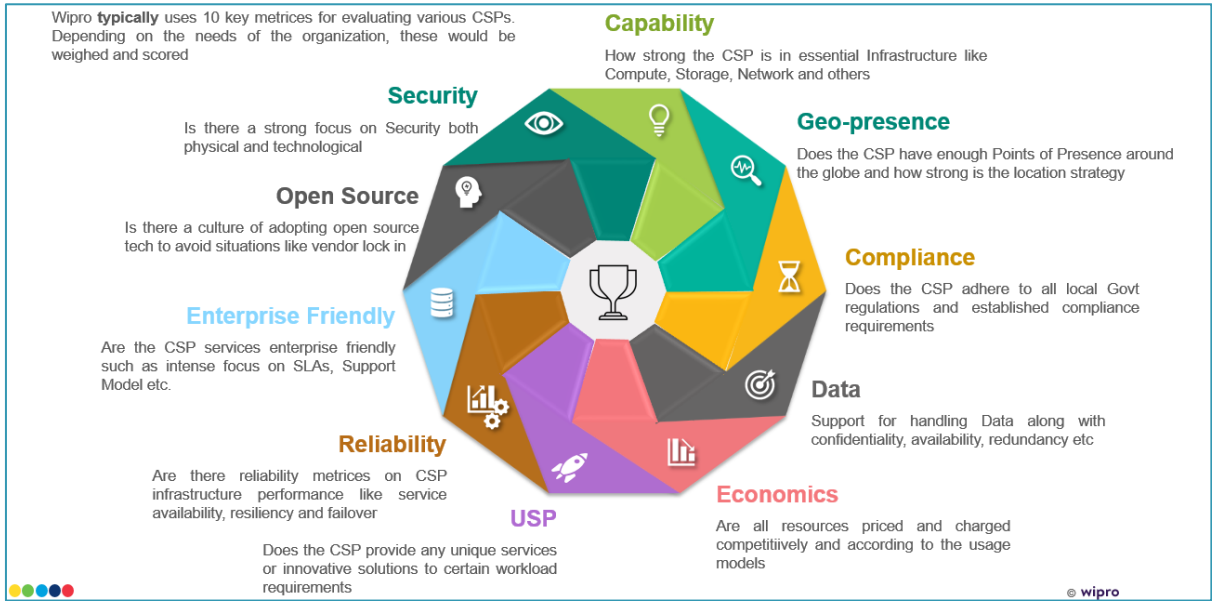
This will provide a bottoms up approach for making the right decision of which provider to choose and why. The service is designed to provide a significant advantage to the client by providing an objective assessment of several intangible features that give a near accurate roadmap of the future landing zone

Approach

Wipro would provide a recommendations framework for the CSP selection. Assess the business vision for the app and technological needs of the application. The IT roadmap would be evaluated against future strategy on Cloud. An evaluation criteria for the application would be designed and custom metrics and parameters that best fit the needs of the organization will be selected

A weightage would be assigned to each metric, ensuring only critical metrics are evaluated and scored against each CSP. The CSP with the highest strategic scoring would be recommended as part of the exercise.

Wipro **typically** uses 10 key metrics for evaluating various CSPs. Depending on the needs of the organization, these would be weighed and scored

Capability
How strong the CSP is in essential Infrastructure like Compute, Storage, Network and others

Security
Is there a strong focus on Security both physical and technological

Geo-presence
Does the CSP have enough Points of Presence around the globe and how strong is the location strategy

Open Source
Is there a culture of adopting open source tech to avoid situations like vendor lock in

Compliance
Does the CSP adhere to all local Govt regulations and established compliance requirements

Enterprise Friendly
Are the CSP services enterprise friendly such as intense focus on SLAs, Support Model etc.

Data
Support for handling Data along with confidentiality, availability, redundancy etc

Reliability
Are there reliability metrics on CSP infrastructure performance like service availability, resiliency and failover

USP
Does the CSP provide any unique services or innovative solutions to certain workload requirements

Economics
Are all resources priced and charged competitiively and according to the usage models
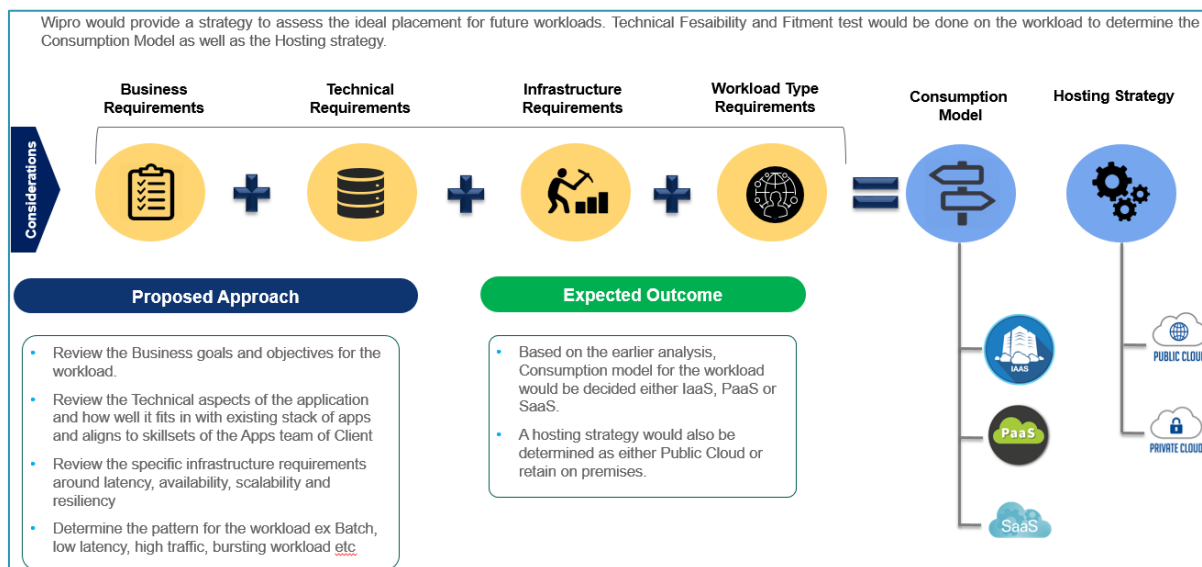
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26.   Target State Design

Wipro will provide a comprehensive Target State Design on Cloud. The service is designed to provide a significant advantage to the client by providing an end to end design decision on Cloud

| Components	Design Parameters
Cloud Account Setup	Define the Account Strategy Identify the Resource Groups Finalize the Regions Document the controls that will be implemented for multiple accounts
Network	Provide Recommendations on the following: • vNET • Paired Region • Routing and UDR • Access Controls • Security Controls • VPN/Express Route Requirements
Storage and Backup Policy	Provide Recommendations on Backup , Archival policies Define the number and type of storage accounts
Security	Identify the Metrics that will be monitored The Process to analyze Logs and audit Configuration of Security Monitoring with Native Controls Encryption Requirements Identity and Access Management
Monitoring and Configuration	Recommendations on the tools for cloud monitoring Recommendations on the approach for Day 2 Operations – Patching , Integrated Monitoring
Role Based Access Controls	Provide the privilege strategy Define the policies that shall be assigned to cloud The number of users, groups , controls required in cloud
Pipeline	Number of Automation pipelines required Key Automation and Orchestration levers to be consumed

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27. Application Adoption Roadmap

Wipro will provide a comprehensive "Applications adoption roadmap for cloud" service that would provide a detailed adoption strategy for each application with a consumption model across IaaS, PaaS and SaaS and Hosting platforms across Public, Private and On Prem Cloud as well. The service is designed to provide a significant advantage to the client by providing an end to end cloud adoption strategy and giving an accurate roadmap of the application landing zone.

28. TCO and ROI Analysis

Wipro will provide a comprehensive Total Cost of Ownership on Cloud as well as a Return of Investment comparative modelling between current DC or CoLo based hosting and future Cloud based hosting service. This will provide a 360 degree view for making the right business case decision of where and how to host the application. The service is designed to provide a significant advantage to the client by providing an end to end consulting service to make the right business decision on going to Cloud or not.
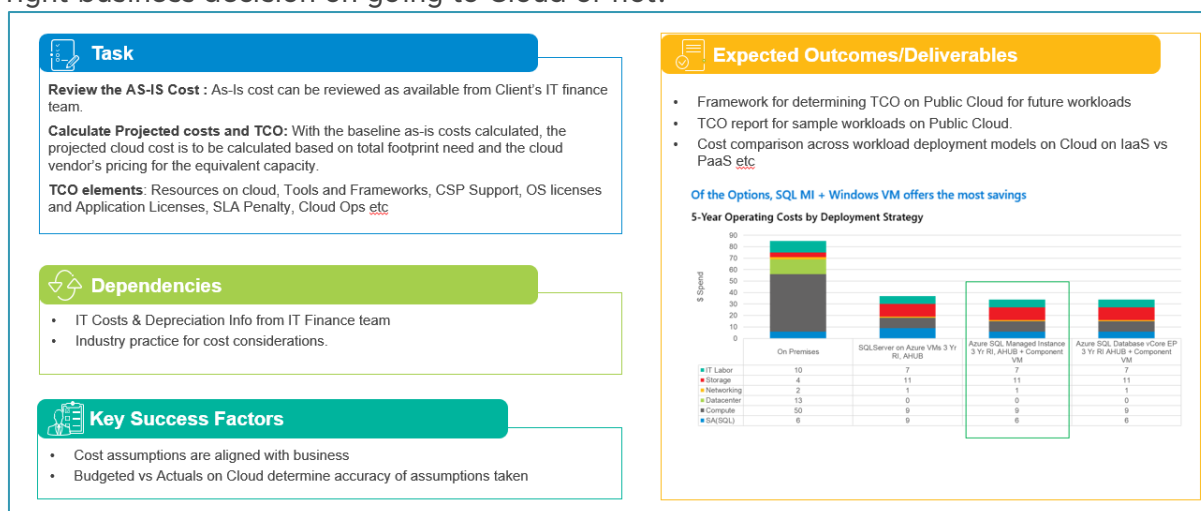
29. Migration Strategy

Wipro will provide an exhaustive Migration Strategy service that covers all facets of migration methodology for enterprise applications. The service is designed to provide a significant advantage to the client by providing an end to end consulting service and giving an accurate roadmap of the application portfolio with modernization plans for each migration strategy.
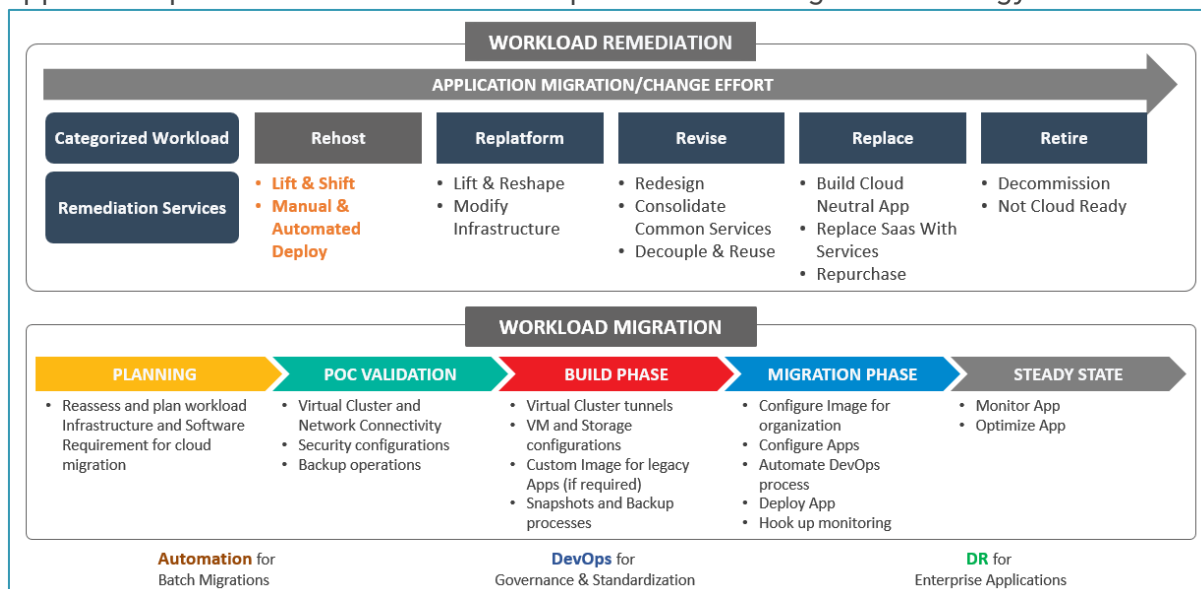

30. Residual Infrastructure Consolidation Plan

Wipro will provide a detailed "Residual DC Infrastructure Consolidation" plan that covers all the aspects of how to assimilate remaining hardware, software and other licenses in DC or CoLo. The report will provide a 360 degree view for making the right decision of how and when to decommission or Consolidate the remaining inventory.

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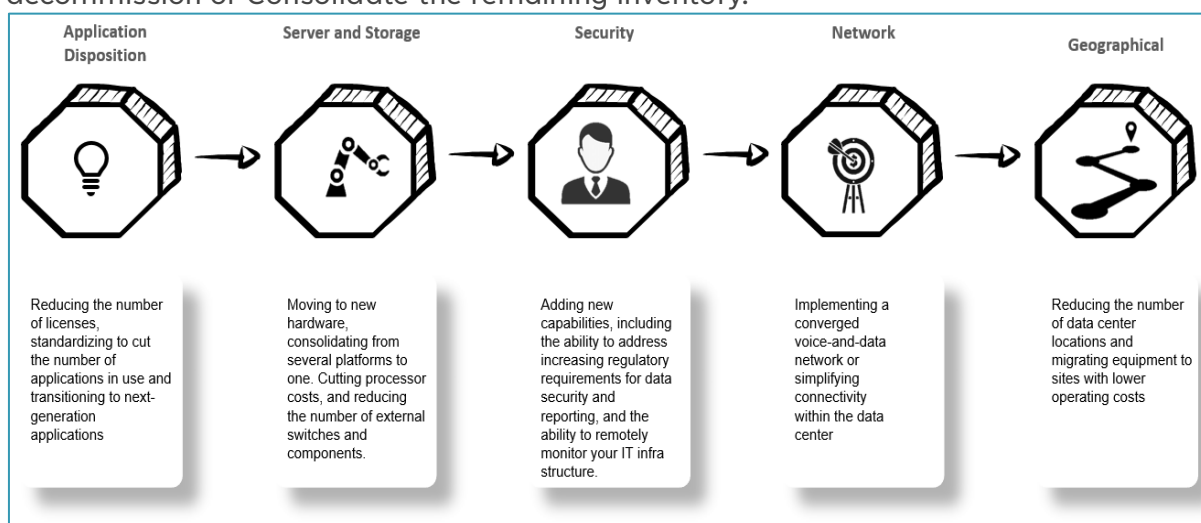
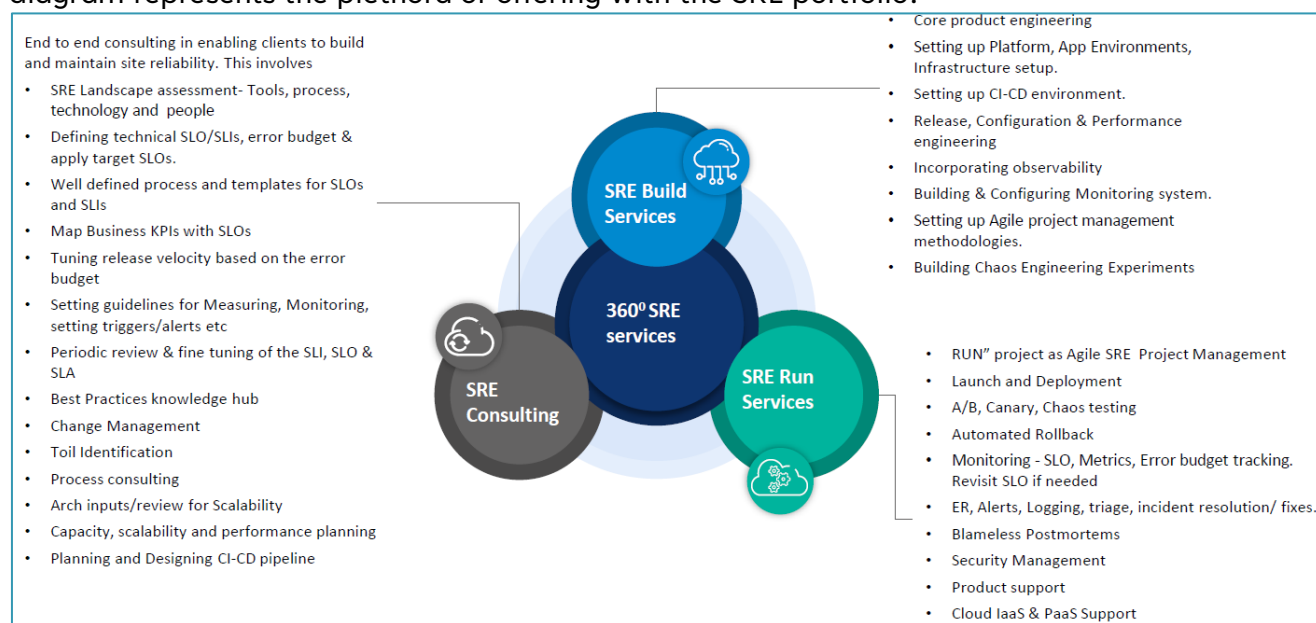# 31.   Site Reliability Engineering – Assessment

Wipro envisaged the need for SRE in the context of next gen IT ops early on and has created a portfolio in this area. We have seen tremendous uptick in the pilots around SRE across many of our clients with different levels of adoption maturity. The team was chartered to deliver SRE services across all life cycle phases (consulting, design, build, and operations) and resource domains (people, process, and technology). The portfolio includes consulting and technical services to help customers define, plan, prepare the organization, implement, and operate an SRE practice that meets their specific needs. What benefits customers most is the fact that Wipro is an end-to-end player in the enterprise IT space and has extensive capabilities in incorporating SRE practices at the business, development and operations levels. The following diagram represents the plethora of offering with the SRE portfolio:

End to end consulting in enabling clients to build and maintain site reliability. This involves
- SRE Landscape assessment- Tools, process, technology and people
- Defining technical SLO/SLIs, error budget & apply target SLOs.
- Well defined process and templates for SLOs and SLIs
- Map Business KPIs with SLOs
- Tuning release velocity based on the error budget
- Setting guidelines for Measuring, Monitoring, setting triggers/alerts etc
- Periodic review & fine tuning of the SLI, SLO & SLA
- Best Practices knowledge hub
- Change Management
- Toil Identification
- Process consulting
- Arch inputs/review for Scalability
- Capacity, scalability and performance planning
- Planning and Designing CI-CD pipeline

SRE Build Services

360⁰ SRE services

SRE Consulting

SRE Run Services

- Core product engineering
- Setting up Platform, App Environments, Infrastructure setup.
- Setting up CI-CD environment.
- Release, Configuration & Performance engineering
- Incorporating observability
- Building & Configuring Monitoring system.
- Setting up Agile project management methodologies.
- Building Chaos Engineering Experiments

- RUN" project as Agile SRE Project Management
- Launch and Deployment
- A/B, Canary, Chaos testing
- Automated Rollback
- Monitoring - SLO, Metrics, Error budget tracking. Revisit SLO if needed
- ER, Alerts, Logging, triage, incident resolution/ fixes.
- Blameless Postmortems
- Security Management
- Product support
- Cloud IaaS & PaaS Support

Wipro has around 20 different services in the SRE Service catalog. While some of them enable clients to jumpstart SRE, the others focus on specific dimensions of SRE such as automation, user experience, architectural design patterns, service level objectives, and others.

Wipro's approach is to have a top down and grassroots approach to establish the effectiveness of IT system operations to business outcomes. Towards that end, we establish the right KPIs and SLIs to be monitored from a user experience standpoint. The right kind of observability setup helps us in monitoring the required SLOs and also helps in reducing the MTTD and MTTR.

32.   Site Reliability Engineering – Design

Wipro will provide a comprehensive "Site Reliability Engineering" Build and Design service that would help move the client quickly into a design phase of engineering SRE and assimilating it into the enterprise ops culture. The resultant transformation would be organization wide and hence risk assessment would be carried out to reduce the surface area of impact

33.   Site Reliability Engineering - Run

Wipro will provide a comprehensive "Site Reliability Engineering" Run and Operate service that would accelerate the adoption of SRE into the organization as well as scale up the resources to jointly support the IT operations augmented by SRE Principles.

About Wipro Limited

Wipro Limited (NYSE: WIT, BSE: 507685, NSE: WIPRO) is a leading technology services and consulting company focused on building innovative solutions that address clients' most complex digital transformation needs. Leveraging our holistic portfolio of capabilities in consulting, design, engineering, and operations, we help clients realize their boldest ambitions and build future-ready, sustainable businesses. With 250,000 employees and business partners across more than 60 countries, we deliver on the promise of helping our clients, colleagues, and communities thrive in an ever-changing world.