Service Definition Document

Service Title: AWS Platform Build

1. Executive Summary

1.1 Introduction
This document outlines the service offering for the "AWS Platform Build." The service is designed to provide a comprehensive solution for government departments seeking to leverage the power of Amazon Web Services (AWS) to enhance their digital infrastructure, security, and operational efficiency.

1.2 Objectives
The primary objectives of this service are to:
Enable government departments to transition to a secure, scalable, and cost-effective AWS cloud environment.
Optimize existing systems and applications for AWS compatibility.
Provide ongoing support, monitoring, and maintenance for AWS infrastructure.
Ensure compliance with government security standards and regulations.

2. Service Overview
2.1 Description
The service involves the design, implementation, and management of AWS cloud environments tailored specifically for government department. This includes:
Infrastructure Design and Deployment: Customized AWS infrastructure design based on government requirements, ensuring scalability, high availability, and security.

Application Migration: Seamless migration of existing applications and data to the AWS platform, minimizing downtime and ensuring optimal performance.

Security and Compliance: Implementation of robust security measures and compliance with government standards and other relevant regulations.

Monitoring and Optimization: Continuous monitoring of AWS resources to identify and resolve issues promptly, coupled with ongoing optimization to maximize performance and cost-effectiveness.

Training and Knowledge Transfer: Training on AWS best practices, ensuring self-sufficiency and knowledge retention.

2.2 Key Features
AWS Architecture Design: Customized architecture design based on government department needs, focusing on scalability, resilience, and security.

Migration Services: End-to-end migration services, including assessment, planning, and execution, to seamlessly transition applications and data to AWS.

Security and Compliance: Robust security measures, identity and access management, and adherence to government compliance standards.

Cost Optimization: Ongoing analysis and optimization of AWS resources to ensure cost-effectiveness and efficiency.

2.3 Target Audience
Government departments seeking to modernise their IT infrastructure and leverage the benefits of AWS.

3. Service Delivery
3.1 Engagement Process
Needs Assessment: Conduct an initial assessment to understand the specific needs and requirements.

Proposal and Agreement: Provide a detailed proposal outlining the proposed AWS solution, timeline, and cost. Collaborate with the government department to finalise the agreement.

Implementation: Execute the AWS infrastructure build, application migration, and security measures according to the agreed-upon plan.

Training and Knowledge Transfer: Provide training sessions for effective AWS usage and management.

3.2 Service Level Agreements (SLAs)
Define clear SLAs for Support Response Times

4. Security and Compliance
4.1 Security Measures
Encryption of data in transit and at rest.
Multi-factor authentication (MFA) for access control.
Regular security audits and vulnerability assessments.

4.2 Compliance
Adherence to other relevant government regulations.

5. Conclusion
The "AWS Platform Build for Government Contracts" service is a comprehensive solution designed to empower government departments with a secure, scalable, and efficient AWS cloud environment. This service is committed to delivering optimal performance, adherence to government regulations, and long-term support for the success of our clients.