Service Deliverables Document

Service Name:

Cloud Migration Planning and Consultancy

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Service Description

Solution Overview

Our cloud planning and consultancy service is a comprehensive package that helps schools transition from on-premise systems to the cloud, using either Microsoft or Google's robust and reliable platforms. We guide you through every step of the migration process, from strategy and planning to execution and training.

Included Services

- Development of strategic roadmaps for cloud migration specific to educational environments. We help you define your vision, goals, and requirements for moving to the cloud, and design a customised roadmap that aligns with your educational objectives and budget.
- Analyzing financial implications to prepare budget forecasts for cloud adoption. We help you understand the costs and benefits of cloud migration, and provide you with realistic and transparent budget estimates and forecasts.
- Assessing potential risks to ensure data security during cloud transition. We help you identify and mitigate any risks or challenges that might arise during the migration, such as data loss, breach, or corruption. We also implement security measures and policies to protect your data and comply with relevant regulations.
- Designing custom training programs for staff on upcoming cloud technologies. We help you prepare your staff for the cloud transition by providing them with tailored training programs that cover the features, functions, and best practices of the cloud services you choose. We also offer ongoing coaching and feedback to ensure your staff can use the cloud effectively and confidently.
- Providing ongoing advisory services for post-migration system management and queries. We help you maintain and optimize your cloud environment after the migration, by providing you with access to our expert consultants who can answer your questions, troubleshoot issues, and suggest improvements.
- Creating data governance frameworks for secure cloud-based information handling. We help you establish and enforce data governance rules and standards for your cloud-based data, such as how to store, access, share, and dispose of sensitive information. We also monitor and audit your data activities to ensure compliance and accountability.
- Formulating integration tactics for cloud services with current educational systems. We help you plan for integrating your cloud services with your existing educational systems, such as learning management systems, student information systems, or assessment tools. We also ensure that your cloud services are compatible and interoperable with each other, and with any third-party applications you use.
- Ensuring regulatory compliance with educational standards in the cloud setup. We help you comply with the relevant educational standards and regulations in your

region or country, such as data privacy, accessibility, or curriculum requirements. We also keep you updated on any changes or updates in the regulations that might affect your cloud setup.

- Planning for scalable growth to future-proof schools with cloud technology. We help you plan for the future growth and evolution of your school with cloud technology, by> providing you with scalable and flexible cloud solutions that can accommodate your changing needs and demands. We also help you leverage the latest innovations and trends in cloud technology to enhance your educational delivery and collaboration.

- Establishing robust recovery plans to protect against data loss incidents. We help you prepare for any potential data loss incidents, such as natural disasters, cyberattacks, or human errors, by creating and implementing robust backup and recovery plans for your cloud-based data. We also test and review your recovery plans regularly to ensure they are effective and reliable.

- With our cloud planning and consultancy service, you can benefit from the advantages of cloud technology, such as increased efficiency, productivity, collaboration, and innovation, while minimising the risks and challenges of migration. Whether you choose Microsoft or Google's cloud platform, we can help you make the most of it for your school.

Service Deliverables

The service deliverables for the cloud planning and consultancy service described would include:

1. Strategic Roadmaps: Customized migration plans tailored to the educational environment, aligning with the school's vision, goals, and budget.
2. Financial Analysis: Detailed cost-benefit analysis and budget forecasts for cloud adoption, providing financial clarity and planning.
3. Risk Assessment: Identification and mitigation of potential risks to data security during the cloud transition, including the implementation of protective measures.
4. Training Programs: Development and delivery of custom training for staff on cloud technologies, ensuring effective use and confidence in the new system.
5. Advisory Services: Ongoing consultancy for system management and resolution of post-migration queries to maintain and optimize the cloud environment.
6. Data Governance: Establishment of frameworks for secure handling of cloud-based information, ensuring compliance and accountability.
7. Integration Tactics: Strategies for integrating cloud services with existing educational systems, ensuring compatibility and interoperability.
8. Regulatory Compliance: Assistance in meeting educational standards and regulations in the cloud setup, with updates on regulatory changes.
9. Scalable Growth Planning: Support for future growth with scalable cloud solutions, leveraging the latest cloud technology innovations.

10. Recovery Plans: Development of robust backup and recovery plans to safeguard against data loss incidents, with regular testing and review.

LEVEL	DEFINITION	WORK CONTINUATION	STANDARD HOURS RESPONSE
P1	inTEC will provide priority service for emergency situations. Emergency response relates to infrastructure support only (i.e. not individual user support) and can be defined as a situation where a major system failure has occurred or is imminent that has or will result in significant interruption to core business activity for most or all users.	For all contract types, inTEC will continue to work on emergency tickets beyond hours of cover unless further progression is not possible due to availability of third-party providers, the Client staff, access to the Client environment, or by mutual Agreement with the Client. For standard hours Agreements, this will only apply when tickets have been raised during standard working hours.	Within 1 working hour
P2	For infrastructure support, this is a situation where a significant number or all users are impacted in their normal operations. For end-point/user support this is a situation where the user is unable to carry out their normal operations (e.g. loss of connection to the network).	In line with contract hours.	Within 2 working hours
P3	For infrastructure support, this is a situation where users are mildly affected or for general requests (e.g. system admin tasks). For end-point/user support this is a situation where the user is affected in a moderate to minor way (e.g. email problem with that individual user).	In line with contract hours.	Within 4 working hours
MONITORING ALERT	For tickets raised by inTEC's monitoring functions, except where a monitoring alert falls within the categories defined by 'Emergency' or 'Urgent', in which case their respective definitions and response times will apply	In line with contract hours.	Within 8 working hours

Onboarding and Offboarding

Throughout the lifetime of your service, you will benefit from our close, attentive personal touch service, with named points of contact directly available throughout the working week. We hope that this will facilitate open channels of communication to allow us to develop the best possible understanding of your specific requirements so that we can deliver the service in a way that matches your needs.

This will begin with our Onboarding process, which begins with the agreement of a clear Scope of Works, which will require your approval before any work can be completed. Off the back of this, we will engage in a consultative expectation management process, along with introductions to the key team members delivering your service. Our aim is to ensure that you have the fullest possible amount of clarity from the very beginning of our work together.

A detailed project plan will be produced, with clear milestones in place, to ensure that all work proceeds methodically and that a clear picture of the project is always available to you – and to the whole inTEC team working on it.

Once our service is complete, our offboarding will include the provision of all necessary documentation and will ensure that your team are able to fully utilise the benefits of your cloud-based IT, to ensure that you get Best Value from this procurement.

Service Delivery

We will deliver your service with a true personal touch, providing named points of contact to ensure that communication is seamless throughout the project. We have almost half a century of experience working with the education sector, giving us a comprehensive understanding of the unique requirements schools and trusts have. As such, we know that it is vital that we develop a full comprehension of your institution to ensure that our work together is built on a strong foundational understanding of your specific needs.

We can provide support throughout the duration of the service through your dedicated project team, who will be available to answer your queries throughout the duration of the service. In our support provision, as well as throughout the service, we work with an understanding that people are the most important component of any IT system. As such, we will deliver our service and support in a manner which always looks to harness opportunities to involve your team and spread greater technical knowledge and confidence through your organisation. We firmly believe that the Cloud offers all schools the opportunity to realise the ideal of IT that teachers can consistently rely upon to support teaching and learning, but know that this will only be possible with training and technical confidence-boosting across school faculties and will ensure that this is reflected in our people-driven approach.

Security

Sweethaven, and the inTEC Group, are Cyber Essentials Plus and IASME accredited and deliver all of our services under our 'Security First' principle. This ensures that maintaining and advancing your cyber security posture is always our foremost concern – and never an afterthought – when completing any work on your network. We have a number of CE assessors within our business and have a well-proliferated culture of cyber security throughout our organisation and our community.

We also work to an extensive Data Protection Policy, which ensures compliance with GDPR and enshrines the utmost level of care in our handling of your data. We know that this is of the utmost importance to schools and trusts, and with years of experience supporting the sector to meet necessarily stringent safeguarding standards, including KCSIE, we continually ensure that our staff are fully up-to-date with best practice for data handling and protection at all levels.

Case Studies

We have delivered Cloud Planning and Consultancy Services to a number of schools and trusts, including a highly successful stream of work at the Abingdon Learning Trust (ALT). Through the planning project, it became clear that the Trust would benefit from an innovative hybrid solution which would allow for collaboration on a single tenancy, while each school maintained their existing choice of platform and educational tools. The result was that we delivered a bespoke Microsoft-Google hybrid solution, which this service facilitated through detailed and collaborative consultation with the Trust and the individual schools within it.

Contact

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