Cloud Open Source Software Strategy

ACTiCA consulting

| Planning | Set-up and Migration | Quality Assurance and Performance Testing | Security | Training | Ongoing Support |

Purpose: To help you understand how to introduce Open Source Software into your organisation

Overview: The Digital Services Standard and Technology Code of Practice (TCOP) identify the need to consider the use of Open Source Software (OSS) and Open Standards wherever appropriate because of the potential for cost savings. Such OSS may be considered in the context of cloud hosting, Software as a Service (SaaS), Platform as a Service (PaaS), Infrastructure as a Service (IaaS), in-house service provision or outsourced service provision. Actica can support you as you consider any future sourcing strategies.

Planning:
• Development of cloud open source strategies
• Development of Total Cost of Ownership models for OSS
• Assessment of the extent to which legacy applications / systems can be replaced by open source alternatives, taking into account technical, financial and commercial factors
• Preparation of procurement specifications to ensure that open source options are not precluded
• Conducting or supporting model office and other trials of open source software

Set-up and Migration:
• Support the introduction of open source technologies into new or existing capabilities

Quality Assurance and Performance Testing:
• Assessment of compliance with Technology Code of Practice

Security Services:
• Tailored security assurance based on strategy, procurements products and system

Ongoing Support:
• Support the introduction of open source technologies into existing capabilities
• Ongoing or rolling assessment of OSS suitability
• Ongoing or rolling assessment of OSS penetration, use and effectiveness

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Information Assurance: We employ security cleared personnel who operate with information at all levels of the Government Security Classification Policy (GSCP) scheme. Our systems are approved to hold classified information.

Pricing: This service is priced based on anticipated resource requirement. Resources will be charged in accordance with the agreed SFIA day rates. Two pricing options are available:
- Firm price. The firm price will be based on the anticipated resource requirements including provision for risk. Provision for travel and subsistence cost will be made. Payment will be required against achievement of agreed milestones. Customers may request clarification of the number of days by SFIA grade for their specific deliverables, which will be confirmed by Actica for contract award.
- Limit of liability. The limit of liability will be agreed based on an anticipated resource requirement. Charges will then be made monthly in arrears against resource effort expended. A limit of liability will also be agreed to cover travel and subsistence. Travel and subsistence costs will be charged at cost monthly in arrears against cost incurred.

Service management details and constraints: Our service is subject to ISO9001 certified quality controls. A lead consultant shall be appointed who will have responsibility for liaising with the client and managing the Actica team providing the required services. In addition a Project Authority will be appointed who is normally a Director within the Company who will act as the point of escalation. We support our clients on-site, via email or by telephone, during standard office hours and with a 1 business day response time to acknowledge support requests.

Data backup and recovery: Where our staff use infrastructure and information provided by our clients, it is the clients' policies and procedures that prevail. Ordinarily, our consultants are supported by our own infrastructure up to, and including OFFICIAL, and we have facilities for higher classification information to be received, stored and transmitted. Our consultants' laptops and our corporate systems are backed up regularly and our corporate Disaster Recovery Strategy and Plan ensures that we are able to continue to provide services to our clients in any event.

On-boarding/off-boarding: For all of our assignments we operate our standard on-boarding/mobilisation activities. At assignment closure, we undertake a review and ensure that skills have been transferred to client staff where appropriate.

Ordering and invoicing process: Specific details of the clients requirement should be sent to cloud@actica.co.uk. Following discussions about your requirement Actica will send a fully priced proposal detailing the services to be provided. Once approved a valid purchase order should be sent to finance@actica.co.uk for processing. Once the work is completed and accepted by the client Actica will invoice the client for the work. Payment is expected within 30 days. We are able to use a range of electronic purchase and payment systems (e.g. CP&F).

Consumer responsibilities: The Consumer should appoint a single point of contact for reporting purposes.