Enterprise Consultancy and Support For Google Cloud, Workspace, Maps & Chrome

Service Description Overview

Ancoris are pleased to offer Consultancy and Enterprise Support for Google Cloud, Workspace, Google Maps and Chrome. The service covers activities including cloud migrations, cloud platform modernisation, Workspace Migrations, Business change initiatives and Google Maps consultancy.

Consultancy Services and Continuous Improvement

Ancoris works with our customers to determine their business needs and deliver high value solutions. These solutions include, but are not limited to:

- Google Cloud or Workspace Migrations
- Gemini for Workspace consultancy
- Google Cloud Landing zones
- Cloud Modernisation
- Strategic or Advisory services
- Maps Consultancy & Implementation
- Business Change and Training

Enterprise Support

Enterprise Support is a service that provides support for cloud operations tasks, such as incident & change management and resource maintenance. This team can also provide support for more complex tasks, such as FinOps and capacity planning, responding to surge events & platform health optimisation.

Deliverables

Ancoris will deliver the following as part of this service:

One-time Service Elements		
Service	**Component**	**Scope**
Advisory & Consultancy	Discovery & Roadmap Definition	Ancoris will engage relevant combinations of teams from inside our Cloud Modernisation, Data & AI, Maps or Application Development practices. against agreed upon pieces of work. These delivery teams will typically be formed from project management, advisory & consulting

		roles as well as technical SMEs. The structure for each type of engagement will be agreed upon with the customer & follow a user engagement, workshop & findings analysis type of flow. Where outputs will be reviewed & agreed upon with relevant customer stakeholders.
Continuous Improvement	CI Assessment	Plan & define scope of assessment or carry out initial assessment during and beyond onboarding period (dependant on scope & scale of environment)
Enterprise Support	Service Desk Onboarding	Interactive calls / workshops between Ancoris Managed Service teams and key stakeholders covering: + How to log cases + Support best practices + Support resources available + Expectations and SLA description and familiarisation + Agreeing operational activities such as required responses to alerts, incidents and other similar scenarios
	Process Integration	Validation of service agreement & current operations practices within the customer organisation to ensure: + Ancoris defined ITIL processes are understood + Existing operating procedures are incorporated into the overall support model + Contingencies are agreed for escalation or unforeseen event handling + Setup related knowledge articles & associated runbook
	Tooling Configuration	Layout existing best practices to achieve an appropriate level of observability across supported GCP projects through the following: + Setup and test ticket flow from GCP into Ancoris ITSM tool + Agree variations to standard alerting patterns

		+ Install the GCP Ops Agent + Setup monitoring & alerting within GCP operations suite + Setup all ancillary services detailed within 'technical considerations'

Recurring Service Elements		
Service	**Component**	**Scope**
Enterprise Support	Platform Health Tuning & Improvement	We will set up regular touch points targeted towards review & prioritisation of improvement backlogs or proactively running assessments of the current state of supported environments. + **Identifying improvement opportunities:** We analyse your cloud platform, hosted systems and processes to identify areas where improvements can be made against relevant solution pillars (cost, reliability & availability) + **Collaborating with product and delivery teams:** We work closely with customers' product and delivery teams to understand their goals and objectives, and to ensure that our improvements are aligned with their business needs or strategic KPIs + **Implementing changes:** We implement changes to customer production systems and AI native applications using our expertise in Google's Cloud & AI Adoption frameworks + **Measuring and tracking results:** We track the impact of our improvements using key metrics such as performance, reliability, optimised utilisation, and technology adoption/configuration.
	Billing & Tech Support	On request by the Customer team, Ancoris will provide insights into billing related queries (the scope of support Ancoris can provide will depend

on visibility of billing data or partner support being in place).

Additionally, Ancoris will provide 9x5 technical support & advisory support for "how to" type queries related to day to day operations of the platform resources in scope of support.

	ITSM Model with SLA Backed Service Desk (24x7)	Ancoris will provision email and web based communications mechanisms to allow reporting issues or queries 24x7. + Provision of support for P1 to P2 requests 24x7 + Provision of support for P3 to P5 requests during Ancoris Normal Working Hours (which means 09:00 to 17.30 Monday to Friday excluding English public holidays)
	Google Ecosystem Product Updates/Releases	Ancoris will monitor GCP, Workspace & Maps (as applicable based on coverage of support) product updates and releases will provide you with timely information about any changes that may affect your environment. We will also help you to understand how to implement any necessary changes within your support environment(s) as/if required to maintain operational or financial stability.
	Monthly Service Reviews	The customer will be part-assigned a named Consultant who will serve as the Customer's primary account contact for services delivery during Business Hours. Your assigned Consultant will provide all account, case management and event planning support while also serving as a conduit into technical support as well as escalation if required. **Scope of service reviews:** + Open Cases + Recently Closed / P1 Cases + CSAT Review + Service Levels + Subscriptions + Billing & Consumption

		+ Operational Health + Runbook Review Checkup (changes) + Continuous Improvement Updates + Google Ecosystem Updates
	Monitoring & Alerting (GCP Ops Suite)	**Monitoring Project** Ancoris will use GCP Operations suite combined with a centralised project (Monitoring Project) to host monitoring configuration data across the customers environment. The metric scope of the Monitoring Project will be used to set up monitoring for the other projects in scope of support. **Monitoring Agent** Ancoris will install the GCP Ops Agent across all applicable services as part of the service onboarding. This will provide greater visibility into resource utilisation & log aggregation. **Alerting** Ancoris will set up metric & log based alert policies for supported projects within the central monitoring project. All alert triggers will be connected to appropriate notification channels
	Root Cause Analysis (RCA) & Port Mortem Support	In accordance with the Ancoris Incident management process, for all for P1 incidents Ancoris will actively participate in an RCA report that will be jointly conducted with a view to: + Implementing a permanent fix to prevent reoccurrence in the form of a work around or a code change ,update runbooks or processes or an update of appropriate documentation + The draft RCA report and proposed permanent fix or workaround is submitted to the customer for approval. The RCA report will be provided within 10 working days under normal circumstances, if more time is required to collect or finalise information, this will be discussed before the report handover

		deadline.

	Incident & Change Management	Experienced GCP SysOps engineers will continually check our central alerting channels for incidents generated by supported Google platforms.
		
		If no clear solution is available, our senior L3 operations engineers will attempt to perform further trouble shooting to define root causes & resolve. This may incur consumption of the Continuous Improvement budget. This will be mutually agreed & tracked if applicable.
		
		Incident examples:
		   + Slow response time between resources
		   + HTTP server errors / system demand
		   + Resource saturation (capacity/bandwidth)
		
		Change request examples:
		   + Disk/server resize
		   + Firewall/routing policy configuration change
		   + Package installation

	Additional Custom Monitoring & Alerting	To support diagnosis of problems Ancoris will setup & maintain custom monitoring which may capture application or service specific metrics exported to GCP Operations Suite or more bespoke configurations using native GCP services. For example, using Pub/Sub as a notification channel for job failures.
	L3 Break/fix & Troubleshooting Support	Ancoris specialist engineers will be available to help you troubleshoot and resolve any application or service related problems for systems running on GCP hosted resources (e.g. GKE/Cloud Run) or within GCP native services (e.g. BigQuery) that you are experiencing. As part of this service Ancoris will provide support for the following components, in line with the RACI - defined within Appendix C.
	[Optional] - Chrome OS	Ancoris can provide support services within the scope of this agreement where a Customer has

© Ancoris		set up Chrome OS devices. This support will be limited to: + Advice for enrollment of ChromeOS devices into Google Workspace domain + Walk through of Chrome Management in Google Workspace Admin Panel. + Assistance and advice with setting up of ChromeOS policies + On going support with enrollment and Chrome Management policies

Service Level Agreement

Ancoris will deliver Enterprise Support services based upon the following response times:

+ Ancoris reserves the right to re-assign Priority Levels
+ If an Incident arises out of Customer or Customer's 3rd parties breach or delay, then the timeframes described in this service description will not apply and the parties will mutually agree on commercially reasonable efforts & timeframes for the performance of the Support Services
+ Ancoris will put a ticket into an on-hold state which will stop any burn down against SLAs for incidents raised by alerting or by the customer for supported environments where the following events occur:
  + Any delays caused through communication between the Google investigating tickets raised out with the control of the Ancoris support team
  + A lack of sufficient information from the customer teams to continue resolution or response activity on an open incident
  + Platform related issues beholden to Google's availability SLAs - see *'Google Cloud SLAs'*

Any variations to this standard SLA model will incur additional charges depending on the scope of the change requested by the Customer.

Priorities are defined as follows:

+ **P1** means **"Service Unusable/Mission Critical"** is a case which describes an error that prevents one or more users from accessing the Services.
+ **P2** means **"Severe Disruption"** is any case related to the failure of the normal functionality of the Service which is causing severe operating problems for the Customers business and/or interfering with normal use of the Services for multiple users.
+ **P3** means **"Standard"** is any case which is causing medium impact to users and where Service use is Partially Impaired and is not categorised as P1, P2, P4 or P5.
+ **P4** means **"Non-Critical"** is any case related to occasional software or managed service failures/problems that can be overcome without undue difficulty or disruption to the Customer's business operations.
+ **P5** means **"Information or Feature Request"** is a case which is considered by Ancoris in its sole discretion to be a request for new functionality in the application or information which should be logged as part of our customer records. Ancoris will log a new feature request for consideration for a future release. The Customer acknowledges that Ancoris will solely decide when or if to release new functionality.

Incident & Change Management Response Times

The following SLA targets relate directly to teams providing Enterprise Support. This excludes customer specific application/service support requests which may consume continuous improvement budgets.

Priority Levels	Response	Coverage	Contact Methods Available
P1	1 hour	24x7	Phone, Ticket & Email
P2	2 hours	24x7	Phone, Ticket & Email
P3	3 hours	9x5	Ticket & Email
P4	4 hours	9x5	Ticket & Email
P5	5 hours	9x5	Ticket

Google Cloud SLAs

The following external link references the SLA levels maintained & governed by Google. These apply in the case of a Google service becoming unavailable entirely, within a region/zone etc.

https://cloud.google.com/terms/sla

In such cases Ancoris will rely on the following steps:

+ Automated fail-over or self heal mechanisms within the architecture should ensure minimal to no impact (this is dependant on professional service partner and/or design principles embedded in the architecture)
+ If Partner Support Services are in place Ancoris can raise tickets through the Google Partner Customer Care Portal on behalf of the client
+ If no Partner Support Services Ancoris can raise a service request as part of this service and create a ticket with Google inside the Customers Google Customer Care Portal (this will rely on an appropriate support tier purchased directly from Google)
+ Based on incidents connected to Google service outages, Ancoris can attempt to counteract the overall affect through changes within the Customer's GCP environment