

Cloud Migration

G-CLOUD 14 – SERVICE DEFINITION



Together we can
vodafone
business

Introduction

Vodafone Professional Services are a comprehensive portfolio of services that help our customers to modernise their IT and select the right platform for their systems and workloads.

These services provide solutions at all stages of a customer's cloud transformation journey, from deciding the best strategic approach and selecting the right platform to defining a multi-cloud architecture, modernising and migrating applications and configuring a secure cloud environment ready for global delivery and operations. Vodafone has highly qualified engineers and architects on hand to help customers deliver complex projects and accelerate business growth,

This service definition outlines the Professional services offered by Vodafone.

Migration Services

Overview

The Migration Services enable the Customer to migrate a pre-defined set of applications to the cloud. The key objectives are to:

- Provide a structured plan and approach for migration
- Conduct migrations to target cloud environments.

This professional service is provided as a fixed price based on a defined scope, set of deliverables and quantity of applications. Migration services can also be provided on a Time and Materials (T&M) basis, using the same methodologies and resources, where the fixed price services does not meet your specific needs. These services are subject to an agreed solution design.

Service delivery approach and key activities

Vodafone will provide resources and subject matter expertise to conduct the service activities either at a pre-agreed designated location and/or remotely.

Vodafone will make available a team of experienced subject matter experts to deliver the service, incorporating the following:

- Migration Program Manager
- Migration Consultant
- Cloud Migration Engineer
- Cloud Solution (Lead) Architect
- Test Manager
- Infrastructure (Platform) Architect
- Cutover Manager

The key service delivery activities are as follows:

- Review and analyse the application & data scope for migration
- Define the application migration approach
- Define a target application environment & build specification
- Define the cutover runbook
- Conduct tools-driven migration by logical migration grouping
- Conduct testing
- Conduct cutover



To simplify our migration approach, Vodafone will classify each application according to its complexity and technical features, allowing for a simple price per application to be applied. At a high level, the typical cloud migration scenarios are as follows:

- **Image Cloning** – Generally, this service would be appropriate for a “Lift and shift” from the source to target server. This involve copying of OS files, disk volumes, or virtual machine images, through replication and cloning into a target VM instance, depending on the toolsets chosen. An ‘execute’ and ‘managed’ option are available for the Image Cloning services (see *Cloud Migration Service Types* table for further information).
- **Simple rebuild** – Suitable for an application reinstall from source to target server with no upgrades.
- **Medium rebuild** – Suitable for an application reinstall from source to target server with minimal upgrades in the OS, middleware or application. May also include simple web containerisation (e.g. Image2docker).
- **Complex rebuild** – Suitable for an application reinstall from source to target with recompilation and rebuild along with minor application configuration changes. May also include containerisation of web and app component (e.g. java or .Net app).

For a more detailed breakdown of the specific criteria for each service type, please refer to the Cloud Migration Service Types table below.

Main deliverables

The following deliverables are provided for the Image *Cloning – Manage* and *Rebuild* services:

Output	Description	Format
Technical Solution Document (Medium and Complex Rebuild Only)	This document will set out the requirements for application remediation associated with any re-factoring or re-platforming, the approach to data migration, the approach to application integration, and target cloud requirements in terms of CSP patterns and services.	PDF document
Migration Cutover Runbook (Medium and Complex Rebuild Only))	Migration runbook documenting any pre-migration steps, migration and post migration steps to be performed by all parties involved for the specified migration event. Includes dress rehearsals, fix-forward and back-out planning and agreed governance and communications for the event.	PDF document
High Level Migration Plan	A high level migration plan including the location and specification of the target environment being used to migrate to. This will be signed-off with Customer before migration execution.	PowerPoint or Excel
Migration Sign off Reports	These reports are produced during the cutover event under the direction of the Cutover Manager. These reports certify that migration is complete in line with the Migration Cutover Runbook.	Report
Delivery Status Report	Weekly status report providing a summary of progress and activity. This will include migration failure, rollbacks and remediation steps, where relevant. Includes confirmation of Partner tool removal.	PowerPoint slide



The following deliverables are provided for the Image Cloning – Execute option:

Output	Description	Format
Server list with OS details for migration	This document will set out the names of servers with OS details in scope for migration by the Partner.	PDF document
Migration tool Installation Completion report	This document confirms readiness for image migration. It includes deployment of and configure migration tool and setup replication between source and target systems. It confirms the migration software setup and tested for migration execution	PDF document
Migration Event Completion Report	This document confirms all the servers in scope of an event have been migrated to the target. It notes the server and/or database migrated from source to target as per the defined plan. Includes, confirmation of Partner tool removal.	PDF document



Cloud Migration Service Types

Cloud Migration Services	Image Cloning Execute	Image Cloning Manage	Simple Re-Build	Medium Re-Build	Complex Re-Build
Migration Complexity Definition	<ul style="list-style-type: none"> “Lift and shift” from source to target server. Involves copying of OS files, disk volumes, or virtual machine images, through replication and cloning into a target VM instance, depending on the toolsets chosen. Migration techniques include image copy. No changes made to the OS, application, the software or the versions. Can only be included in a wider Partner Migration Programme 	<ul style="list-style-type: none"> “Lift and shift” from source to target server. Involves copying of OS files, disk volumes, or virtual machine images, through replication and cloning into a target VM instance, depending on the toolsets chosen. Migration techniques include image copy. No changes made to the OS, application, the software or the versions. 	<ul style="list-style-type: none"> Application re-install from source to target server with no upgrade. Involves copying of App files, disk volumes, migrate data through replication, depending on the toolsets chosen. Migration techniques include application copy and/or application re-install (only where COTS or third party software prevents an image move or because of simplicity or technical or regulatory challenges with the toolset deployments for cloning). No changes made to the OS, application, the software or the versions. 	<ul style="list-style-type: none"> Moving application binaries and user data to Target cloud platform (same platform) with minimal upgrades in the OS, middleware or application. Simple web containerization (e.g. Image2docker) This involves application re-installation on target with re-compilation and re-build with no application Config changes. 	<ul style="list-style-type: none"> Moving application binaries and user data to Target cloud platform (same platform) with upgrades in the OS, middleware or application. This involves Application re-installation on the target with re-compilation and re-build along with minor application configuration changes. Containerization of web and app component (e.g. java or .Net app) Middleware upgrades are included where standard MW and database platform conversion is possible without major code remediation or significant codebase change. A custom chargeable solution will apply if this is not possible but required.
Number of Hosts	1	1	Up to 2	Up to 6	Up to 10



Cloud Migration Services	Image Cloning Execute	Image Cloning Manage	Simple Re-Build	Medium Re-Build	Complex Re-Build
Storage Config	Up to 250Gb	Up to 250Gb	Up to 250Gb	6TB across 3 dedicated disks	20TB across 3-5 dedicated disks
Physical to Virtual	No	No	No	No	Yes
Load Balancer	n/a	n/a	0	Up to 1	Up to 2
High Availability	No	No	No	No	Yes
Exclusions	<ul style="list-style-type: none"> Project Management Migration Planning 	<ul style="list-style-type: none"> Mainframe migration Storage migration beyond 512GB default Live Testing, Production Support and Production cutover 	<ul style="list-style-type: none"> App codebase changes and any app structural changes not covered as part of service catalogue. Performance and Load testing Migration of a mainframe application Cloud Object Storage migration over 5TB Cloud File Storage migration over 47TB Cloud Block Storage migration over 16TB Data migration over these limits requires application re-architecture. Live testing, production support, data migration over 100GB and Production cutover 	<ul style="list-style-type: none"> App codebase changes and any application structural changes not covered as part of service catalogue. Performance and Load testing Migration of a mainframe application Cloud Object Storage migration over 5TB Cloud File Storage migration over 47TB Cloud Block Storage migration over 16TB Data migration over these limits requires application re-architecture. Live testing, production support, data migration over 100GB and Production cutover 	<ul style="list-style-type: none"> App codebase changes and any application structural changes not covered as part of service catalogue. Performance and Load testing Migration of a mainframe application Cloud Object Storage migration over 5TB Cloud File Storage migration over 47TB Cloud Block Storage migration over 16TB Data migration over these limits requires application re-architecture. Live testing, production support, data migration over 100GB and Production cutover



Cloud Migration Services	Image Cloning Execute	Image Cloning Manage	Simple Re-Build	Medium Re-Build	Complex Re-Build
<i>Testing Activity</i>	<ul style="list-style-type: none"> Host based smoke testing (operational testing) 	<ul style="list-style-type: none"> Host based smoke testing (operational testing) 	<ul style="list-style-type: none"> Application based smoke testing 	<ul style="list-style-type: none"> Data Integrity testing and smoke testing 	<ul style="list-style-type: none"> Basic functional application testing, data integrity and smoke testing

Charges, Billing and Complaints

Charges

Vodafone Cloud and Security charges can come in a number of forms – for example, non-recurring, monthly-recurring or usage based charges. Unless otherwise advised in the specific service definition, all professional services engagements are charged on a non-recurring charges basis. Each professional service will be different in its scope and therefore charges will be different for each engagement. However, our services will always be based on a clearly defined scope and set of deliverables. Where a professional service is provided on a time and materials basis, all charges will be clearly defined and rate-carded.

Billing

Key contacts: Your Account Manager or Billing Account Manager.

If you do not have a dedicated Account Manager or Billing Account Manager, the Customer Service Billing Centre can be contacted at: cbsc@vodafone.com

Complaints

Vodafone takes great care in providing the highest level of support for our products and services. If you experience any dissatisfaction with any of our products, services or support, a dedicated team is on hand to assist.

The Vodafone Complaints Team is available during normal working hours (09:00 to 17:00 Monday to Friday, excluding bank holidays), and will attempt to respond to issues raised by customers within one working day.

All commercially reasonable actions will be taken to resolve the complaint immediately. However, in the event of a resolution not being immediately possible, the Complaints Team will attempt to provide you with a status update via telephone or email, every 48 hours.

The Complaints Team can be contacted at: complaintsteam@vodafone.com or by ringing: **0800 048 1411**.



Business Continuity and Disaster Recovery

Vodafone's standard Business Continuity Disaster Recovery plan will depend on the solution and support model that the customer has chosen to purchase.

Any required Business Continuity Disaster Recovery plan will be discussed at point of order. Please contact frameworks_team@vodafone.com for more information.

Why Vodafone?

Vodafone Business is one of the world's largest telecommunications companies and provides a range of services including voice, messaging, data and fixed communications. Vodafone Business has mobile operations in 25 countries, partners with mobile networks in 42 more, and fixed broadband operations in 19 markets. As of 31 December 2018, Vodafone Ltd had approximately 700 million mobile customers and 21 million fixed broadband customers, including all of the customers in Vodafone's joint ventures and associates.

By connecting people, places and things, Vodafone Business helps businesses of all sizes to succeed in a digital world. Our expertise in connectivity, together with our leading IoT platform, multi-cloud solutions, digital services and global scale, delivers the results customers need to help them progress and thrive. We are trusted partner to businesses of all sectors and public services around the world, and work side by side with them to understand the unique challenges they face and the goals they want to achieve.

For more information, please visit: www.vodafone.com/business

Next Steps

If you want to discover more about Professional Services or any other Vodafone cloud service, please contact frameworks_team@vodafone.com.

