



G-Cloud 13

Microsoft Azure SQL DB Management

Service Description



Infrastructure
Azure

Why you need this?

Microsoft SQL Server underpins a huge range of core business applications and business-critical services. If they have not already done so, most organisations are looking to migrate these applications into Azure to take advantage of cloud's flexibility and scale.

When migrating SQL Server into Azure, you effectively have three choices:

1. Migrate existing SQL Server VM/OS/licence into Azure IaaS instance.
2. Migrate into an Azure SQL Server Managed Instance.
3. Host the database on Azure SQL PaaS/DBaaS (Database as a Service).

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The main differences between the three are:

Feature	Migrate SQL Server as-is	Managed SQL instance	Azure SQL PaaS
Host Accessibility	Admin control of VM configuration, OS and SQL Server	Admin control over the SQL Server	No control of underlying server
Tier Flexibility	Can be installed in any suitable spec Azure VM	Licensed on vCores for application on VM	Compute based on DTU or vCore models
Backup	Nothing provided, customer needs to implement and manage	Managed backup included provided through snapshots	Automatic, based on service tiers, can cover short- and long-term requirements
Resilience	Up to customer to implement to meet SLA	2 Service tiers available, 99.99% SLA	3 Service tiers available, 99.99% SLA
Recovery	Up to customer to implement	Simple, Full and Bulk logged	Full recovery only
Database patching	Up to customer to do	Included	Automatic
Service monitoring	Up to customer to do	Included (reports into Azure Monitor)	Included with dashboard
Licensing	Licence can be transferred (with SA)	Can use Azure Hybrid Benefit (with SA)	Can use Azure Hybrid Benefit (with SA)

Fordway can help manage and operate any version of SQL for an organisation. Providing the specific features required on top of the native service.

Fordway's Azure SQL DB Management service ensures that all operational requirements for the SQL services are managed in a cohesive manner. Dashboards and reports are used, to keep the organisation apprised of status, along with regular meetings to review and update the infrastructure. Fordway believe in pro-active maintenance, rather than waiting for a component to fail and then worrying about the consequences.

Fordway will deliver expertise for the cloud, that may not exist within the current IT personnel. Assisting with specific, identified components. Fordway can work alongside IT, replacing some or all of their capabilities, working directly with senior business teams. The services listed can be purchased as a bundle or individually depending on the organisational requirements.

Fordway's Azure SQL DB Management includes the following services:

- **SQL DB Support – Break/fix of the server (SQL VM) or PaaS instance**
- **SQL DB Backups:**
 - Configuration of backup policies and jobs
 - Creation and monitoring of metrics with success/failure alerts
 - Break/fix for the backup service
- **SQL Standard Monitoring – Management and alerting on 5 pre-defined conditions, relating to agreed thresholds:**
 - Availability
 - Performance
 - Capacity
 - User Connections
 - Errors/Alerts
- **SQL Security:**
 - Monitor SQL specific threats
 - Review Secure Score

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Key Benefits

- **Get the best out of SQL Server** – Fordway's service ensures applications remain operational with pro-active management.
- **Independent** – Fordway provide independent operation and management, all insights and recommendations are made in the best interest of our customers.
- **Experienced personnel** – Fordway provide business, project management and technical expertise, we have 30 years' experience of supporting customers IT operations.
- **Comprehensive assessment** – at the start of the engagement Fordway will perform a detailed analysis against the current configuration to onboard the service and provide recommendations for real benefits that can be gained.
- **Collaboration** – Fordway's personnel will work alongside your IT staff and any third parties collaboratively, as each has skills necessary to provide a comprehensive service.
- **Detailed knowledge of management tools** – Fordway have extensive knowledge of the Microsoft management tools, including Lighthouse, Monitor, Sentinel and Arc to extend the service into non-Microsoft environments.
- **Customer specific dashboards** – these provide real-time delivery of the necessary statistics into a specific dashboard for each customer.
- **Clear Recommendations** – Fordway will produce a set of costed recommendations on how to get the best out of the SQL solutions and their operational management.

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Key Features of Fordway's Approach

Fordway's approach, is ultimately flexible but the generic steps taken for every engagement are:

- Create and sign off Project Initiation Document
- Review existing SQL environment
- Confirm cloud, licence and toolset information
- Agree on operational management requirements and SLA's
- Install and configure management agents/tools
- Migrate from any existing tools
- Monitor and analyse new capabilities
- Create dashboards and reporting
- Provide agreed reporting against SLA's

The duration and complexity involved in each of the high-level steps listed above, is dependent on the nature of the engagement. If needed, full project controls and documentation will be supplied as part of the engagement (Project Manager, RAID, Exception, Highlight logs/reports).

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About Fordway

Fordway offers over 30 years' experience advising and delivering strategic IT infrastructure and IT service delivery change to complex enterprises.

Fordway's consultancy helps inform your strategy and review the options relevant for your organisation. Our advice will be aligned to your business requirements. We can then assist with the ongoing migrations, operational management and optimisation of the resulting cloud service, based on best practice defined by the ITIL service management framework.

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Service Terms

Service Initiation (on-boarding)

The service onboarding is a professional services engagement. The following procedure will be used to commence the service:

- Understand the work requirements
- Sign Non-Disclosure Agreements
- Provide a combination of Project Manager, consultants and engineers relevant for the work profile
- Review the customer requirements and determine the contractual requirements
- Agree the scope of the engagement with the customer and provide a Project Initiation Document which will define the engagement.
- Schedule work
- Commence engagement
- Provide deliverables
- Complete engagement

Suitable resources are likely to be required from the customer and potentially third-party organisations to initiate the service, working alongside Fordway staff. The actual roles and responsibilities will be finalised and agreed in the Project Initiation Document.

Termination Terms

Termination terms are per G-Cloud framework contract terms and conditions.

Service Levels

As the service is hosted and run from Microsoft Azure, the service levels will be defined by the underlying Microsoft SLAs for Azure, in line with the resilience configured in the environment

Service Management

Service Management is provided as part of the service. Customers will have an assigned Service Delivery Manager, access to Fordway's Customer Portal for service incidents and request management, plus monthly service reports and scheduled service reviews. All service is delivered to ISO20000 and aligned to the ITIL best practice framework.

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Financial Recompense

Fordway offers service credits if the Fordway provided elements of the service do not consistently meet the SLA. Interruption or failure of underlying Azure infrastructure is covered by Microsoft's Service Credits.

Service Connectivity

The Service is Internet based, the customer will need suitable capacity and quality Internet connectivity to allow VPNs to be created to access the Azure resources. The customers Azure tenancy will be managed through Fordway's Azure Lighthouse/Azure Resource Manager tenancy management framework for the duration of the service.

Trial of Service

Not applicable to this service, although elements of the transition will be tested and can be implemented as a pilot. These requirements will be determined as part of the Project Initiation Document.

Data Security

Fordway is Cyber Essentials Plus accredited. Customer data is managed to ISO27001, 27017 and 27018 certified procedures. All data is stored, processed and managed in Azure. Where applicable Fordway will recommend, implement and operate suitable Azure Backup and Recovery procedures for the environment. Azure costs for these will be charged to the customer's Azure accounts.

Training

Fordway will provide skill transfer where applicable and documentation as part of the service onboarding. Formal training and courses can be provided if required.

Customer Responsibilities

Fordway will apply data access restrictions and other information security policies as mandated by the customer and required within Fordway's own organisational security controls. The customer is required to provide the necessary resources and information to allow Fordway to achieve the service deliverables as agreed within the Project Initiation Document.

Change Management

All changes will be delivered through the Change Management process defined and configured in Fordway's Customer Portal. The process and toolset can interface with the customers Change Management processes.

Data Migration

Where data migration is required, this can either be done as a chargeable element of the service onboarding by Fordway or undertaken by the customer as part of their responsibilities.

Backup and Restore

Where Fordway have the responsibility for maintaining and managing the customer backups, this will be included in the service. Where the customer chooses to manage their own backups, they will be accountable for this function.

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Ordering

Fordway services can be ordered by contacting your Fordway account manager or other members of our team on **01483 528200**, emailing sales@fordway.com or using the contact form on www.fordway.com.

Public Sector customers can order Fordway Cloud services through the G-Cloud Framework, please go to www.digitalmarketplace.service.gov.uk, search on Fordway and browse the catalogue.

Our Accreditations

ISO 9001

ISO 14001

ISO 27017

ISO 27018

ISO 20000

ISO 27001



Infrastructure
Azure



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