FORDWAY

Service Description

Azure Virtual Desktop Implement & Manage

Microsoft Solutions Partner

Infrastructure
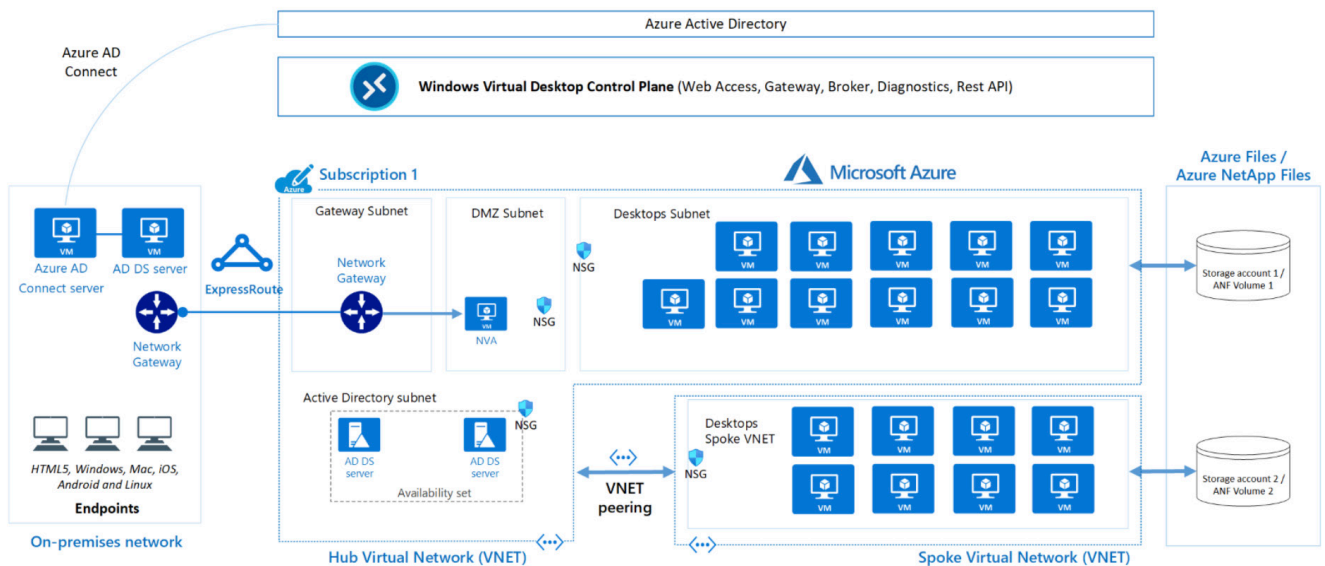Azure

Why you need this?

Virtual desktops are a valuable tool for corporate IT teams to provide secure, full capability desktops to staff and contractors who are using non-standard, BYO or low specification hardware, allowing a full corporate desktop to be accessed and used on any device that has suitable connectivity to access it. Microsoft offers two cloud desktop options: Windows 365, the 'ready rolled' option, which is licensed per named user, and is best for smaller environments, high concurrency and simple desktops; and Azure Virtual Desktops, the 'roll your own' option which is better for larger environments, low concurrency and complex desktops. Fordway offer services to manage both environments.

Fordway's Azure Virtual Desktop Management service ensures that all operational requirements for the virtual desktops are managed in a cohesive manner, whether they are for the underlying Azure infrastructure or the delivery and updates of the desktops themselves. This includes the virtual desktop configuration and the security of the environment. Dashboards and reports are used, to keep the organisation appraised 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.

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Service Overview

Fordway's Azure Virtual Desktop Management includes the following services:

Business Alignment:

- Define applications and services to be delivered using Azure Virtual Desktop
- Define and agree performance, reliability and service levels

Service set-up, onboarding and migration:

- Create customer specific AVD environment
- Define and implement desired network security
- Define VM and storage performance and sizing
- Configure and implement suitable connectivity and security

Azure Virtual Desktop operational management:

- Compute
- Memory
- Storage
- Networking
- Active Directory
- Group Policies
- Break/fix for the underlying infrastructure

Virtual Desktop profile and image management:

- Test/Validate environment
- Gold image management
- User profile management
- Deploy new applications and update existing apps
- Update desktop settings
- Desktop image patching, malware and security updates
- Integration with third-party tools (e.g. Citrix, Parallels)

Host Pools:

- Create New Pools
- Amend Existing Pools
- Manage Persistent machines
- Manage Session Hosts

Virtual Desktop Backups:

- Configuration of backup policies and jobs
- Creation and monitoring of metrics with success/failure alerts
- Break/fix for the backup service

Virtual Desktop Monitoring – Management and alerting on 5 pre-defined conditions, relating to agreed thresholds:

- Connection Performance/Diagnostics
- Host Performance/Diagnostics
- User Reports
- Utilisation Reports
- Client Reports

Virtual Desktop Security:

- Monitor and combat anti-malware and other virtual machine threats
- Review virtual desktop configuration against Microsoft Secure Score

03 Key Benefits

- **Get the most out of Azure Virtual Desktop** – ensure desktops and associated critical infrastructure remains operational with pro-active management
- **24 x 7 x 365 service support, security and management** – Fordway monitor all elements 24 x 7 and can provide 24 x 7 security management as an optional additional service
- **Independent** – Fordway will provide independent operation and management, insights and recommendations, we work on behalf of our clients
- **Experienced Personnel** – From business, project management and technical viewpoint, Fordway have multi-years of experience of real-world deployments and operational requirements
- **Collaboration** – Fordway's personnel will work alongside your IT staff and any third parties collaboratively, we offer extensive SIAM expertise and experience
- **Detailed Knowledge of Management Tools** – Fordway have extensive knowledge of the Microsoft management tools, including Lighthouse, Monitor, Sentinel and Arc. These can be configured to deliver the necessary statistics and dashboard for each organisation
- **Understand Legacy** – Fordway know companies have legacy systems with potential integrations that cannot just be ignored
- **Clear Recommendations –** Fordway will produce a set of costed recommendations on how to get the best out of the Virtual Desktops and their operational management

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04 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 virtual desktop 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 SLAs

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).

05   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.

06   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.

08   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

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