Service Definition

Service Description

FUJITSU

G-Cloud

Contents

Well Architected Overview

The Well Architected Review service is a comprehensive assessment and evaluation engagement, designed to validate a customer's Azure environment against the best practices published in the Microsoft Azure Well Architected Framework. The service will analyse the customer workloads, identify potential architectural risks and provide actionable recommendations to optimise performance, security and efficiency.

Guiding tenants from the Microsoft Azure Well Architected Framework against which the assessment will be performed include:

- Reliability - The ability of a system to recover from failures and continue to function.
- Security - Protecting applications and data from threats.
- Cost optimisation - Managing costs to maximize the value delivered.
- Operational excellence - Operations processes that keep a system running in production.
- Performance efficiency - The ability of a system to adapt to changes in load.

Service activities include:

- Assessment kick-off – to gain an understanding of the objectives
- Evaluation – conduct the analysis against Azure resources and identify areas where architectural improvements can be made to better align with Azure best practices
- Risk Identification – Identify potential security risks and evaluate resilience
- Recommendations – provide a detailed report on the recommended actions and remediations required to mitigate risks

Fujitsu will work with the customer to provide expert guidance, support and execution of tasks within their skillset to meet the objectives and customer success.

Objectives

Objective	Notes
Evaluate architecture alignment to Microsoft recommended best practices	
Identify potential architectural risks and vulnerabilities	
Identify architectural recommendations to optimise cost	
Identify actions required to achieve: • Improved performance • Enhanced security • Improved reliability and resilience • Effective governance and compliance	
Knowledge transfer	Shared best practices and guidance

Deliverables

Deliverable	Notes
Well architected review report	Summary of findings and recommendations from the review

How it Works

The Well Architected Review can be conducted as a one-time service consisting of a questionnaire and initial assessment, followed by an evidence review. This initial review can be followed up with a regular recurring review, schedule monthly or quarterly for example, and consisting of an architecture change review and change impact assessment. A pre-requisite for the regular recurring review is that the full initial review has been completed within the previous 12 months.

Well Architected Review Kick Off and Planning

Activities

- Understand the customer requirements and business goals
- Initial workshop with regional cloud architect to understand the environment architecture, scope and governance requirements
- Obtain access to environment and resources to collect evidence

Outcomes

- Ready to execute WAR assessment steps

Workload Assessment

Activities

- First pass of questionnaire
- Assessment of the resources against the five pillars of the WAF
    - Operational Excellence
    - Performance efficiency
    - Cost optimisation
    - Reliability
    - Security

Outcomes

- Data for analysis and evaluation

Evaluation

Activities

- Identification of opportunities to optimise cost by right sizing of resources, leveraging more cost effective services, reducing waste, and improving resource utilisation
- Identification of opportunities to improve operational management processes and governance
- Identification of opportunities to improve performance in terms of response times, throughput and resource scaling
- Identification of opportunities for automation, improved monitoring and management enhancements

Outcomes

- List of identified areas for improvement

Well Architected Review Findings

Activities

- Identification of potential architectural risks for

  o Security vulnerabilities

  o Compliance gaps

  o Performance bottlenecks

  o Single points of failure

Outcomes

- List of identified risks to be mitigated to increase resilience and robustness of the architecture

Executive Briefing and Project Retrospective

Activities

- From the evaluation and risk identification, provide a list of actionable recommendations to address risks and improve the architecture
- Presentation of findings to customer

Outcomes

- Prioritised recommendations and action plan

Roles and Responsibilities

Key Roles

Below are the key roles to effectively deliver the activities for this service.

Stakeholder	Responsibilities
Region/Account	Own the overall customer relationship and accountability for project success.
Regional Cloud Architect	Provides the link between the customer, the Fujitsu customer account team and the Fujitsu Cloud Managed Services Global teams for technical leadership and queries
Professional Services	Provide technical services for execution of Well Architected Review
Customer	Provide business, technical and governance inputs. Consult on risks associated with changes associated with the implementation activities for this service.

RACI

	Definition
Responsible	The person who is assigned to do the work and is responsible for its execution.
Accountable	The person who makes the final decision and has the ultimate ownership
Consulted	The person who must be consulted before a decision or action is taken.
Informed	The person who must be informed that a decision or action has been taken

	RESPONSIBILITIES	ROLE	Region/Account	Regional Cloud Architect	Professional Services	Customer
1.0	**Kick-Off**					
1.1	Initial kick-off and workshop planning to get customer participants engagement in the process		C	AR	C	C
1.2	Initial kick-off workshop with regional cloud architect and customer		C	R	A,R	C

ROLE		Region/Account	Regional Cloud Architect	Professional Services	Customer
1.3	Follow-up workshops	C	R	A,R	C
1.4	Provide required access to customer environment		C	I	A,R
1.5	Provide environment design and configuration information		A,R	I	R
2.0	**Assessment**				
2.1	Overview of customer contract, Architecture and current scope of service		AR	C	
2.2	Initiate well architected review questionnaire in Azure Portal		C	A,R	C
2.3	Review workload evidences in subscription and answer questions on Azure environment and workload configurations		C	A,R	C
2.4	Provide supporting evidence or documentation for responses		A,R	I	R
3.0	**Evaluation**				
3.1	Review recommendations provided by the assessment tool		R	A,R	I
3.2	Identify areas for improvement		R	A,R	I
3.3	Document list of recommended remediations		C	A,R	I
4.0	**Risk Identification**				
4.1	Review recommendations provided by the assessment tool and analysis of environment documentation		R	A,R	I
4.2	Identify potential architectural risks		R	A,R	I
4.3	Document list of identified risks		C	A,R	I
5.0	**Recommendations**				
5.1	Document a list of actionable recommendations by priorities to address risks and improve the architecture	I	R	A,R	I

About Fujitsu

As one of the world's leading IT companies, Fujitsu is at the forefront of pioneering technology in the UK since we made our initial investment over 40 years ago. As a key strategic partner we deliver essential services, from our secure hybrid IT which underpins critical national infrastructure to our investment in emerging technologies to boost national capability. Drawing on our Japanese technology expertise we provide bespoke digital transformation solutions. This unrivalled expertise has allowed us to specialise in emerging focus areas; Hybrid IT, AI & RPA, Data analytics, Agile application development/transformation and Security. Together, we offer a full package of solutions to support the UK as a long-term industry supplier.

We believe in realising the significant alignment between the UK and Japan in emerging technologies and in creating a UK-Japan 'Innovation Bridge' to support the UK's science and technology superpower objectives. We are committed to investment in UK skills and research and development, driving customer outcomes and promoting social value. We employ 124,000 people around the globe, including around 8,000 people across the UK, promoting diversity and inclusion as a DWP Disability Confident Leader. We are recognised as a Times Top 50 employer for Women since 2017, a Stonewall Top 100 Employer for 2023 and were awarded an EcoVadis Silver Rating, the world's largest provider for sustainability ratings.

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