



# Crown Commercial Service

G Cloud 14

BT Cloud Professional Services

May 2024



Crown  
Commercial  
Service



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# 1. Services Overview

## Cloud Professional Services

The Supplier offers specialist, strategy, and cloud advisory services to support Buyers looking to consult and implement IT related transformation to cloud capabilities. We blend our knowledge and experience with our extensive, practical, pragmatic IT expertise to ensure your short, medium or long-term IT strategies align with your organisation's objectives.

## BT Business Cloud Framework

The Supplier has developed a three-step model aimed at providing insights into the processes and costs associated with transitioning services to the Cloud. The model is modular in its design and enables an organisation to pick and choose the services they require or work with The Supplier to deliver the model in its entirety. This means if you are in the process of planning a migration and require validation or guidance, then the model can deliver the relevant support and assistance. If you already have services in the Cloud and want to ensure they are running optimally or want to rearchitect to take advantage of newer Cloud services, the model can handle this.

Our approach has been designed to:

- ensure any service transitioned to a Cloud delivers the full investment potential to an organisation.
- safeguard services hosted in the Cloud using the most advanced technologies available to meet your security and regulatory obligations.
- provide support to ensure services are delivering optimal performance and scale based on business trends.
- ensure Cloud services are built in-line with both the current and future needs of the organisation.

If used correctly, our model will enable you to:

- reduce the impact on your business and end user estates during the transformation/migration to a Cloud service.
- demonstrate tangible cost savings through a structured transformation program.
- Implement an ongoing optimisation processes and procedures ensuring services running in a Cloud provide maximum availability and investment returns.



## 2. Service Features and Benefits

### 2.1. Cloud Readiness Workshop

Understanding business strategy and service requirements is essential when adopting or transitioning to the Cloud. Businesses normally spend a lot of focus on the technology aspects of a transition and forget about the cultural and organisation's needs. To allow the business to understand the value associated with transforming to the Cloud, we have developed a one-day Cloud overview workshop. This workshop has been designed to allow business stakeholders to get a basic understanding of the services offered and the terminology used. This workshop ensures that the business, as a whole, is ready for a Cloud first approach.

The workshop has been specifically designed to:

- Ensure all areas of the business understand the Cloud
- Illustrate the advantages of transforming to the Cloud
- Address areas of interest and explain the impact of adopting a 'Cloud first' strategy for service provision
- Provide an open form for discussing Cloud transformation and business challenges

#### **Features:**

- Deliver BT Cloud readiness workshop
- Understand current challenges that are driving Cloud adoption
- Assess if the Cloud is the only option for service delivery

#### **Our Activities**

Deliver a one-day Cloud readiness workshop. By the end of the workshop you should be able to understand:

- What is Cloud
- Component elements of the Cloud
- How to adopt Cloud services
- The benefits of working with the Supplier on your Cloud journey

### 2.2. Strategy and Vision

Understanding business strategy and service requirements is essential when adopting or transitioning to the Cloud. Businesses consume a lot of focus on the technology aspects of a transition and can downplay the cultural and organisation's requirement. To accommodate this, the Supplier has developed an approach which facilitates a number of business workshops. The workshops are focused on educating the business on the value of the Cloud, reviewing challenges faced by the business and assessing how this can be positively impacted by a Cloud transition. These workshops ensure that the business, as a whole, is ready for a Cloud first approach.

Workshops are hosted by a Supplier Consultant who specialise in the delivery of Cloud services and the associated business impacts. The Supplier will host several workshops with mixed audiences, including key business stakeholders, business decision makers, and service and application teams.

**Features:**

The Supplier's Strategy and Vision service is part of the BT Cloud Enablement framework and has been designed to:

- Understand current business drivers that are driving the Cloud discussion
- Drive Cloud terminology into the everyday conversation within the organisation and ensure common standards are used
- Address areas of interest and explain the impact of adopting a 'Cloud first' strategy for service provision

**Benefits:**

- Understand strategic benefits of transforming to the Cloud
- Understand potential paths to cloud transformation
- Ensure that the Buyer's current business case is Cloud aligned and that key stakeholders with the Buyer's organisation is aligned

## 2.3. Discovery and Assess

A key element of a successful transition to a Public Cloud is understanding what applications services are currently consumed with an organisation and map them back to the physical server infrastructure. This information when combined with intelligence gathered during the Strategy and Vision phase will allow the Buyer to realise the true potential in terms of service migration and expenditure associated with a Cloud transformation project.

In the majority of transformation planning services carried out by the Supplier, we have found that organisations have grown organically, either through acquisition or long-term planning and have not maintained proper service reports or architectural designs. This coupled with a limited understanding of the interdependencies and connectivity requirements for application services can cause complexity when planning the transformation exercise.

During the Discovery and Assess phase the Supplier's Consultant will work with application owners/developers, key business stakeholders, application service partners and IT resources to map out the current application service estate. Typically, this element involves the deployment of a toolset which gathers information on services currently running on your server estate. The information is grouped to show communication channels between services and also provides an in-depth view of the current server operating estate. The information gathered during this phase will form the underlying basis for the Design phase.

**Features:**

This service has been specifically designed to:

- Define reasons for change and any compelling business change events
- Ensure a thorough understanding of the current business scoped IT Application and Infrastructure operating model is understood. This will include current on-premise services, any existing Cloud service usage, application services, application interoperability and network requirements that are agreed in scope
- Ensure that any relevant Security requirements are understood pertaining to moving applications and services to a Public or Hybrid Cloud

- Understand how current application services are scaled to meet both service growth and the Buyer load peaks
- Install and configure Microsoft Database Migration assistant (DMA)
- Review SQL Server configurations
- Security review of SQL instances and database access
- Ensure application service interoperability is understood both internally and to external parties
- Provide a high-level time frame for migrating services to the Cloud
- Assess current internal skills relating to Cloud services

**Benefits:**

- Allow the Buyer to understand the current IT services estate and they interoperate
- Ensure that the future Design phase is using the most update to date service information
- Ensure that the business and key stake holders are engaged in the discovery phase and that their requirements/challenges are documented
- Ensure key application stakeholders, development teams, Information and Governance owners, Security and networking teams are also engaged up front, not forgetting the end user community
- Understand exactly how many SQL instances have been deployed across the estate
- Allow IT to review current service lifecycle management process prior to moving into the Design phase
- Allow the business to assess the eligibility of an application service to meet both the current and future business needs

## 2.4. Design

Cloud migrations can be complex when dealing with large applications estates with interdependencies. The Supplier's Design process has been built to ensure all of the information gathered during the Strategy and Vision and Discovery and Assess phases form the underlying design criteria for a Cloud Transformation exercise. The Design phase focuses on ensuring all elements of the transition are taken into consideration, using templated reference architectures and a modular solution approach. The Design phase includes strategies and recommendations:

- Security and policies
- Network topology design (for all site interconnections, external application access and ad hoc VPN requirements)
- Application service migration maturity modelling
- Application service infrastructure sizing
- Information and data storage recommendations
- Internal staff knowledge requirements
- Migration process and toolset recommendations
- Consideration for any third parties or sub-contractors

- Costs for Professional Services time
- Budgetary costs for Cloud service
- Define any Managed Service requirements and engage relevant parties
- Map out communications strategy for end user estates
- Project migration plan detailing key milestones and actions. This will also include risks and any compelling events that may impact project success

The Supplier's migration design ethos revolves around understanding the application service deployed in the estate, having a deep understanding on any future growth expectations and requirements of the organisation, and ITs need to innovate both internal and external customer service delivery. The information gathered will then be reviewed and consolidated into a Cloud Migration Maturity Map, which details each application service, current operating environment, service interdependencies, and will map the service to one of five migration solutions. This information is then played back to the Buyer via a Low-Level Design document and also a technical presentation.

**Features:**

This service has been specifically designed to:

- Ensure that you understand the options available for migrating services into the Cloud
- Ensure you are fully involved in the design process and have the ability to influence the design based on business change or future plans
- Ensure the Supplier's design meets any business goals and enables future business growth expectations
- Design demonstrates benefits of using the Cloud, but also ensures that the application service is hosted in the best location
- Provide an example of Cloud cost consumption based on each service
- Provide migration design options based on a per service basis, including landing zones, security considerations, information management and governance and service dependency maps
- Provide a low-level design document, which details all of the key design criteria used by the Supplier's Consultancy team and describes the migration process using a risk-free approach.

**Benefits:**

- Being able to understand what options are available on a service-by-service basis will enable you to visualise how the Cloud can provide benefits above and beyond normal on-premises services
- The Suppliers Cloud Design service will ensure that all aspects of an application hierarchy are taken into consideration
- Provide a structured approach to application migration
- Ensure that the business is engaged during the migration stage
- Develop an application migration maturity model, that will enable the Buyer to assess which application can be moved to the Cloud
- Map suitable applications in maturity map against 5 Rs (Rehost, Replatform, Rearchitect, Rebuild and Retire) buckets
- Enable the Buyer to get an understanding of any potential Cloud consumption costs
- Design additional services to sit alongside migrate process, this will include BC/DR options, Security considerations, landing zones



## 2.5. Transform

During this phase, the Supplier's Project delivery team will undertake the actions and processes defined in the Low-level Design document. Throughout this phase the Supplier's Consultant will work closely with the project teams and application owners to map out and agree an application centric migration strategy. As part of the Supplier's migration plan, we will recommend a phased approach be adopted. Commencing with a proof of concept for critical business application services, where key stakeholder, application owner, and application developers can test service functionality prior to production migration. The results of the proof of concept will be presented to the Buyer, along with any compatibility and performance concerns.

Any changes made during the proof of concept will be added to the Low-level design as an addendum for future records. The transformation phase will also enable all parties to validate migration tool selection and application service migration timescales.

Information Management, monitoring and backup services will be configured during prior to live transformation enabling the Buyer's staff to become familiar with the new processes and procedures. It is also recommended that any formal user/IT training take place prior to live service transformation.

Live service transformation will only occur once the Buyer, the Supplier's Consultant and the Supplier's Project Team have signed off any key actions or concerns raised via the Project Risk register. Once all actions have been completed then the live migration effort will be scheduled. It is recommended that migration follow the recommendations made in the Cloud Migration Maturity Map presented during the Design phase.

Post migration, the Supplier's Consultant will assist in the novation of the services into the required managed Service framework. If this is a BT Managed Service, then the Supplier's Consultant will work with the service transformation teams.

### Features:

- Validate migration tools has been setup correctly and is running as expected
- Setup and configuration of cloud services in an existing subscription
- Setup and configuration of a networking landing zone
- Setup and configure a new active directory domain controller in the Cloud
- 'Lift and shift' services into the cloud, subject to service supporting this style of transformation
- Undertake UAT testing prior to live migration
- Live migrate services into the cloud
- Setup and configuration of a cloud backup service with a single backup policy

## 2.6. Technical and Service Requirements

The Buyer obligations and dependencies will differ for each service and will be outlined in a Buyer's Statement of Works / Order Form. Key requirements could include: Connectivity, confirmation of personnel and equipment to be used including any security criteria, Supplier access to relevant stakeholders, access to the Buyer's cloud environment, access to relevant systems, cloud accounts and the Buyer's organisation details.

### 3. Why Work With Us

If you need scale and flexibility, the ability to grow your infrastructure in a modular way with predictable performance levels, we can deliver a fully integrated solution.

Using our range of skilled experts and partners we'll recommend a solution that meets your needs. Public Cloud procurement, configuration and hosting in partnership with Amazon Web Services, Microsoft Azure, Google Cloud Platform alongside an extensive UK based professional services capability. The Supplier can supply all of this to public sector buyers in compliance with Government Digital Service guidance and standards.

## 4. Pricing

BT Cloud Professional Services are delivered on a Time and Materials basis according to the day rates detailed in the SFIA. Managed Service costs will be dependent on monthly spend and detailed in the Buyer's Statement of Work.

In addition, where licencing costs are required, (e.g. software, servers, analytical tools) these will be based on the applicable fee for the volume and timeframe that the licences are required.

Where an assessment is focussed on virtual machines the appropriate licence fees will apply. All prices will be exclusive of V.A.T. and expenses.

## 5. Ordering and Invoice Process

The Supplier's Account Manager will be happy to discuss the service with you and manage any ordering processes. If you do not have a Supplier Account manager, please call 0331 652 4585

Your invoice will be dependent on the service you are interested in and the requirements of your business, all invoicing agreements will be included in your Statement of Works at point of contract.

## 6. Information Assurance

BT and Cloud partners hold ISO27001 certification for the G Cloud Service

**Quality Assurance and Performance and Testing:**

- Government Security Classification up to Official (GSC).
- Government security clearance up to Baseline Personnel Security Standard (BPSS).
- Cyber Essentials certification.
- SOC 2.
- GDPR.
- The Supplier's partners can work in conjunction with the Buyer's testing and quality assurance team, to assess the cloud infrastructure in order to compare or improve performance.
- Customer support is available 24/7.
- Availability and performance are subject to the Cloud Platform Service Provider terms.
- Data backup restore and disaster recovery - This is subject to the type of service offered. Typically Cloud Service Providers offer this out of the box across their services.
- Maintenance windows - Not provided as standard part of services. However, we can design maintenance windows for planned change and incident management.



## 7. Data

This Service requires the Processing and Sub-processing of Buyer Data and Buyer Personal Data outside of the EEA.

Please note that given the standard nature of the Service, the Supplier and its suppliers, including any Sub-processors of the Supplier and its suppliers, may from time to time use back office support and system functions which are located or can be accessed by users from outside of the European Economic Area. The Buyer consents to the disclosure and transfer of Buyer Personal Data as required in order to provide the Service and the Parties will give effect to that consent as necessary in accordance with paragraph 5(d) of the Framework Agreement Schedule 7.

The Buyer shall ensure that it discloses to the Supplier only the Buyer Personal Data that the Supplier requires in order to perform the Service.

Where for the provision of the Service, the Supplier is required to Process Buyer Personal Data on behalf of the Buyer, the Supplier will Process that Buyer Personal Data to the extent necessary for the performance of the Call-Off Contract.

In accordance with paragraph 2 of the Framework Agreement Schedule 7, this schedule 7 of the Call-Off Contract lists the processing of Buyer Contact Data that the Supplier is entitled to do.

### 7.1. Sub-processing

The Buyer consents to the Supplier's use of Sub-processors in accordance with paragraph 12(b) of the Framework Agreement Schedule 7. The Supplier will ensure that data protection obligations in respect of Processing Buyer Personal Data that are broadly comparable to those set out in paragraphs 1 to 15 inclusive of the Framework Agreement Schedule 7 will be agreed with any Sub-processors.

The Supplier will inform the Buyer of intended changes to its Sub-processors from time to time, either by providing the Buyer with online access to intended changes or by such other means as the Supplier may determine. If the Buyer does not object to the proposed change within 30 days' of this notice, the Buyer will be deemed to have authorised the use of the new Sub-processors.

The Buyer may object to the use of a new Sub-processor by formally notifying the Supplier, documenting its material and substantiated concerns that the new Sub-processor will not be able to comply with the Data Protection Legislation. The Parties will discuss and agree how to address the Buyer's objection and the Supplier may use the relevant Sub-processor to provide the Service until such objection is resolved, or if not resolved then the matter will be referred to the Dispute Resolution Procedure.

## 8. Other Service Considerations

The service described in this Service description is based on the Supplier's standard offering for a commodity cloud service. It should be noted G Cloud 14 mandates that specific consideration be given to Security Plans, Business Continuity, Exit Management, Cyber Essentials, Personnel Security and Anti-Virus definitions. This section clarifies the scope of such support in the context of this commodity service.

### 8.1. Security

The production of an ISMS and security plan is dependent on the specific policies of the Customer procuring such service, and as such it is highly variable and cannot be included as a standard item within the commodity Cloud offering. In the event that a Buyer does wish Supplier to develop such security documentation then Supplier, working with the Buyer, will determine the number of additional professional service days required to produce the required artefacts. Such requirements shall be identified in writing at least 20 working days prior to contract agreement, and this requirement is in addition to the obligations detailed in the Framework Agreement. The security (ISMS/plan) requirements, and any associated costs, shall be included within the call off contract prior to signature. No work can be undertaken on these security documents without agreement within the call off contract.

### 8.2. Business Continuity/Disaster recovery

Due to the commodity nature of the service, the only data storage, business continuity and disaster recovery services provided are those included in the above service description and associated terms. For the avoidance of doubt, no other business continuity plans, or recovery services are provided within the Supplier's standard offer of service.

### 8.3. Exit Management

The support provided to users when services come to the end of their contract period, or are terminated in advance, will be in accordance with the Supplier standard terms and conditions associated with this catalogue offering, to the extent such services are included. Due to the commodity nature of the service, no additional exit management services (exit plans/additional exit plans) can be provided at this time.

### 8.4. Cyber Essentials

The Supplier (BT) holds a Cyber Essential Plus certificate for its Enterprise Sales and Bid environments enabling it to bid for and administer this framework.

### 8.5. Personnel Security

Our recruitment process includes pre-employment screening and vetting prior to placement to ensure adequate levels of confidentiality are maintained, screening includes:

- Application for a criminal record check

- Giving us contact details for reference checks
- Health declaration
- CIFAS- Staff Fraud Database check.

Additional checks are made when dealing with particularly sensitive positions (such as people handling cash or valuable items, or those involved with sensitive contracts). The normal undertakings signed by individuals at recruitment include non-disclosure provisions and it is a disciplinary offence to misuse any information obtained from Supplier systems. Offenders are subject to disciplinary action up to and including dismissal and may be subject to prosecution, while ensuring compliance with local legislation.

## 8.6. Recruitment Screening – Non-Supplier People

The Supplier only uses agency or contract personnel from approved agencies with the Supplier has established a contract that requires them to meet our standards for recruitment, vetting and verification. Furthermore, managers must assess the risks of taking on any agency person before they begin working for the Supplier, and, if they proceed, ensure that a copy of a signed non-disclosure agreement is obtained before they are allowed access to any Supplier systems or information.

## 8.7. Suppliers

The Supplier is committed to ensuring that all third-party people supplied to undertake work for the Supplier or who require access to Supplier's property and/or systems to deliver contracted goods or services have appropriate pre-employment checks in advance of any interaction with the Supplier. There are different levels of checks depending on the type of work, the level of contact with Supplier employees, customers and information, and the requirement for systems and physical access to Supplier property.

## 8.8. Security Education and Training

As part of the induction training for all staff, Supplier or non-Supplier, managers are required to ensure that their people receive adequate security training and instruction before using the Supplier systems. Areas of training include:

- Security policy and data protection – with particular emphasis on information security, access rights, misuse of information and privacy-markings and their use
- Non-disclosure agreement and the individual's responsibility to comply
- Disciplinary and legal consequences associated with unauthorised use and abuse of resources and position of trust
- Local security measures, emergency procedures, backup processes, contingency plans, and incident reporting.

The Supplier runs an extensive security awareness and culture-change programme. The security culture of the company is measured by conducting online surveys and the results are assessed to determine how to prioritise appropriate action. Supplier then designs action plans to address these key areas. This material is then delivered through information programmes that include webinars, roadshows, regular reminder briefings, websites, articles in internal magazines, computer-based training packages, videos, focus groups and feedback channels.

## 8.9. Government Security Vetting

Additionally the Supplier requests Government Security Vetting when this is required under sponsorship from the relevant [HMG] customer. Supplier will ensure that individual roles meet the specified criteria as set out within the contractual obligations.

## 8.10. Anti-Virus Definitions

The Supplier uses/applies anti-virus definitions provided by industry accepted sellers to minimize the impact of Malicious Software. The Supplier cannot warrant that we apply the most up to date anti-virus definitions at any single point in time however, we have robust processes in place to update all anti-virus definitions on the Supplier estate in a timely manner.