G-Cloud 14 – Cloud Support Services

Carbon60 Service Definition – Defence Cloud Support Services

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Defence Cloud Support Services

Carbon60 provides full Cloud lifecycle service support to MOD and other Government departments. Our bespoke teams of suitably qualified and experienced personnel (SQEP) help define strategy, allocate budget, provide roadmaps and guide organisations through ICT change. Our collaborative, consultative and flexible approach helps organisations understand the features and benefits of Cloud computing, supports transition to Cloud technologies, and work towards a Cloud based future with specific expertise in:

- Capability support for Communications Information Systems (CIS)
- Command, Control, Communications, Computers, Cyber and Intelligence (C5I)
- Intelligence, Surveillance, Target Acquisition and Reconnaissance (ISTAR)
- Information Security Consulting
- Virtualised solutions to take military IT into the next generation whilst ensuring security of information and ease of access and use by our clients
- Cyber Security consultancy, including design of e-learning
- Support to fixed, mobile, deployed and operational systems
- Support to open source and military Messaging and Communications
- Cloud Security Services.

G-Cloud 14 Services

Our G-Cloud services include:

Service Lines	Service Description
C2 and SA Applications and Interoperability Standards Cloud Services	Supporting Defence military C2 Applications and Interoperability Standards Management. Joint/Maritime/Land/Air/Pan-Government/International multi-domain expertise in Cloud based systems/services. Agile development; CMMI level-5 for Cloud, Application, Integration and Information Management. Using open API's extensively enabling greater integration of existing and new capabilities. Supported remotely or with embedded software development, training and Technical Guidance.
Cloud based Engineering Support Services	Cloud support to IT, CIS, Integrated systems and Networks in Secret and Above Secret Domains. Skills capabilities: Systems, Software and Network Engineers, 1st/2nd/3rd line support, service-desk engineering, Engineering Project Management and Change Management. Technical engineering support to MOD Defence Digital environments within Maritime/Air/Land and wider Government.
Defence Cloud Support Services	Carbon60 support the Digital Strategy for Defence, through comprehensive end-to-end engineering, project management, service design and delivery to industry standards and cloud-based architecture in Maritime, Air and Land environments. Our technical teams help customers develop, deliver, and manage cloud-based ICT solutions, hosted on MOD premises.
Defence Deployable and Mission Configurable Services	Full technical support including consultancy, Research and Development, architecture design, engineering, hyperconvergence and operational support for your Deployed and Mission Configurable Cloud and Combat Cloud projects. We provide support to MOD, spanning Maritime, Land and Air commands, as well as OGD's, supporting and exploiting Defence deployable and Mission Configurable systems.
Project and Programme Management Services	Project and programme management implementing cloud based digital services, managing digital transitions, and providing through life capability support in Defence/Government. Our specialists are MOD (Maritime, Land, Air) and OGD experts and employ the full range of PM methodologies to deliver cloud hosting services to both fixed and deployable infrastructure.

Service Lines	Service Description
Specialist Technical Consultant Services	Expert IT Consultants/Project Teams providing onsite or remote support to cloud software, hosting services, bespoke applications and extant systems. Requirements Analysis, Requirements Capture, Change Management, Project/Programme Managers, Applications Developers, Software Developers, Business Intelligence, Architects and Security Consultants in secure digital environments including within MOD Maritime (Sea), Land, Air and OGD's.

Technical Expertise

Our consultants deliver specialist technical support across a number of capabilities including:

- Cloud based infrastructure IT support
  - Project Management
  - Service Design and Delivery
  - Solutions Architecture
  - Level 1-3 engineering support
- Cross domain exchange support
- Independent safety advice/assurance
- Training design, documentation and delivery to MOD standards
- Information Superiority in the support environment
- Oracle (OBIEE) and remote Command System Support
- SCIDA activity
- Information Assurance and Compliance advice, including DART Accreditation and Secure by Design.
- Maritime Domain Awareness
- Integration of cloud-based solutions onto MOD deployable assets.

Project Management and Support

We develop CONEMPS, CONOPS and Concept and Doctrine requirements. Our Maritime System Information Superiority experts and Situational Awareness engineers are developing cloud-based services to enable an accurate, real time intelligence picture generation through robust multi-source data processing, track data fusion and layered graphic real time display. Our "as a Service" model allows the customer to pay for services delivered, with no hidden or added costs. Programme and Project Managers have a professional and pragmatic approach and are qualified in recognised methodologies with direct experience of running MOD projects and programmes including:

- ITIL Consultancy.
- Financial Management.
- Process Governance.
- IT Strategy & Business Transformation.
- Incident and Problem Management.
- Change Management Using current methodology such as PRINCE2, Agile, APMP and MSP.

Service Based Solution

We understand the need to drive projects, manage the issues arising and deliver on time and within budget. We provide the knowledge required to assure Cloud services in line with current guidelines. This includes potentially complex scenarios involving cross domain solutions and highly sensitive data. Our security strategy for Cloud services includes:

- Risk Management
- Solution Assurance

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Commercial
Service
Supplier

Carbon60
PROJECT SERVICES

- Security Architecture
- Application Security
- RMADS production
- Secure by Design
- Policy development
- Governance Cloud Security Services (Defence).

Cloud Setup and Migration

We advise on solution design, technical security controls, security certifications, implementation, testing and training. We understand the need to drive projects, manage the issues arising and deliver on time and within budget. Using your methodologies as the baseline we bring experience of working on Cloud programmes and current working practices to the table, which all help reduce the risk of programme delays and failures.

Why Carbon60 Project Services?

Carbon60 has over 40 years' experience providing specialist technical services to aerospace, defence and government. We have helped the public sector develop and exploit ICT, Systems and Communications Solutions whilst minimising the risks and challenges these present. We help define and build security architecture, and help maintain the levels of assurance required to conduct business in a digital environment.

Sector Knowledge

Carbon60 supplies services through CCS Frameworks to customers including Ministry of Defence Front Line Commands, DE&S, Local Councils, a number of Defence Primes, and OGD's. We are a Facility Security Cleared (previously known as List X) organisation and all staff are SC or DV cleared. This provides the assurance our customers expect regarding compliance against security standards.

Strength in Depth

Carbon60 may use delivery partners in support of specialist requirements. Our partners are carefully selected against strict quality processes and for the benefit and breadth of experience they bring to our clients. To ensure high availability and consistently high quality, we have working partnerships with several market leading organisations.

Customer Commitment

A lean and agile organisation, we specialise in making the purchasing of services quicker, easier, cheaper and more transparent for the Defence market. We have been a G-Cloud supplier since the first iteration of the Framework in February 2012. We contract through Cloud Support on the Digital Marketplace, which enables significant cost savings for its users.

We recognise that every organisation is different. We agree appropriate cost-effective solutions at the time of engagement, scoping the requirements and advising on actions required. We understand that customer requirements can change. We adapt and develop projects throughout the lifecycle, ensuring cost effective, timely and high-quality services are provided at all times.