



# Cloud Migration Services

Driving Secure Digital Transformation

May 2022

GCloud13

## Cloud Migration Services

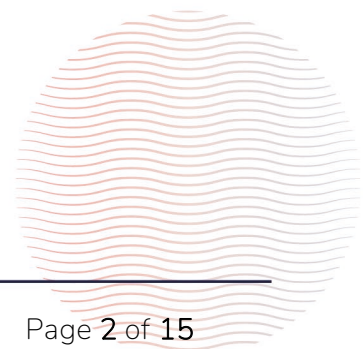
A Service designed to provide multi-cloud technical and engineering support for Cloud migration projects. Ongoing support and optimisation are also available. Security requirements are aligned to Cloud provider service offerings as standard, additional security wrappers can be provided. Cloud back up through Cloud-based data replication and migration services.

## Features

1. Service to migrate on-premises databases to the Cloud.
2. Service scope ranges from Discovery only to production implementation.
3. Application performance and resilience optimised for business needs.
4. Compute, network, and memory specification can all be optimised.
5. Accommodates low to very high database IOPS.
6. Cross-platform and cross-version options available during migration.
7. Database in memory available for high performance applications.
8. Individual database migrations or complete estates.
9. Optional migration to other NoSQL database options (e.g. Cassandra, CouchDB).
10. Identifies lower cost hosting options for non-mission critical applications.

## Benefits

1. Facilitates rapid Cloud deployments.
2. Automated backups and high availability provide peace of mind.
3. 24x7x365 monitoring detects issues before users ring the helpdesk.
4. Database performance can be optimised to meet user needs.
5. Delivers fast recovery times.
6. Lower risk through improved disaster recovery capabilities.
7. Application performance and deployment patterns optimised to business needs.
8. Multiple physically separate sites ensure DR resilience.
9. Full application and file audit supports quality regimes.
10. Fully scalable from micro to macro sized datasets.



## Service Description

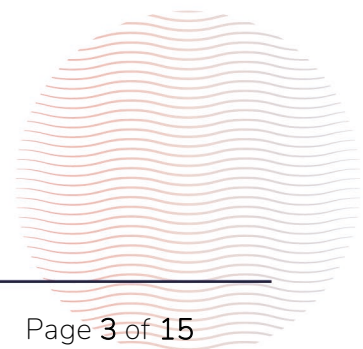
We can help enable your projects with key tools, people, and processes to take full advantage of these new Cloud services and accelerate project delivery. We can help you adopt new services into your delivery organisation by providing migration capabilities as and when you need them in the project delivery supporting agile frictionless delivery aligned to GDS processes.

Viewdeck can help clients with the migration activities supporting moving from SQL and NO-SQL based databases to a range of cloud-based database products. By utilising our experienced practitioners, we can support the analysis, designing, building, deploying the process elements as well as assisting in setting up the support mechanism for the target architecture should the client require this. We can help enable your projects with key tools, people, and processes to take full advantage of these new services and accelerate project delivery.

We can also provide a service to deliver Cloud based data replication and migration services. offering resilience through the replication and distribution of filesystems to multiple locations (including object and file store). We utilise high availability clusters and replication to provide the reassurance that data is secure in multiple locations. The service is simple to manage through a web interface. The service combines a series of features identified above to deliver a range of benefits to your organisation.

## Tag Cloud

MSP, PRINCE2, Rational Unified Process, Unified Modelling Language, Managing Successful Programmes. Quality Assurance, Quality Gate, Project Assurance, Requirements Traceability, Strategic Outline Case (SOC), Outline Business Case (OBC), Full Business Case (FBC), SC, DV, ISO 15504, Six Sigma, BPR, ISO 9001, ISO 27001.

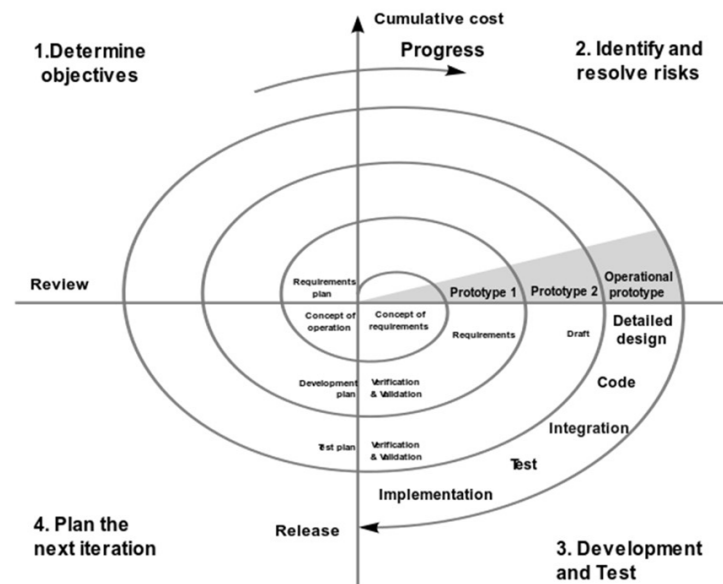


## Appendix 1: Service Details: How we work

### Agile Delivery - Working as a Team

Our approach is built on and around the Agile Manifesto:

- The focus of all our interactions with the client, and other suppliers, is to maximise the benefit to the customer, by providing a continuous delivery of an evolving solution.
- To do this successfully, we expect to embed all the relevant stakeholders involved into the delivery sprint teams.
- These teams follow the Agile delivery approach, having regular daily meetings to enable the communication of issues, and opportunity to ensure progress is maintained.
- This approach allows the client's business product managers to work alongside the project delivery members ensuring the promotion of the evolution of the solution, with close and regular communication.
- Ensuring that time and scope are not compromised, any backlog developed is prioritised and focused on the delivery of critical items.
- Sprints and associated meetings are strictly time-boxed to ensure they are efficient and focussed.
- Outputs are regularly reviewed, with the client, to evidence progress and gain early feedback.



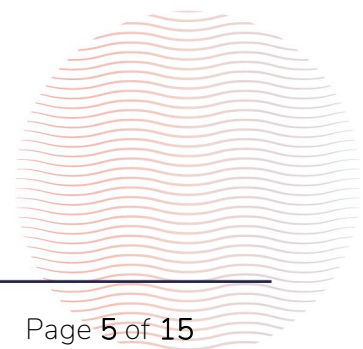
## Transparency And Collaboration

Transparency and collaboration when making decisions is crucial and we always seek to embed our staff into existing teams to build a solid working relationship based upon trust and joint commitment. Where possible, we seek to pair individuals or groups to develop the concept of joint working. We invite client teams to join and participate in collaboration tools such as Slack, Jira and Web Conferencing, avoiding the need to email information with the inherent problems of version control, and proliferation of 'noise' in the delivery team.

We encourage, where possible, daily scrums to provide communication within teams, and the project. We also make full use of work/ project/ team boards to provide ongoing briefings and updates, to encourage transparency and collaboration. We aim to keep these boards updated regularly and replicated, utilising tools such as Trello.

Recognising that not all team members can consume information in the same way is crucial to success, and often there is a requirement for a combination of both auditory and visual detail to promote inclusion. Formal and structured "show and tells" are often developed to communicate to the project, programme and wider team. Wherever possible, we seek to utilise existing in-house distribution methods and tools to communicate to the broader target audience.

Our approach is to actively encourage that all meetings are held in open areas, so that they are visible to the project and use common, shared, and simple repositories to provide a single point of reference for all team members. Wherever possible, we use practical demonstrations with real-life scenarios, avoiding jargon, to ensure that there is a common language across the project.





## Appendix 2: Viewdeck Support

The Viewdeck Support and Service Desk function provides a range of options to meet a client's specific requirements, based upon service and business need. Support channels include telephone, web, Slack (Chat) and email to users of the service. The service provides an ITIL aligned help desk, with standard reporting, incident management and problem management processes using an application toolset, with SLA management and customer reporting.

Viewdeck support helpdesk is available, during UK working hours, to log support calls for any incidents. Standard support hours can be extended by agreement. Each customer call is logged in our remote management system which provides a unique call reference number enabling issue tracking and enabling ease of exchange of information during incident resolution process.

Our fully trained team collaborate directly with our clients to manage and resolve support queries using telephone, chat, remote access and, if necessary, on-site visits.

Our Standard Support function provides monthly service level reports, remote problem management support and monthly client reporting to provide integration into the client's service architecture and federated service models.

Our Service Desk can offer 1st, 2nd and 3rd line support depending upon client needs.

## Service Offerings

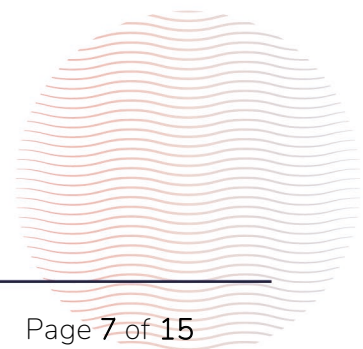
Viewdeck provides the following service offerings:

Support Level	Hours	Description
Bronze	9am -5pm Weekdays (UK Working Days, Excludes Bank Holidays)	Support aligned to UK working day. Telephone and email support as standard. Monthly reporting is provided.
Silver	9am – 5pm, 7 days a week (Excludes Bank Holidays)	Support aligned to UK working day including weekends. Telephone and email support as standard. Monthly reporting is provided with quarterly service reviews.
Gold	24 hours, 7 days per week	Support function and Service Desk are aligned to global working. Chat also included via Slack as standard. Monthly reporting is provided with quarterly service reviews, plus a named service manager.



The Viewdeck Service Desk can provide the following support options to suit the customers and business needs:

Support Option	Description
<b>Managed Support Option</b> 1 <sup>st</sup> , 2 <sup>nd</sup> and 3 <sup>rd</sup> line support	<p>Customer end/business users directly interface to Viewdeck 1<sup>st</sup> line Service Desk provided.</p> <p>Viewdeck also provide:</p> <ul style="list-style-type: none"> <li>2<sup>nd</sup> line service support providing configuration level remediation</li> <li>3<sup>rd</sup> line technical change and technical support to client's technical resolver groups</li> </ul>
<b>Configuration &amp; Technical Support Option</b> 2 <sup>nd</sup> and 3 <sup>rd</sup> line support	<p>Customer Business users are managed by their own Support Desk function. Configuration and Technical issues are escalated to the Viewdeck Service Desk by the Client Service Desk.</p> <p>Viewdeck only provides:</p> <ul style="list-style-type: none"> <li>2<sup>nd</sup> line service support providing configuration level remediation</li> <li>3<sup>rd</sup> line technical change and technical support to client's technical resolver groups</li> </ul>
<b>Technical Support Option</b> 3 <sup>rd</sup> line support only	<p>Customer Business users are managed by their own Support Desk function. Client resolver teams resolve configuration level issues. Technical issues are escalated to the Viewdeck Service Desk by the Client Service Desk.</p> <p>Viewdeck only provides 3<sup>rd</sup> line technical change and technical support to client's technical resolver groups</p>



## Incident Management

Viewdeck classifies incidents raised at its service desk using the following P1 – P5 Priority Code. Incidents raised with the Service Desk will be triaged and responded to within 30 Minutes and then actioned accordingly in priority order.

- P1 Total loss of service to all users.
- P2 Some loss of critical service for some or all users.
- P3 Limited loss of service or work around possible limiting loss experienced.
- P4 Tasks are made more difficult but are not impossible to complete.
- P5 Interferes with non-operational use.

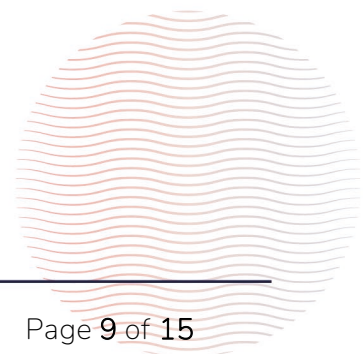
Urgency of Response			
Priority code	Urgency of response	Target response (within core hours)	Target resolution (within core hours) (M-F x 9-5)
P1	Immediate, sustained effort using all necessary and available resources until service is restored.	Immediate response, action within 30 Mins (Enterprise 24x7) , 1 hour (Outside Support Hours).	4 hours
P2	Immediate response to assess the situation, staff may be interrupted and taken away from low or medium priority jobs.	Immediate response (within contracted Service Hours), action within 2 hours.	1 working day
P3	Response using standard procedures and operating within the normal frameworks.	Email notification of call being logged (within contracted Service Hours) 1 hour. Response by email or phone within 1 working day.	2 working days
P4	Response using standard procedures and operating within the normal frameworks as time allows.	Email notification of call being logged (within contracted Service Hours) 1 hour. Response by email or phone within 1 working day.	5 working days
P5	Response using standard procedures and operating within the normal frameworks as time allows	Email notification of call being logged (within contracted Service Hours) 1 hour. Response by email or phone within 1 working day.	10 working days





Our Service Level Objective aims to resolve 90% of incidents within the target resolution time.

All P1 and P2 events are allocated an Incident Manager to oversee and manage incidents through to resolution. Client help desks or Resolver Groups will be informed and updated as the incident resolution evolves. The Incident Manager will function as a SPOC for the client, providing regular reporting and will coordinate activity between various resolver groups as necessary to ensure successful resolution.



## Appendix 3: Our Experience

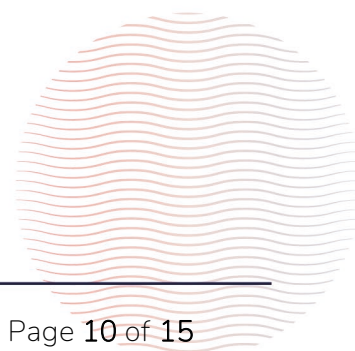
Viewdeck has a long-standing reputation for delivering services and solutions that support the HMG change agenda. We are supporting several agile projects, aligned to DbD/DSM, delivering transformational, customer-centric and value for money solutions. Recently we have been working with clients including the National Crime Agency on ICT modernisation, DVLA on their strategic ICT transition (PACT Exit), NHS BSA on Digital Transformation, and Highways England on strategic change. We have also delivered and supported a mobile and web transaction service for Border Force, using Agile, user centric design and delivery, on open-source technology, using continuous delivery/DevOps tooling.

### Project Management and Service Description

- HO/Mobile Exit Checks: Rapid 9-week programme as SME Supplier in key National infrastructure delivering custom application, 300 secure mobile devices, hardened infrastructure, and service. This was managed with DevOps; 6 scrum cycles, 5 different teams and in 3 locations. Users were located across airports and ports throughout the UK. We delivered an extremely agile solution, operating 24X7, to time and budget.
- Viewdeck/SaaS Services: Implementation of wide range of SaaS services based on Chef toolset delivering HMG accreditable services supporting wide ranging secure client needs. Iterative team development using Scrum/Agile techniques. Continuous Delivery, DevOps.

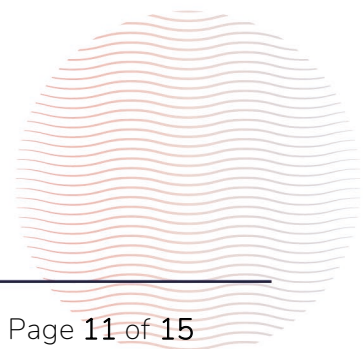
### Requirements and Business Analysis

- DVLA: Led Discovery/Alpha phases transitioning from legacy-based Driver's system to new systems landscape. Involving establishing PMO/governance processes utilising SAFe methodology. Creating several teams, with their own Product Owner and performed retrospectives with each team at end of each sprint continuously improving processes. Created roadmap working with Service Manager/Product Owners aligning business/technical requirements maximising value per release.
- Border-Systems.com: Captured and analysed Border traffic exiting UK to drive key business parameters for the solution, rapid development via 3 prototyping cycles with HO/Borders staff, assessing Metric providing analytics of biometric data, with User feedback. Delivering robust digital mobile solution on secure resilient PaaS.











## Project Management

- DVLA: Overall responsibility for producing, reviewing, and approving estimates for projects throughout the lifecycle (Discovery/Alpha/Beta/Live) relating to Business Cases, next stage costs, exception reports and CCR's. This also included developing and implementing a governance process to ensure that standards were applied across the DVLA Change Programme. Also applied Kanban as a way of working to maximise throughput and developed a single view of Change for the DVLA.
- Border-Systems.com: Estimation at Contract level for fixed price development/delivery at Supplier Risk.
- NCA: Estimating at Programme level for whole portfolio for Financial Year planning.
- SOCA: Full lifecycle development of services, through Requirements capture/Contractualisation/procurement, to solution delivery/Live Service management of supplier's performance. Part of digital services delivery, involving retiring 150 applications.
- DVLA: Architecture and technical solution during PACT exit of 180+ legacy services. (Insourced/Re-Sourced/de-commissioned).
- WIM: Replatforming, re-architecting and legacy migration of Warnings Index service. Architectural design, and delivery assurance providing non-stop delivery.
- NCA: Retiring legacy systems, following range of solutions (including migration/encapsulation/archiving/switching).
- Barclays Bank: Delivering new digital services in flexible workplace, retiring 17 London DC's, migrating services to new private cloud hosting capability, providing data free HQ, with flexible access across a range of workstyles.
- NHSBSA: Working across technical delivery teams and technical leadership providing guidance and support and cloud-ready patterns to meet project/programme goals. Supporting SMT to understand opportunities from IaaS/PaaS/cloud service marketplace, and how they can be used to de-risk/accelerate project.
- Highways England: Providing upskilling and skills transfer during the PDP (Project Controls Services Programme). Helping the client's internal teams understand how to restructure and get the best from the service architecture. Structured "show-and-tells", briefing materials and good-practise guides.
- NCA/SOCA: Embedding into client digital transformation team, supporting crown servants to understand technical impact from change, how to achieve agility in delivery, and the use of cloud technologies to improve outcomes.



## Appendix 4: Viewdeck Methodologies and Processes

The Viewdeck team use the following methodologies, tools and techniques as part of their quality delivery:

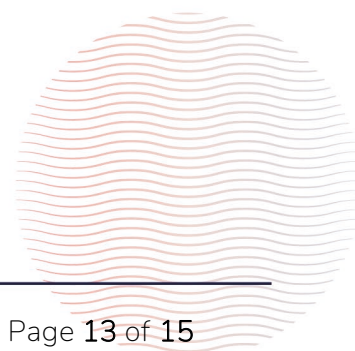
Key Approach/Methodology	
<b>Project Management:</b> <ul style="list-style-type: none"> <li>Agile based project operation.</li> <li>Combination of Anchor techniques (Risk determines degree of details, use anchor point milestones, Focus on the system and its life cycle).</li> </ul>	
<b>Programme Quality and Governance:</b> <ul style="list-style-type: none"> <li>PRINCE2 guidelines.</li> <li>Risk, Reporting, Governance.</li> <li>ISO27001.</li> </ul>	
<b>Architectural Guidelines and Framework:</b> <ul style="list-style-type: none"> <li>TOGAF, MODAF, Zachman</li> </ul>	
<b>GDS Operating/Project Style:</b> <ul style="list-style-type: none"> <li>Where appropriate: Workshops, Simple mock ups, paper prototypes, plenty of whiteboard diagrams.</li> <li>Align/conformance to Digital Service Manual, Cloud First. Digital by Design.</li> <li>Cloud Security Principles.</li> </ul>	
<b>Practical Prototypes and POCs:</b> <ul style="list-style-type: none"> <li>Dev, Test and Production Environments</li> <li>Physical evaluation of builds against targets.</li> <li>Make delivery practical, and demonstrable where possible.</li> </ul>	
<b>Requirements Management:</b> <ul style="list-style-type: none"> <li>Structured, levelled, traceable, atomic, feasible, SMART.</li> <li>Use of an accessible requirements catalogue to provide stakeholder wide visibility.</li> </ul>	
<b>DevOps Ethos:</b> <ul style="list-style-type: none"> <li>Infrastructure as Code at the heart of the design, capturing examples, prototypes, and snippets where possible.</li> <li>Driving Continuous Delivery, to provide agility. Testable Architecture.</li> <li>Digital by Default, Cloud First (Chef, Puppet, Ansible, Terraform, Docker, etc.).</li> </ul>	
<b>Maturity Model:</b> <ul style="list-style-type: none"> <li>Evaluation of products and solutions against a CMMI Maturity Model.</li> <li>Value for Money evaluation against maturity. (Economy, Efficiency, Effectiveness and Equity).</li> </ul>	



## Appendix 5: About Us

### Why is Viewdeck different?

- **Value** - As a specialist SME, we can bring big company/ex Big 4 consultancy experience with niche specialist value.
- **Insight** - Having delivered across the Public Sector, Client Side and Supplier Side, our senior team bring more than just delivery capability, they bring insight and a network of relationships.
- **Experience** - Wide range of technical delivery support to MOD, SLC, SIA, Cabinet Office, NCA, Home Office, DVLA, Department of Education.
- **Win** - Our team have delivered £100m's of savings to HMG in the past few years by re-negotiating ICT contracts.
- **Diligence** - Our team worked regularly in secure government agencies. Our people, processes and capabilities support secure quality and assurable deliveries. ISO 27001 certified.
- **Energy** - Uplift your programme with new skills, new experiences, and new insight.
- **Collaboration** - Proven client support, skills transfer. Delivery through client/Viewdeck joint collaborative working.
- **Knowledge** - Specialist in Architecture, Cloud Solutions, HMG Transformation, and Leaders in HMG ICT programmes.





## Offering Value for Money

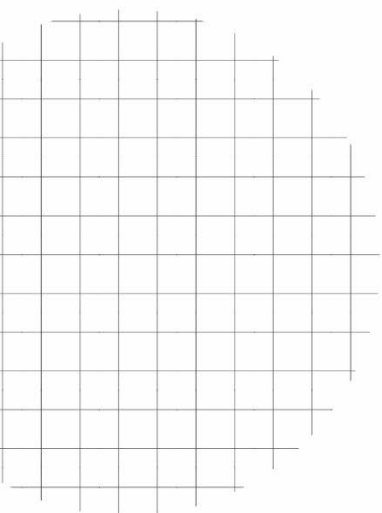
### Approach

- Expert skills and resources, Real world experience.
- Strong domain knowledge.
- Buddy/duplication of services/capabilities.
- Utilise existing staff, skills transfer, embed, upskill.
- Iterative/Agile, rapid reaction to changes.
- Re-use where applicable.
- Strong Comms, lasting legacy, easy to adopt, real artifacts.
- New Ways of working.

### Outcome

- Efficient coherent delivery, with less time reworking or 'learning on the job'.
- Swift subject understanding, minimise learning and false assumptions.
- Risk reduction of delays through single points of knowledge and absence.
- Minimise Consultant spend, ensuring timely efficient handovers to client.
- Speedy product creation, less time pursuing wrong directions.
- Less time re-inventing capabilities, best value for money in delivery.
- Investments reused create more downstream value for the client.
- Enthused and interested workforce, more able to rapidly accommodate change and hence increased efficiency.





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