

1 TRUSTMARQUE AWS Well-Architected Review

1.1 Service attributes

Service type

Cloud support

1.2 Service name

Service name

TRUSTMARQUE AWS Well-Architected Review

1.3 About your service

Service description

Review for customers looking to audit thier AWS enviornment against industry best practices for security, compliance and operational excellence. By applying the AWS Well Architected Framework general design principles, you will:

- Optimise your workloads
- Mitigate risks
- Accelerate decision-making and its processes
- Firm up security and compliance

1.4 Service features and benefits

Service features and benefits

Service features

- Protect information, systems, and assets
- Update unsupported platforms and applications
- Recover from infrastructure or service disruptions
- Identify cost savings
- Use computing resources efficiently to meet system requirements
- Find best blend of IaaS, PaaS and SaaS
- Identify unused resources, and rationalise workloads

Service benefits

- Reduces risk by applying automation and intelligence
- Increase operational efficiency with automation
- Find best value for operations
- Recover easily and quickly from failures and increase resilience
- Become compliant and maintain compliance with regulatory requirements

1.5 Planning

Planning

Planning service

Yes

How the planning service works

Here are the four phases of the AWS Well-Architecture Framework Service package. 1. Preparation and Kick-off Prior to the Well-Architected Review, we will spend time to scope the discovery and meet key stakeholders. 2. Architecture Deep Dive & Review The deep dive is a workshop where an expert solution architect gathers information around the business, operations, the applications and identified workloads. This helps us to understand your business objectives, the IT context of it and perform the AWS Well-Architected Review against the foundations of the framework. 3. Review of Findings Upon completion of the Well-Architected Review, it will deliver a detailed report and present the findings. The findings will cover: • Current state of your architecture (include AWS WellArchitected Review Scorecard) • Recommendations for remediation in the form of an action plan. 4. Remediation In this phase the critical issues and dependencies found during the discovery will be remediated, as well as the needed optimisations implemented.

Planning service works with specific services

Yes

Hosting or software services the planning service works with

- AWS
- VMware Cloud on AWS

1.6 Setup and migration

Setup and migration

Setup or migration service available

No

1.7 Quality assurance and performance testing

Quality assurance and performance testing

Quality assurance and performance testing service

Yes

How the quality assurance and performance testing works

The assesment gathers detailed information about performance and displays it in an intuitive interface.

1.8 Security services

Security services

Security services

Yes

Security services type

- Security strategy
- Security risk management
- Security design
- Cyber security consultancy
- Security testing
- Security incident management
- Security audit services

Certified security testers

Yes

Security testing certifications

CHECK

1.9 Training

Training

Training service provided

Yes

How the training service works

Best practices in adopting Movere and using its output to optimise your future cloud environment

Training is tied to specific services

Yes

Services the training service works with

- MAP Toolkit
- AWS TCO Calculator

1.10 Ongoing support

Ongoing support

Ongoing support service

Yes

Types of service supported

Buyer hosting or software

How the support service works

Trustmarque is able to support cloud hosting or software services either directly through its established service desk, or as part of its AWS service wrap. Hosting and software services supported vary.

1.11 Service scope

Service constraints

Particular constraints would need to be further understood as part of service scoping and project take-on.

1.12 Reselling

Supplier type

Supplier type

I'm a reseller providing extra support

Organisation whose services are being resold

Movere

1.13 User support

Email or ticketing support

Email or online ticketing support

Yes, at extra cost

Support response times

Subject to an agreed SLA.

User can manage status and priority of support tickets

Yes

Online ticketing support accessibility

WCAG 2.1 AA or EN 301 549

Phone support

Phone support

Yes

Phone support availability

9 to 5 (UK time), Monday to Friday

Web chat support

Web chat support

No

Support levels

For professional services engagements, Trustmarque does not typically provide support. For any resultant managed service that may be needed subsequent to the professional services engagement, support levels will be discussed whilst scoping said service.

1.14 Staff security**Staff security clearance**

Staff screening performed but doesn't conform with BS7858:2019

Government security clearance

Up to Developed Vetting (DV)

1.15 Standards and certifications**ISO/IEC 27001 certification**

ISO/IEC 27001 certification

Yes

Who accredited the ISO/IEC 27001

Lloyd's Register

ISO/IEC 27001 accreditation date

06/03/2020

What the ISO/IEC 27001 doesn't cover

Anything that is NOT covered in the following: Information Security for the provision and support of the end-to-end IT services; software, cloud, cyber security, managed services and datacentre solutions; including strategy, planning and integration, licensing, deployment, and management of third-party service providers. In accordance with Statement of Applicability version 5.n.

ISO 28000:2007 certification

ISO 28000:2007 certification

No

CSA STAR certification

CSA STAR certification

No

PCI certification

PCI certification

Yes

Who accredited the PCI DSS certification

PCI Security Standards Council

PCI DSS accreditation date

21/07/2021

What the PCI DSS doesn't cover

Trustmarque is PCI-DSS Level 4 Compliant.

Cyber essentials

Cyber essentials

Yes

Cyber essentials plus

No

Other security certifications

Other security certifications

Yes

Any other security certifications

- ISO22301 (Continuity and Data Recovery)
- PSN

1.16 Social Value**Social Value**

Social Value

- Fighting climate change
- Covid-19 recovery
- Tackling economic inequality
- Equal opportunity
- Wellbeing

Fighting climate change

Trustmarque's Environmental Policy and Carbon Reduction Plan include delivering and supporting actions on reducing our carbon footprint and our impact on climate change. We have set a target to achieve net zero by 2035. Our policies include 'Virtual First' meetings, energy reduction plans, flexible working, green software solutions and associated services from innovative suppliers to promote digital environmental innovation, promoting sustainable procurement. Please contact Trustmarque to discuss the provision of Social Value. Any Social Value deliverable must be agreed with Trustmarque and be proportionate to the contract value and scope.

Covid-19 recovery

Trustmarque can provide re-training for those left disadvantaged by Covid-19 through skills training, CV and interview workshops. We promote employment and skills by working with Buyers to identify individuals who can benefit from our incentives, which can include workshops to develop and help those who face barriers to employment and increase digital accessibility for communities and hard to reach groups. We can also provide access to apply for apprenticeship and work experience opportunities. Please contact Trustmarque to discuss the provision of Social Value. Any Social Value deliverable must be agreed with Trustmarque and be proportionate to the contract value and scope.

Tackling economic inequality

Trustmarque tackles economic inequality through operating a diverse supply chain including many SMEs and micro businesses. Our access to a broad range of suppliers ensures both resilience and capacity.

Trustmarque is continuously refining our supply chain to meet the ever-changing needs of our customers and to ensure we can always offer the best solution through capability, capacity and resilience at the best price. Our vendor agnostic approach among suppliers allows us to support innovation and disruptive technologies to deliver lower cost and/or higher quality goods and services to customers. Please contact Trustmarque to discuss the provision of Social Value. Any Social Value deliverable must be agreed with Trustmarque and be proportionate to the contract value and scope.

Equal opportunity

Trustmarque operates an Equal Opportunities policy that outlines our commitments including creating a workforce that reflects the diversity of our communities. Other initiatives include supporting disabled people to develop skills and supporting in-work progression. Trustmarque is a Level 1 Disability Confident employer, demonstrating our commitment to employing a diverse workforce so all can flourish. We are committed to a policy of treating all its employees and applicants equally. We are committed to creating an environment where diversity is valued and respected and where our people can bring their different perspectives, and whole selves to work. Inclusivity and equal opportunities for all colleagues are paramount. Trustmarque is a Living wage employer, and we offer 14–18-month apprenticeships. In February 2024 we launched Encircle our DEI network – made by colleagues, for colleagues to support Diversity, Equity, and Inclusion in the workplace. Please contact Trustmarque to discuss the provision of Social Value. Any Social Value deliverable must be agreed with Trustmarque and be proportionate to the contract value and scope.

Wellbeing

We align our approach to mental wellbeing to the six standards in the Mental Health at Work commitment, including staff work and wellbeing sessions, flexible working, speak-up policy, etc. We have a dedicated team of qualified Mental Health First Aiders who offer support to all Trustmarque Group Colleagues to offer advice regarding how to support and signpost – this is linked to the ALGEE mental health action plan. The Work+Wellbeing team also facilitate workshops or share resources to support wellbeing within the workplace, this can be found on our Work+Wellbeing team via the Trustmarque Hub. We have an Employee Assistance Programme which is available 24/7 to all Trustmarque Group Colleagues. Please contact Trustmarque to discuss the provision of Social Value. Any Social Value deliverable must be agreed with Trustmarque and be proportionate to the contract value and scope.

1.17 Pricing

Price

£450 to £1,250 a person a day

Discount for educational organisations

Yes