

# **G-Cloud 14 Service Definition**

## **Cloud Setup and Migration Service**



Datalynx Limited,  
Kings House Business Centre,  
Station Road,  
Kings Langley,  
Hertfordshire WD4 8LZ  
Company No 04399948

E. [gcloud@datalynx.net](mailto:gcloud@datalynx.net) | W. [www.datalynx.net](http://www.datalynx.net)

T. +44 (0)1923 819142

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# Service Catalogue

This service is an enabler for a customer who:

- Is setting up a new cloud service or central service and wants to migrate or integrate data from one or more sources usually that are being replaced (Data Acquisition)
- Is setting up a new cloud service or central service and wants to integrate data from each of their tenants / user organisations to their cloud service (Tenant Data Integration Services)
- Wants to rollout a new cloud or central service to their tenants / user organisations (Deployment and Rollout)
- Has a cloud service or central service and requires support for the ongoing governance and management of data including supporting and monitoring errors or conflicts which may arise from integration or migration of data (Data Management Support)

There are a range of Enabling services for these core services

The requirements for any new cloud service or central service vary so the Cloud Setup and Migration Service has a range of service features that can be requested individually or together as combined CSMS service

## Data Acquisition

**Data Migration:** Services for migrating data from legacy to new cloud, on-premises, or hybrid systems.

**Data Integration:** Services to assist you to integrate data between legacy to new cloud, on-premises, or hybrid systems.

## Tenant Data Integration Services

Provision of a complete secure integration service between your cloud data store and tenants' cloud, on premise or hybrid data sources.

## Deployment and Rollout

Provides project management, business and technical deployment, implementation and rollout assistance to projects undertaking large scale IT rollouts of cloud services to multiple organisations.

## Data Management Support Live Services

Provision of services to support the ongoing governance and management of data including supporting and monitoring errors or conflicts which may arise from integration or migration of data

## Enabling services

The following services may be required to support any of the services above, or can be provided individually as a single or combined service to support the migration and setup of a cloud service:

- Delivery and specialist roles
- Data strategy
- Data architecture
- Data analysis
- Security, assurance and compliance
- Infrastructure, environments and DevOps
- Testing and quality assurance
- Data quality
- Migration Infrastructure and secure transport

## Overview

We are a leading provider of data migration and data integration solutions to the public and private sectors. Established in 2002, Datalynx has a strong track record in delivering high quality consultancy, complete migration and interface solutions for companies who are transitioning to new cloud platforms and software applications.

Our specialised focus combined with proven processes and extensive experience with blue chip and public sector clients means we will provide you with the right solution for your needs and deliver this for you on-time and on-budget.

Our business philosophy is centred on working with our customers to understand their challenges and deliver the solutions and guidance they need to solve them.

All our people hold existing government and police security clearance so can be deployed rapidly.

## Accreditation

Datalynx have the following accreditation / certifications:

- ISO/IEC 27001 BSI Certified - Information Security Management
- ISO 9001 Certified - Quality Management Systems

Cyber Essentials PLUS - Datalynx has been externally assessed by CREST approved assessors; certifying that Datalynx has implemented a sensible baseline of organisational cyber security.

All employees and supplier staff undergo Baseline Personnel Security Checks (BPSS) and then National Security vetting to minimum Security Check (SC) level in addition to Non-Police Personnel vetting procedures level 3 (NPPV3).

## Data Acquisition

This service is to acquire data from legacy or other systems for your cloud or central service. It can be used for data migration or real time data integration between any data sources.

## Data Migration

### Diverse Data Sources

Regardless of the data migration challenge you face, we have the experience and service offerings to be able to help you overcome:

- Multiple source or legacy systems
- Data quality challenges
- Sensitive or confidential data
- Complex transformations
- Business critical systems

Please refer to the Service Definition Summary Section of this document for additional service definition.

### Complete end-to-end service

Using our tried and tested methodology, Datalynx can analyse your data migration requirements and deliver the solution you need. We can manage the entire migration process from development of the initial strategy through to reconciliation of the migrated data sets.

Our approach begins with a pre-migration assessment where we undertake a high-level analysis of your source and target systems and identify the major challenges that the migration needs to address. From this we can produce and inform you of project cost estimates, a high-level project plan and identify the necessary project resources.

### Standardised Data Migration Methodology

Datalynx utilise a tried and tested methodology for every migration. This methodology ensures your migration will follow best practice whilst being adaptable to your needs.

The major phases are -Pre-migration Assessment, Costing and Resourcing:

- Pre-migration Planning / Project Initiation
- Landscape Analysis
- Solution Design
- Development / Configuration Cycle
- Execute & Validate

### Cost Effective and Low Risk

Our consultancy rate card is highly competitive and our methodology, tools and processes significantly reduce both cost and risk to your projects.

### Migration Tools

We use a range of tooling to support our delivery because:

- The use of proven tools removes the cost, time and risk involved with developing bespoke migration code
- The tools provide visibility to your technical and business staff of the mappings and steps undertaken

- The integrated toolset enables a fast, reliable and cost-effective way of leveraging the data discovery and mapping straight into the data migration tools

## Cyclical Development

The cyclical migration process we employ delivers regular early milestones and test points. This drives out issues allowing quick resolution whilst building confidence and providing you with regular progress milestones

Each iteration offers the opportunity for us to perform trial migrations for you which can then be tested. Any issues found are corrected and incorporated into the next cycle of development.

This cyclical phased approach has many benefits for your project including:

- Reduction of risk as issues are identified and resolved earlier in the project
- Measurable progress - as each iteration is completed the progress is real and tangible
- Early delivery of migrated data to support development and test teams
- Agile - the migration can be responsive to changes fed back from the development and test teams
- Flexible - additional phases can be initiated to migrate sources not yet in scope

## Tested Repeatable Migration

The migration is performed as a fully tested, repeatable process allowing trial migrations to be carried out quickly and reliably; significantly reducing risk at the implementation phases.

## Data Integration

Complete service to integrate data between cloud, on-premises, or hybrid systems to support your transition to the cloud. The service covers:

- Requirement Gathering / Elicitation
- Design
- Architect
- Build
- Test
- Transition to live
- Support

Producing:

- Architecture Artefacts
- Design Documentation
- Build Documentation
- Deployment artefacts
- Support Artefacts

We can utilise Talend, Confluent and Kafka; Cloud-Native components which are scalable and provide a cost-effective, fully managed service ready to deploy, operate, and scale.

## Supporting Software

Talend Open Studio©  
 Apache Kafka©  
 Confluent©

Which bring you -

- Effective and proven data migration and class-leading integration software
- A cost-effective solution

For more information, please refer to the software section

## **Experienced Consultants**

Our experienced consultants have successfully performed, large scale migrations into critical business systems including operational systems where the cost of failure is high.

# Tenant Data Integration Services

## Overview

Provision of a complete secure integration service between your cloud service and your tenants' cloud, on premise or hybrid data sources.

This ranges from determining the integration requirements to developing/configuring the data connectors, integration interface, transformation and scheduling engine and testing and implementing the live interfaces including the provision of integration software.

Our Integration Support Service provides support for large-scale IT centralised datastores and the data providing organisations (tenants) including:

- New data providers / tenants who need new interfaces / integrations
- Existing data providers / tenants who may need:
  - Automation of existing interfaces / integrations
  - Undertake system replacements
  - Implement new interfaces / integrations
  - Maintain and improve current interfaces / integration

Additionally, support is provided to the central Project team and governance groups, for example:

- Data Quality Manager
- Portfolio Programme Manager
- Steering Group

The support will encompass analysis, review, assistance and providing guidance on all areas of Data Provision.

## Features

Features include:

- Support for most cloud, on-premises, or hybrid data sources/databases
- Supports integrating data from heterogeneous sources into a single target
- Data model and data analysis included for source and/or target
- Mappings analysed and developed between the source and target models
- Reference data mapping analysed and developed
- Configuration of the data connectors, transformation, and scheduling engines
- Integration of third-party secure data sources
- Secure: Consultancy undertaken by Police and Government Security Cleared specialists

We can utilise Talend, Confluent, Kafka, Custom or client specified Cloud-Native components. These are scalable and provide a cost-effective, ready to deploy service, which can scale to meet demand.



# Deployment and Rollout

## Overview

Datalynx provide a full rollout and implementation service for large scale IT rollouts of cloud or hosted services to multiple organisations.

The service provides both business and technical implementation assistance to the individual organisations implementing the system locally, coupled with a fully managed rollout for the service provider organisation. This spans from documenting the tasks the recipient organisations need to undertake to connect through full implementation planning and management and reporting of progress.

The service is suitable for the complete range of IT solutions including where data migration to the solution or data interfaces are required by the organisations.

Please refer to the Service Definition Summary Section of this document for additional service definition,

Successful implementation projects provided via G-CLOUD include:

- Home Office – Police National Database (PND)
- Home Office – Child Abuse Images Database (CAID)
- Home Office – National Data Quality Improvement Service (NDQIS)

## Complete End to End service

We can manage the entire implementation and rollout including:

- Assessing organisations for readiness and capability
- Creating an implementation plan to meet your timescales and priorities
- Monitoring progress and providing regular reporting to you
- Full engagement with the organisations and assistance to them with initiating their local projects
- Providing their technical and business teams with support and guidance to implement the changes necessary to go live

## Consultants

Highly experienced and specialist Datalynx consultants are available to work for you either on a project or contract basis, augmenting or leading your existing team.

All consultants are Government SC and Police NPPV3 Security Cleared. Consultants can be DV cleared if requested.

We will work with the service and software providers, project team and subject matter experts to understand the:

- Technical deployment challenge
- Software or service functionality
- Business change impacts

From this we develop Business and Technical Guidance covering:

- Introduction to the project
- Project Managers overview

- Technical direction
- Recommended team structure to implement
- Estimated initial and ongoing costs
- Software Installation
- Connection details and testing
- Security aspects
- Service management processes
- Training requirements

## Template project plan

We create an action plan for implementing organisations so that the tasks and processes they need to undertake to successfully deploy the service or software are clearly defined, and the roles and responsibilities understood.

We link the actions to the supporting project documentation to complete the task, and we develop presentations to deliver to the implementing project teams during initial engagement to ensure the project benefits and drivers are understood and to gain maximum “organisational buy-in”.

## Additional Materials

We can develop other materials required by organisations to implement the system or service (EG: quick login guides, ETL good practice guides etc.).

## Assistance to the Central Project Team

We will work with the service and software providers, your project team, and subject matter experts to understand the technical deployment challenges, software and service functionality together with the business change. We can undertake initial on-site visits at the implementing organisation to inform the local implementation teams and to assess their capacity and capability for the implementation.

Working with the project team to understand the priorities and timescales, we will then develop a suitable transition/ implementation plan, taking into account each organisation's capability and capacity.

This plan will then be managed and regular progress reporting provided by organisation.

## Other Support Provided

Practical assistance and guidance is provided to all stakeholders, project team, 3rd party suppliers and organisations in the implementation activities.

## Support Delivery

Support can be delivered via:

- Email including secure email (CJSM)
- Web conferencing (MS Teams, Zoom etc.)
- Telephone
- Onsite visits
- Regional / National Workshops

Where appropriate we can utilise the client's email or other secure facilities to provide support. For example with the Home Office we administer a support facility via their intranet (POLKA - Police Online Knowledge Area - a secure online collaboration tool for the policing community).

## Enabling Services

### Delivery and Specialist Roles

Provision of specialist roles such as Data Migration Project Managers, Scrum Masters, Database Administration to support the migration of data from legacy to new cloud, on-premises, or hybrid systems.

### Data Strategy

Development of a data strategy which provides the intent and direction for how data is collected, stored, managed, shared and used across government platforms; in order to support policy and strategic intent.

### Data Architecture

Comprehensive data analysis and discovery, modelling, and design service to inform and develop your data and information architecture for cloud, on premise or hybrid data sources.

### Data Analysis

Comprehensive data analysis and discovery service to inform your data and information architecture for cloud, on premise or hybrid data sources.

The Data Analysis service covers:

- Examination of metadata to provide the data model including:
  - Entities
  - Attributes
  - Relationships
- Undertaking data discovery to identify:
  - Redundant tables and fields
  - Population
  - Distribution patterns
  - Broken Associations
  - Orphaned data
  - Attribute and Content checks
  - Any business rules
  - Any other key profiling information

These results inform any data migration, integration, or data quality project.

Please refer to the Service Definition Summary Section of this document for additional service definition.

### Key Features

Key features include:

- Use of powerful proven profiling software
- Consultancy undertaken by Police/Government Security Cleared specialist consultants
- Automated profiling to create profiling reports
- Automated extraction of database schema to create data-model reports
- Database independent - most databases are supported via ODBC

Service can be undertaken using client preferred/supplied tools

## Security, Assurance and Compliance

Services to undertake all aspects of Security, Assurance and Compliance to obtain approval for the Data Migration and Integration, Data Quality and Discovery activities.

## Infrastructure / Environments / DevOps

Provide a capability and capacity to configure, build, manage and support Integration, Migration and Data Discovery environments.

## Testing / Quality Assurance

Services for undertaking the full scope of testing within data migration and integration.

## Data Quality

Services and software for defining your quality measures, undertaking data quality assessments and cleansing information on your legacy systems; usually prior to migration to new cloud systems.

We have experienced data quality consultants to undertake your quality improvement program together with administrative staff who can perform manual data cleansing should it be required.

Please refer to the Service Definition Summary Section of this document for additional service definition.

## Complete End to End service

Using our standard methodology, Datalynx can run a complete data quality assessment for you. From helping to define and categorize the data quality measures that are important to you to data analysis and data cleansing.

These data quality assessments can then be undertaken by yourselves on a regular basis at no additional cost.

## Standardised Data Quality Methodology

Datalynx follows a standardised process to data quality assessment which ensures you focus on the data quality improvements that matter to your business. The standard process includes:

- Initial data quality analysis
- Data quality rules discovery
- Full data quality assessment using the expanded data quality rules
- Develop and agree a "Data Quality Management Specification" (DQMs) which defines how each issue should be addressed
- Data Quality Improvement

## Data Quality Improvement

We can help you resolve data quality issues and, where required, suggest modifications to applications and business processes to avoid data quality issues in the future.

The three data quality cleansing points are:

- Cleanse in source
- Cleanse during migration using coding logic or transformation
- Cleanse on target

We choose the most appropriate cleansing point to meet the client needs and the type of issue identified.

## **Migration Infrastructure and Secure Transport**

Provides infrastructure and physical transport of data to facilitate the secure migration of data from legacy to new cloud, on-premises, or hybrid systems.

## **Supporting Software**

Talend Open Studio®

Which brings you:

- Effective and proven data quality software
- A cost-effective solution

## Service Delivery Resources

The following resources are available for delivery of the services in this service specification

| Role                                   | SFIA Category                  | SFIA 1 | SFIA 2 | SFIA 3 | SFIA 4 | SFIA 5 | SFIA 6 | SFIA 7 |
|--|--------------------------------|--------|--------|--------|--------|--------|--------|--------|
| Data Analyst                           | Development and implementation |        | Yes    | Yes    | Yes    | Yes    |        |        |
| Data Architect                         | Strategy and architecture      |        |        | Yes    | Yes    | Yes    |        |        |
| Data Migration Consultant              | Strategy and architecture      | Yes    | Yes    | Yes    | Yes    | Yes    | Yes    | Yes    |
| Data Integration Consultant            | Strategy and architecture      | Yes    | Yes    | Yes    | Yes    | Yes    | Yes    | Yes    |
| Data Migration Architect               | Strategy and architecture      |        |        | Yes    | Yes    | Yes    | Yes    |        |
| Data Integration Architect             | Strategy and architecture      |        |        | Yes    | Yes    | Yes    | Yes    |        |
| Data Quality and Standards Specialist  | Strategy and architecture      |        | Yes    | Yes    | Yes    | Yes    | Yes    | Yes    |
| Deployment/Rollout Change Specialist   | Strategy and architecture      | Yes    | Yes    | Yes    | Yes    | Yes    | Yes    |        |
| Data Migration PM / Scrum Master       | Change and transformation      |        |        | Yes    | Yes    | Yes    |        |        |
| Data Migration Test Analyst            | Development and implementation |        | Yes    | Yes    | Yes    | Yes    |        |        |
| Data Migration Test Lead / Manager     | Development and implementation |        |        |        | Yes    | Yes    |        |        |
| 1st Level Support:                     | Delivery and operation         | Yes    | Yes    | Yes    |        |        |        |        |
| 2nd Level Support:                     | Delivery and operation         |        |        | Yes    | Yes    | Yes    |        |        |
| Applications Analyst                   | Delivery and operation         |        |        | Yes    | Yes    | Yes    |        |        |
| Information Security Manager           | Delivery and operation         |        |        |        | Yes    | Yes    |        |        |
| IT Operations Manager                  | Delivery and operation         |        |        |        | Yes    | Yes    |        |        |
| Service Designer                       | Delivery and operation         |        |        | Yes    | Yes    | Yes    |        |        |
| Business Analyst                       | Change and transformation      |        |        | Yes    | Yes    | Yes    |        |        |
| Data Migration Infrastructure Engineer | Delivery and operation         |        |        | Yes    | Yes    | Yes    |        |        |
| Database Administrator                 | Development and implementation |        |        | Yes    | Yes    | Yes    |        |        |
| Project Management Office Specialist   | Change and transformation      | Yes    | Yes    | Yes    | Yes    | Yes    |        |        |
| Roles not specified elsewhere          | Development and implementation | Yes    | Yes    | Yes    | Yes    | Yes    | Yes    | Yes    |
| Secure Data Courier                    | Delivery and operation         |        | Yes    |        |        |        |        |        |
| Security Specialist                    | Strategy and architecture      |        |        | Yes    | Yes    | Yes    | Yes    |        |

|                            |                                |  |  |     |     |     |  |  |
|----------------------------|--------------------------------|--|--|-----|-----|-----|--|--|
| Talend Specialist          | Development and implementation |  |  | Yes | Yes | Yes |  |  |
| Kafka Specialist           | Development and implementation |  |  | Yes | Yes | Yes |  |  |
| Transition Manager         | Change and transformation      |  |  | Yes | Yes | Yes |  |  |
| DevOps Engineer            | Development and implementation |  |  | Yes | Yes | Yes |  |  |
| Data Engineer              | Development and implementation |  |  | Yes | Yes | Yes |  |  |
| Database Designer          | Development and implementation |  |  |     | Yes | Yes |  |  |
| Data Management Specialist | Development and implementation |  |  | Yes | Yes | Yes |  |  |

## Service Definition Summary

### Information Assurance

Datalynx holds ISO 27001 accreditation via a UKAS accredited organisation.

Cyber Essentials PLUS - Datalynx has been externally assessed by CREST approved assessors.

All consultants undertake regular training in Information Assurance including the Data Protection Act, Freedom of Information Act and handling sensitive material.

We have secure development and test migration environments.

### Disaster Recovery

Cold Standby Disaster Recovery is provided for development, test, and where applicable, live migration environments.

Business Continuity and Disaster Recovery are integral parts of our information security management system (ISMS).

### Data backup and restore

We offer as standard daily backups.

### On-boarding and Off-boarding processes

Datalynx will comply with all reasonable client standards when on-boarding and off-boarding.

The on-boarding and off-boarding costs are subject to the SFIA Rate Card and Pricing Documentation.

### Implementation Plan

Datalynx will comply with all reasonable client requirements when implementation planning.

Where there are no additional client requirements, we would follow a standard management and planning phase with your project team where we define and produce:

- Service Scope
- Service Definition
- High Level Resource Profile
- High Level Implementation Plan

Implementation Planning is subject to the SFIA Rate Card and Pricing Documentation.

### Pricing

As per Pricing Documentation

### Service Management Details

A Service Management Key Point of Contact will be provided for all engagements.

### Service Constraints

Not applicable.



## Service Levels

For consultancy delivery please refer to the SFIA Rate Card, terms and conditions, and Pricing Documents. Performance Service Levels will be agreed on a per project basis.

Availability and support hours will be agreed on a per project basis.

## Financial recompense model for not meeting service levels

As per agreed terms and conditions.

## Training

Training is not a requirement of consultancy services, however, Datalynx aims to provide skills transfer to client staff throughout assignments.

Where training is required, it will be subject to the SFIA Rate Card and Pricing Documentation.

## Ordering and invoicing process

For Specialist Cloud Services the volume and level of resource(s) required may vary dependent upon your project requirements.

You may select one of the standard service offerings listed in the Pricing Document or engage with us to agree resource levels appropriate to your requirements.

To do this, the standard ordering process would usually include the client issuing a Work Package or Project Requirements Brief to Datalynx and a short requirements elaboration period would be undertaken by us.

The ordering process would then be:

1. Proposal to meet the requirements and costed in-line with the SFIA Rate card issued by Datalynx to the client
2. G-CLOUD Order Form completed by the client to place the order
3. Call-off contract agreed and signed by both parties
4. Purchase Order (PO) raised and issued by the client

Time and Materials (T&M) invoicing would be based on the submission of monthly resource allocation spreadsheets and any expenses (where agreed in the order form) for the consultants providing the service, along with our invoice in arrears.

Where standard service offering has been selected, the service will be invoiced at the relevant service fee monthly in arrears.

Payment terms as per SFIA Rate Card and Terms and Conditions.

## Termination terms

Project dependent - as per agreed in Terms and Conditions.

## Consumer responsibilities

Project dependent - as per agreed Terms and Conditions.

## Technical requirements

Project dependent - as per agreed Terms and Conditions.

