G-Cloud
Service Definition Document

GENERAL GUIDANCE ON G-CLOUD SERVICE DEFINITIONS

Depending on what is purchased, a separate Amazon Web Services (Service Terms) agreement https://aws.amazon.com/service-terms/ and/or a separate Amazon Web Services (Customer Agreement) https://aws.amazon.com/agreement/ may be required.

G-Cloud Framework specific documentation, provided by Crown Commercial Service, is available at https://www.gov.uk/guidance/g-cloud-templates-and-legal-documents

1   PREAMBLE

This Document provides overview service definition for service offerings included within G-Cloud. This document should be read in conjunction with the any pricing, and/or terms and conditions and/or service level information for the specific service, or services required.

2   WHO WE ARE

CirrusHQ was founded as an AWS cloud specialist. We are an Amazon Web Services (AWS) Advanced Consulting and Solution Provider partner, providing security and compliance across wide IT estates and ensuring high performance for a broad spectrum of businesses.

We are also an AWS Public Sector and Public Sector Solution Provider partner with a dedicated Education competency, helping the public sector embrace the cloud as part of their digital transformation strategies and deploy Digital First public services in line with Government strategy. We hold a Well-Architected Framework certification to help customers review the state of workloads and compare them to the latest AWS architectural best practices.

Our teams of AWS certified Solution Architects, DevOps Engineers, SysOps Administrators, Certified Developers and Cloud Practitioners work with customers to find the optimum balance of availability, security and affordability for AWS-hosted applications.

Our expertise in AWS and its pricing model underpins our ability to make recommendations – ranging from strategic advice on the hundreds of new services AWS introduce annually to simply switching off certain services outside of peak times – that will save money and improve profitability. Whether you are looking to begin your cloud journey – or take it to the next level – our unrivalled insight and experience will help you innovate and evolve in the AWS cloud.

3   PORTFOLIO

Our portfolio of AWS Cloud services include:

- Managed Services and Support Services
  - Managed Support for AWS
  - Managed Services for AWS
  - Secure AWS Managed Support

- Professional Services
  - AWS Cloud Services
  - AWS Migration Services
  - AWS Design Services
  - AWS Consultancy Services
  - DevOps Consultancy, Implementation and Release Management
  - AWS Professional Services

- Well Architected Review
  - AWS Well Architected Review

- Immersion Days
  - AWS Immersion Days

- Courtesy On Boarding

      o AWS Courtesy On Boarding

4 SERVICE DEFINITIONS

4.1 Managed Services and Support Services

We can help you fully realise the power of Amazon Web Services (AWS), without the challenge and expense of managing it yourself.

We are a leader in managing AWS cloud environments at any scale. We offer a full suite up to 24x7x365 AWS **Managed Cloud** services to ensure the availability and performance of your applications, and the optimisation of your AWS infrastructure and environment. We are cost effective too – typically saving our Managed Cloud Support Services clients up to 30% of their AWS spend. Our AWS Support Services include:

- Continuous improvement, refinement and cost optimisation — we will review the performance of your infrastructure and ensure that you are using the services that are cost-effective for you.
- Resource protection and governance to ensure resiliency and help with compliance requirements.
- Simplified and consolidated billing — managing the billing of the platform.

If you rely on an IT platform hosted in the cloud, you need to keep a constant close eye on its operation. If you'd rather focus on your business, we provide a full range of tailored, managed services that enable you to gain the most from the AWS cloud

Our in-house software integrates a series of automated performance checks on your AWS systems, assessing whether infrastructure may be over-loaded in order to identify potential causes of performance issues. Our AWS certified engineers will respond to and diagnose any reported problems, leaving you free to concentrate on other areas of your business. When any alerts arise, we will conduct a Root Cause Analysis to determine what happened and how to stop it in future, whether that is tweaking the architecture or checking for issues in the software.

Depending on the service purchased, some or all of the following can be included:

- Server Dashboard: Instantly keep track of all your servers load, memory, disk space and traffic levels from our live server dashboard.
- Dynamic Monitoring Use our live monitoring system to spot problems before they happen, look into the past to investigate issues and monitor trends to plan for the future.
- Server Management: Add and remove servers on our supported clouds at the touch of a button, our monitoring software is automatically installed for you.
- Simple Cloud Management: Combine all your different cloud accounts into one easy to use interface, no more logging in and out to manage different accounts.
- Resource Tracking: We can review the cloud services you use to ensure that everything is documented correctly and suitable for purpose.
- Cost Management: With our resource tracking in place we can drill down costs to allow you to get a detailed insight into your cost base. Cost savings may also be possible by using our AWS billing service.
- Audit Log: We can make sure that AWS audit logging is enabled and give you an easy to use portal to monitor changes made to your AWS accounts.
- Security Review: A review of your AWS security settings covering Security Groups, VPC configurations and EC2 instance OS patching will highlight any potential security threats from your current configuration.
- Patch Management: We can apply patches as per a customer patching schedule without any manual intervention.

- Insights Portal: Managed Services Customer have full, unrestricted access to the CirrusHQ Insights Portal . The portal includes best practices and benchmarks deriving from CirrusHQ's extensive familiarity with the AWS platform. It also includes all the data in AWS's Trusted Advisor service which provides recommendations in four areas: Cost Optimisation, Security, Fault Tolerance, and Performance.

If you have an in-house IT team you may wish to take our Business Hours service, with additional consultancy you can call on when required. Our extensive experience in AWS and other leading cloud providers and technologies can provide that support when required, whether that be for advice, design or hands-on working with your team. For customers who have taken a managed service with us we provide the option to buy consultancy days in advance at a discounted rate. Whether it's learning the basics of AWS or optimising your existing architecture for better cost and usage performance, our certified experts can be your guides.

4.2   **Professional Services**

Whether you have an existing data centre and are exploring hybrid cloud solutions or are a 'born in the cloud' organisation looking to deploy new workloads on AWS, our experts can help you on your cloud journey**.**

As a Leader in Professional and Managed Services for public cloud infrastructure, we deliver unbiased guidance on best-fit managed cloud solutions. We go beyond simple migration assistance and cloud infrastructure management with multi-cloud managed services, professional services and devops to enable true digital transformation.

Adopting the AWS Cloud can provide you with sustainable business advantages. You may have decided that your future lies in the cloud. But the path there is complex. Supplementing your team with specialised skills and experience can help you achieve those results. The CirrusHQ Professional Services organisation is a team of experts that can help you realise your desired business outcomes when using the AWS Cloud. CirrusHQ's AWS-certified solutions architects and engineers apply their unique combination of insight and experience to assure you of a smooth journey to the cloud.

Our G-Cloud Service Definitions can include some or all of the following elements for Professional Services:

- Public Cloud Consultation, Architecture Strategy and Guidance CirrusHQ works with customers to understand business objectives, define business and technical requirements, and create an overall system architecture. From there, specific integration and implementation plans are created to move from concept to final deployment
- AWS Architecture and Design Services AWS Architecture and Design Services provides the expertise you need to successfully architect and design the best Amazon Web Services solution from the vast catalogue on offer.
- AWS Implementation Services We assist customers with hardware, software and cloud-based service installation, configuration, and upgrades. On an ongoing basis, we can perform general system maintenance, management, health checks, or monitoring of AWS instances. Custom implementation services are also available.
- AWS Migration Services With proven expertise in migrating applications – large and small – across a wide range of technologies, CirrusHQ can assist with the migration of your IT infrastructure from existing physical, virtual or cloud-based locations. Our engineers work with your developers and operations personnel to migrate your applications and data over to your new AWS infrastructure and ensure that everything is working as expected. Once cloud migration has been achieved, our skilled team of engineers can – if required – provide ongoing management of your AWS infrastructure
- Cloud automation & DevOps DevOps is an approach that replaced traditional 'waterfall' development with an agile business-driven development methodology. Utilising 'scrums' for rapid iterations of new applications, it enables organisations to innovate faster and with greater quality and reliability. CirrusHQ uses template-driven 'infrastructure as code' techniques to

rapidly spin up new instances of an application for development and testing. Our DevOps implementation standardises infrastructure provisioning and is delivered either as Continuous Delivery Engineering or as Cloud Solution Engineering.

4.3   Immersion Days

AWS Immersion Day workshops are day-long, in-person workshops, hosted onsite or offsite or remote. These sessions walk you through some of the primary solution areas of the Amazon Web Services (AWS) cloud platform. Created by AWS, Immersion Days are a prescriptive approach designed to accelerate your organisation's potential to leverage the cloud.

No prior AWS or cloud computing experience is required and this in-depth approach helps our customers, including customer technical experts, learn how to best leverage the AWS platform to unlock business potential and meet key objectives such as:

- Learn how to leverage AWS Services to design, deploy, and operate on the AWS cloud to enable cloud transformation within your organisation
- Understand AWS architecture best practices for building highly scalable applications
- Get hands-on experience with core AWS services like EC2, S3, and VPCs as well as serverless, machine learning and containers.
- Hear the fundamental cloud computing and AWS security concepts, including AWS access control and management, governance, logging, and encryption methods

These customisable experiences will benefit both your business staff and your technical team. You'll want to invite your:

- Executive Sponsor
- Cloud Architects
- IT Stakeholders
- Application Development Teams
- Line of Business Stakeholders

Learn about the practices for deploying applications on AWS, optimising performance, monitoring cloud resources, driving efficiencies, reducing costs, and more. Whether it's big data, high performance computing, machine learning, or analysing live data, this event will provide your teams with the opportunity to meet our AWS experts to have your questions answered.

It's easy to get an Immersion Day workshop on the calendar, and it's free! All you need to do is let us know you're interested, and we'll take care of the rest.

4.4   Courtesy On Boarding

AWS offers new customers a Courtesy Onboard experience to help complete the first step in your AWS cloud journey. This complimentary experience, led by our highly-qualified AWS Architects and Engineers, will guide you through the selection and deployment of your first workload.

This experience is at no cost to new public sector customers via CirrusHQ. In addition, we will cover up to $500 of utility cost for a period of 30 days, using credits from AWS.

CirrusHQ

Registered Office: CirrusHQ Ltd, 4 Deer Park Avenue, Fairways Business Park, Livingston, West Lothian, EH54 8AF. SC405771. VAT 133007659   Page 6 of 7

The following workloads can be deployed free of charge for you to test inside AWS as a proof of concept.

Public Web Site: Deploy a WordPress or Drupal-based content management system leveraging best practices for high availability, scalability, and security on the AWS platform.	**AppStream:** Centrally manage your desktop applications on AppStream 2.0, and securely deploy them to any computer. AppStream 2.0 is a fully managed application streaming service.
Identity Management: Extend Active Directory to AWS and configure Identity Federation.	**Workspaces:** Deploy a managed secure desktop-as-a-Service (DaaS) for both Faculty and Students using Workspaces for persistent desktop computing and specialized use-case scenarios. This is instead of typical on-premises Virtual Desktop Infrastructure (VDI).
Storage Gateway: Enable cloud storage using AWS Storage Gateway. This includes SAN, NAS, and tape replacement strategies leveraging AWS S3 and Glacier.	**Learning Management System** Deploy a Moodle based learning management system to leveraging best practices for high availability, scalability, and security of the AWS platform.

We will walk you through the process of selecting and launching one of the available workloads. We will deploy the workload you choose using best practices to help jump start your cloud journey, helping you take full advantage of all the business benefits that AWS has to offer.

With our deep expertise on AWS, CirrusHQ are uniquely positioned to help you at any stage of your Cloud Adoption Journey.

4.5   Well Architected Reviews

Using the AWS Well-Architected Framework as a model, CirrusHQ offer insight into your workloads as well as step-by-step guidance to a better, more cost-efficient cloud when you need it. Our AWS Certified Solutions Architects and Well-Architected Ambassadors leverage their expertise to undertake a deep-dive review into the performance of your existing AWS workloads. We then recommend how these workloads can be re-architected so that they adhere to best practices and meet your business goals.

Perhaps you have not carried out a health-check of your workloads since they were launched (and we recommend doing so regularly). Maybe you want to take advantage of one or more of the hundreds of services AWS introduce every year – services your in-house teams may not yet be able to deploy. Or, maybe you think your workloads are costing more than they should and are looking for better value for your spend. Whatever the reason, the Review can create a business case for re-architecting your workloads and can revolutionise how the AWS Cloud works for you.

- The review: Is a mechanism used to investigate, measure, and improve a workload based on your business and technical objectives.
- The objective: To gain a clear understanding of state of the workload and your understanding of architectural best practices.
- The deliverable: Suggested changes to be made to mitigate risk and improve the workload.

We will provide you with a Highlight Report identifying key issues and recommendations. From this we will work with you to develop a remediation plan, and help you apply for up to $5,000 of AWS credits to use towards implementing the plan with CirrusHQ.