



CLOUD SERVICES

SERVICE DEFINITION E-BOOK

Crown
Commercial
Service
Supplier



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CLOUD TECHNOLOGY SOLUTIONS

Central and local governments are embracing digital to deliver excellent customer services through easy access to information and services whilst driving internal efficiencies. A key foundation of any digital transformation is to transition to the cloud.

Cloud services enable the agility and innovation to continue the digital journey.

The Government Digital Services (GDS) is moving from a 'cloud first' to 'cloud native' to ensure technology choices made today can meet the growing expectations of government users, including staff.



INTERGENCE SOLUTIONS

Intergence has partnered with UK government to drive digital and cloud adoption.

Our well tested and mature methodology is adaptable to each customer engagement. Our team integrates with your organisation and can augment your existing team, or provide a specialist cloud service to deliver high value, impactful solutions end-to-end.

We have found the key to success is the integration with our customers' teams, enabling a true partnership in the delivery lifecycle. You stay in control of the transformation, we provide the skills or services to support you in the strategy, design and delivery.

Our cloud specialist are experts in assessing, designing and delivering digital and cloud transformation to meet the demands of today's IT services. Our consultants are prepared and ready to add value from the moment they arrive with the skills and experience required to support customers achieve their desired outcomes.

CLOUD IMPLEMENTATION APPROACH

Our account teams will work with you and your key stakeholders to understand your requirements to deliver 'off-the-shelf', or bespoke cloud services. We have the skills and experience to understand your business needs and translate those goals into actionable IT initiatives to deliver the desired business outcomes.

Our experienced team will include senior program and project management and lead architects to provide delivery governance, and subject matter experts to provide the right skills at the right time. Working with your team our experts will ensure the planned benefits are delivered, the solution is future-proofed both commercially and technically, and the project is delivered on-time and in-budget.

Our consultants are experts in assessing, designing and delivering infrastructure services to meet the demands of today's IT services. Our consultants are prepared and ready to add value from the moment they arrive with the skills and experience required to support customers achieve their desired outcomes.

We know that IT environments are always evolving; so, we work with our clients to give them end-to-end visibility across their IT environment – from the server to the digital consumer. Our approach is all about giving you control, so you can optimise IT performance and the customer experience, continuously. We follow our 'cycle of continuous improvement' and help clients at all stages of that journey to **THINK** strategically, **PLAN** effectively, **IMPLEMENT** efficiently, **OPERATE** successfully, and **MANAGE** and **IMPROVE** continually.



OUR CLOUD SOLUTIONS

Our 'off-the-shelf' and bespoke cloud services are designed to provide what you need. Whether this is a strategy development, commercial and technical planning, architecture and build, or a cloud health check of an existing cloud deployment. Our services are designed to be flexible to deliver what you need, no more, no less.

Our services are defined in more detail throughout this definition document.

- Project and Program Management
- Cloud Strategy
- Cloud Economics
- Cloud Transformation Change
- Cloud Enablement
- Cloud Solution Design
- Cloud Application Design
- Cloud Solution Deployment
- Cloud Service Management
- Cloud Health Check Assessment
- Cloud Skills Sourcing
- Cloud Support
- Cloud Advisory
- Cloud Management & Analytics



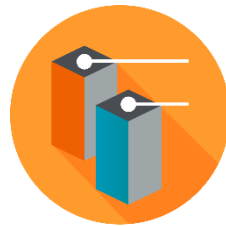
Programme & Project Management



Strategy



Cloud Economics



Cloud Transformation



Cloud Transformation Change



Cloud Solution Design



Cloud Application Design



Cloud Deployment



Cloud Service Management



Cloud Health Check



Cloud Skills Sourcing

PROJECT AND PROGRAM MANAGEMENT

Our teams will provide the commercial and technical expertise to deliver your digital and cloud transformations on-time, in-budget with the planned benefits. Our team will work with your business and technical leaders and support you in your delivery, or take full ownership to deliver your digital and cloud transformation.

Our programme and project leaders will partner with the architecture leads to deliver the desired business outcomes. Working with business architects and technical SMEs to ensure the scope and budget is managed and the benefits are delivered. Building a clear plan to drive the transition to the cloud is critical for success.



The Team	Methodologies & Approaches	Project Support	Deliverables
• Program Director • Program Manager • Project Director • Project Manager • Project Coordinator • Project Support • Scrum Team • PMO Analyst • Head of PMO • PMO Manager • PMO Support	• PRINCE 2 • MSP • APM • PMP • Agile • ITIL • Scrum • Kanban	• Data analysis • Project reporting • Resource management & training • Project administrative support	• Agree and define digital and cloud program scope • Project delivery planning and resource management • Budget planning, evaluation and management • Delivery management • Risk and issue management • Vendor and key stakeholder management • Build the transformation action plan
		Governance • Quality assurance • Audits • Best practice reviews	

CLOUD STRATEGY

As you begin your journey to the cloud you will be assaulted with jargon. Private Cloud, Public Cloud, Hybrid Cloud, Community Cloud to name the high-level models. Then you have vendors “cloud washing” every product to include the term cloud. It quickly starts to look like another IT led initiative with unclear business benefits. This will turn your business cold, almost immediately.

The key to a successful transformation, and to realise the enormous benefits that a cloud model can offer, is to start with a sound cloud strategy. What are the desired business outcomes, what challenges will the move to the cloud present, what is the current commercial position, which services and application are in-scope, and what are the compliance and security obligations? These questions must be answered before the appropriate cloud models can be assessed, a sourcing approach (single or multi-cloud) considered and the vendor selection process started.



Our experienced consultants can support, IT leaders and provide thought leadership with digital and cloud strategy.

The Team		Strategy Deliverables	
• Chief Technology Architect • Cloud Consultant • Requirements Manager • Digital Business Analyst • Cloud Business Analyst • Business Process Analyst • Data Analyst • Scrum Team • Compliance Analyst • Information Analyst		• Strategy development as part of the IT Strategy or as a standalone document • Provide a fresh look at existing strategies • Create a clear vision for cloud • Understand and document the desired business outcomes (SMART) • Define the organisational structure and services consumption • Business and IT leadership stakeholder engagement • Review existing customer and supplier contracts • Understand the organisation’s compliance and security obligations • Establish the current state applications and services scope • Cloud maturity assessment and heat map • Define cloud principles and policies • Facilitate discovery workshops • Identify and mitigate risks for each cloud model • Develop governance for the use of cloud services • Build cloud roadmap • Cloud financial management	

CLOUD ECONOMICS

The basis for cloud economics is to understand the financial benefits of cloud computing. There are a number of steps, and a well-developed, and tested methodology is required to provide accurate and credible financial metrics required for the business case approval.

When considering your options, it quickly becomes apparent there are many cloud delivery models available. For each model, there are an increasing number of vendors, each vendor has large portfolios and each product in the portfolio a dizzying number of technical configurations.

To build an ROI the current budget needs to be understood, then the recoverable costs of the new model. These costs will include people, software, hardware, maintenance, hosting and facilities. Then there are the so called soft cost that are harder to model but are very real such as opportunity costs, risk, productivity, speed to value etc.

Once the current state is understood, then a full TCO of the new proposed models must be completed. There are many pitfalls here and expertise in cloud economics modelling is essential to avoid very unpleasant surprises. Elastic consumption provides very real financial benefits if the usage patterns of each service are understood and modelled, get it wrong and your costs can quickly increase.

At Intergence our experienced consultants can support you and provide thought leadership a well-planned and managed approach to cloud economics.



The Team	Strategy Deliverables
• Chief Technology Architect • Cloud Consultant • Requirements Manager • Digital Business Analyst • Cloud Business Analyst • Business Process Analyst • Data Analyst • Scrum Team • Compliance Analyst • Information Analyst	• Business and finance stakeholder engagement • Budget analysis • Contracts reviews • Benefits modelling • Service usage pattern analysis and modelling • Detailed TCO and ROI models • Business case development • Business case governance

CLOUD TRANSFORMATION CHANGE

Transforming your IT landscape to the cloud requires a strategic, structured and agile approach. Our team will work with you and your stakeholders to develop solutions to meet your organisation's needs that are flexible to the changing landscape. Our experts deeply integrate into your teams to plan the transformation aligning the programme goals with the desired business outcomes.

Working the service business owner, our teams are experts at managing risk and designing solutions which make the change as transparent to your customers, including staff, as possible. Understanding the technology, processes, and people allows enables our team to design and provide options to the business leaders to make cost/risk decisions.

We will approach the transformation in a series of sprints with distinct deliverables. We take a benefits management approach, ensuring the tracking and realisation of the desired business outcomes of the engagement are met.



The Team		Agile Deliverables		Methodologies	The Deliverables
• Head of Business Change • Transformation Director • Change Director • Change Analyst • Change Consultant • Business Transformation Manager • Business Process Consultant • Scrum Master • Transition Manager • Process Analyst		• Delivery of software development projects • Agile best practice management • Product management • Risk management • Maximize ROI • Feature delivery and dependency tracking • Communications		• TOGAF • Zachman • AGILE • ITIL • Kanban • Scrum	• Discovery phase: service review and organisational requirements analysis • Strategic transformation programme management • Definition of organisational structure, process and technology to understand the impact of change • Definition and communication of transformation programmes and their subsequent impact on workforce requirements, budget, commodities management, and business output • Definition of governance frameworks and risk management

CLOUD ENABLEMENT

Our consultants will work with you to enable your organisation to move from your existing in-house IT delivery model to a cloud services model. A cloud readiness exercise must be completed to understand the scope of the services. An “all in” may not be the right approach for all organisations. Each service needs to be analysed from a technical, security and commercial perspective to understand which cloud model provides the most value for that use case. Stakeholder engagement and sponsorship is important to remove any barriers to adoption.



Once a direction is set and agreed with executive sponsorship, then the market research can begin. Who are the best suppliers for your private and public cloud services? Depending on many factors including scope, value and complexity, RFIs and RFP tenders are required. Once the suppliers(s) have been chosen, then detailed contract negotiations are required to ensure you receive the level of service you want, at the best price and are legally protected.

A new service delivery model will be required with supplier management being a focus. Deep analytics and management across all your providers, internal or external is key. Without end to end visibility of the entire IT environment, you can add a lot of complexity which will reduce the value of the services delivered.

Our experienced consultants will support you and provide thought leadership to ensure your organisation is ready for the Cloud.

The Team		The Deliverables	
• Chief Technology Architect • Cloud Consultant • Cloud Architect • Requirements Manager • Business Analyst • Cloud Analyst • Business Process Analyst • Data Analyst • Cloud Security Specialist • Scrum Team • Information Analyst		• Cloud Readiness and Assessment • Stakeholder Engagement and Management • Communications Plan and Delivery • Cloud Modelling • Cloud Architecture and Security • Cloud Governance • Cloud Provider Analysis and Selection • RFI and RFP Tender Process	• Contract Negotiations • Programme Planning and Mobilisation • Supplier Management Models • Provide End to End Visibility of the Entire IT Environment via Tooling • Service Delivery Models • Training Plans to Enable the Operational Teams

CLOUD SOLUTION DESIGN

Now you have your strategy, business case and change programme approved, it's time to design your cloud platform to deliver your business services. We can provide architectural leadership, functional design and integration planning for your IaaS, Container, PaaS, Serverless and SaaS solutions.

Our team of architects and solution design specialists can provide enterprise level, and individual solution design expertise working from the business services to application and infrastructure services. Our experts understand that delivering benefits to the business is the key to success so will translate business goals into actionable IT services.



The Team		Technologies		The Deliverables	
• Chief Technology Architect • Enterprise Architect • Solutions Architect • Cloud Architect • DevOps Architect • Systems Architect • Information Architect • Applications Architect • Technical Architect • Infrastructure Architect • Service Architect • Network Architect • Storage Architect • Cloud Security Specialist • Technical Design Authority	• AWS • Azure • Office 365 • Google Cloud Platform • Containerisation • Containerisation Management Platforms (Kubernetes SysDig) • Cloud Management Platforms (OpenStack, CloudStack, Dynatrace) • Databases (Oracle, SQL Server, MS SQL) • Development Platforms (JAVA J2EE, .NET) • Managed Service solutions	• Technical Design Authority • Business requirements gathering and management • Solution design of cloud services to support DevOps agile methodologies • Solution builds and integration of application, data and infrastructure services • Scalability planning & management • Database design and development • Supplier engagement, selection and management • Technical design documentation and cost analysis • Development of guiding policies and procedures • Service management design • Turn over to production documentation and processes			

CLOUD APPLICATION DESIGN

When planning your cloud deployment, it's the ideal time to review your application architecture. Can you drive innovation by continuing up the cloud value chain towards Containers, PaaS, Serverless, and implement a DevOps culture? Redesigning your applications to be delivered by a collection of Cloud services will enable you to meet your business goals with improved agility, reduced costs, and built-in security.



Our team of application specialist will work with your business to understand the commercial models and desired business outcomes. Once the business goals are understood, our team will work with your application team to understand the application components and performance requirements, ensuring the correct hybrid of services are chosen to deliver the performance and functionality at the correct price point.

The Team	Technologies	The Deliverables
• Chief Technology Architect • Cloud Consultant • Cloud Architect • Application Architect • Data Architect • Business Analyst • Requirements Manager • Scrum Team • Product Manager • Cloud Security Specialist	• Containerisation • PaaS • SaaS • Serverless • Microservices	• Create a business case to prove the application re-platform value • Model and design for performance and scaling • Design the correct hybrid services for the cloud application • Design and deploy a systematic security approach for the cloud application • Build and promote to production • Implement, manage and optimise

CLOUD SOLUTION DEPLOYMENT

Once you have your cloud strategy approved, selected your services and have completed the contract negotiations, it's time to deliver the transformation and move your services to the new cloud model. Cloud adoption can be a simple tactical activity to meet some immediate needs, or it can be an enterprise transformation to change the way IT is delivered to meet the changing needs of the business.

Regardless of the size and complexity, the biggest challenge businesses face is the shortage of skills available in the market to execute these projects. In addition, you face the decision on whether you want to build the capability to move to the cloud. Training your teams to have the skills to execute an enterprise migration is an expensive and time-consuming undertaking. In addition, you cannot 'learn' experience in a classroom. The Intergence team will bring the experience and expertise required to successfully deliver the programme and drive the full value that the cloud model has to offer.



The Team		Deliverables
• Chief Technology Architect • Enterprise Architect • Solutions Architect • Cloud Architect • DevOps Architect • Systems Architect • Information Architect • Applications Architect • Technical Architect • Infrastructure Architect • Network Architect	• Storage Architect • Cloud Security Specialist • Cloud Engineer • Infrastructure Engineer • Storage Engineer • Network Engineer • Security Engineer	• Vendor product and service selection • Stakeholder engagement • Communications planning and delivery • Application and infrastructure architectural designs for the cloud • Design, manage and deliver the cloud programme and projects • Budget and requirements management • Application packing and development for cloud deployment • Deploy management and analysis platform for end to end visibility of the entire IT environment • Turnover to production • Skills transfer to the operational team

CLOUD SERVICE MANAGEMENT

You will need to align your service management with your transformation to the cloud by introducing good cloud management practices. A new service delivery model will be required with supplier management being a focus. Deep analytics and management across all your providers, internal or external will be key.

Our experts will manage, or design and train your teams to manage the hybrid services are delivered using a best practice and quality driven approach. Delivering services using a hybrid approach of cloud services require an updated approach to the service design, development, deployment, management and continuous improvement.



The Team	The Deliverables
• Service Deliver Manager • Cloud Service Manager • Digital Service Manager • ITIL Service Manager • Supplier Manager • Business Analyst • Technical Design Authority • Business Architect • Service Architect • Problem Manager • Change Manager • Release Manager • Configuration Manager	• Assess the current IT organization • Design the new cloud operating model • Implement the new IT organizational structure • Document and implement processes and procedures for the management and operations of the cloud based services • Embed cloud service management practices in your development and support structures • Supplier management • Quality management • Security and compliance management • Change and release management • Service level management and reporting • Continuity and resilience planning and management

CLOUD HEALTH CHECK

For an organization to benefit from the full potential of cloud services it is key the correct balance of services and suppliers are implemented. Over time, with the pressures of business-as-usual tasks and demands from the business, your cloud service costs can start to increase in an unexpected way.

Our team of cloud specialists will work with your teams to understand the business and technical goals, security and compliance, and the commercial footprint. We will complete the commercial and technical assessment and provide recommendations and a detailed report on best practice, best fit cloud service.



The Team	The Deliverables
• Business Analyst • Technical Design Authority • Business Architect • Service Architect • Security Architect • Storage Architect	• Assess the business drivers • Assess governance and security requirements • Review the technology architecture required to deliver the service • Analyse the current usage patterns • An analysis of the current spend on cloud services and provide recommendations for cost savings through best-practice and deployment optimisation.