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Hybrid Cloud Readiness Assessment & Migration Planning Service Level Description

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1.0 Detailed Description

Our IT transformation and migration planning service provides organisations with a structured approach to assess their current IT environment, explore various cloud options, and design a tailored migration plan. We understand that each organisation has unique needs and objectives, and our service aims to empower them with the information and guidance necessary to make informed decisions about their cloud journey.

2.0 Business Benefits

With our IT transformation and migration planning service, organisations can embark on their cloud journey confidently, knowing that they have a strategic partner dedicated to delivering a successful transformation while maximising the value of their investments.

- **Comprehensive Assessment:** Gain insights into the current IT environment and evaluate the suitability of different cloud options.
- **Informed Decision-Making:** Empower stakeholders with cost options and recommendations to make strategic decisions aligned with business goals.
- **Tailored Migration Plan:** Design a customised migration plan that addresses the organisation's specific requirements and priorities.
- **Reduced Risks:** Mitigate risks associated with migration through thorough planning and implementation strategies.
- **Seamless Transition:** Ensure a smooth transition to the cloud environment with expert guidance and support throughout the process.

3.0 Service Components

Our IT transformation and migration planning is delivered in two phases:

Phase 1: Quick Start Assessment

In this initial phase, we conduct a Quick Start Assessment to kickstart the transformation process:

- Utilise Azure Migrate to evaluate the readiness of the existing IT environment for migration to the cloud.
- Perform a high-level cost analysis for different cloud options, including Microsoft Azure, ITPS private cloud, and on-premises hardware.
- Provide customers with a comprehensive overview of potential costs and benefits associated with each option, enabling them to make informed decisions.

Phase 2: Full Migration Planning

Upon the customer's decision to move forward, we transition into the detailed migration planning phase:

- Conduct multiple workshops to understand the organisation's business outcomes, IT requirements, and migration goals.
- Collaborate with stakeholders to design a migration plan aligned with the organisation's objectives and preferences.
- Run workshops to address various aspects of the migration, including application readiness, data migration strategies, network design, security, governance, and skills assessment.
- Develop a detailed migration plan that includes timelines, technical designs, cost estimates, and risk mitigation strategies.
- Provide ongoing support and guidance throughout the migration process, ensuring a smooth and successful transition to the cloud environment.

4.0 Deliverables

Phase 1: Quick Start Assessment

A detailed IT estate evaluation report giving a customer insight into their existing infrastructure and transformational options which includes:

- Assessment Methodologies
 - Performance & Utilisation Metrics
 - Estimated Workload Uptimes
 - Platform Specific Cost Saving Initiatives
 - Total Cost of Ownership Estimates
- Platform Headlines Costs
 - Review of all optional cost based on assessment incl;
 - Hardware costs
 - Private Cloud Costs
 - Public Cloud Costs
- Overview of current utilisation & Performance
- Additional Platform Services (Optional)
 - Disaster Recovery
 - Backup
 - Platform as a Service Options
- New Platform Overview and Mapping of each Platform Option
 - Hardware
 - Private Cloud
 - Public Cloud

Phase 2: Full Migration Planning

After the customer has selected their preferred target location for IT transformation, we proceed to the migration planning phase, which comprises a series of workshops and the delivery of comprehensive documentation. This phase aims to understand the customer's data, workloads, infrastructure, and business outcomes in detail to formulate an effective migration plan.

Discovery & Analysis

- **Application & Data Readiness Workshop:** Assess the readiness of all applications for migration and identify any additional work required.
- **Operations and Common Toolsets Workshop:** Analyse current IT operations and tools such as ERP, CRM, and other systems, and assess their integration.
- **Security and Governance Workshop:** Understand the customer's current IT security operations, build standards, compliance requirements, and governance policies.
- **Network Design Workshop:** Evaluate the customer's network designs and determine necessary changes for cloud migration.
- **SQL / Database Workshop:** Assess existing databases and plan for their migration to the new environment.
- **Storage & Archive Workshop:** Review current storage solutions and plan for future storage and archiving needs.
- **Landing Zone Review:** Discuss and design the preferred landing zone for the migration.

Deliverables

- **Landing Zone Design:** If applicable we will develop a complete Azure-approved landing zone design tailored to each customer's requirements.
- **High-Level Design (HLD):** Design the new infrastructure based on the 5-R principles, outlining the overall architecture.
- **Business Value Report (Supporting Document):** Accompany the HLD with a document demonstrating understanding of the customer's business outcomes and how they are mapped to the new IT design.
- **Migration Plan:**
 - Low-Level Design (LLD): Provide a detailed technical design for the migration.
 - Final Cost (ROI) Report: Present all options and comparisons, detailing the expected costs associated with the migration.
 - Migration Plan: Outline migration steps and estimated timelines for each phase of the project.
 - Application and Data Readiness Plan: Address application readiness and dependencies, including any remediation required.

- Operations and Common Toolsets Update: Update on toolsets, highlighting ROI or potential cost savings.
- Security and Governance: Provide updates on security and governance measures, if required.
- Network Design: Detail the high-level and low-level design of the new network, if necessary.
- SQL / Database: Present the database migration plan, including migration strategies and timelines.
- Storage & Archive: Provide the storage and archive migration plan, considering current and future needs.
- Landing Zone Design: Detail the design of the new landing zone, ensuring alignment with the overall migration plan.

Through our meticulous workshop series and deliverables, we ensure that the migration planning process is thorough, efficient, and aligned with the customer's objectives, ultimately leading to a successful IT transformation.

5.0 Assessment Process:

Phase 1: Quick Start Assessment

Phase one has been designed to give a customer their desired output in the shortest time possible with accurate results.

- Time to deliver: Dependant on customers requirement and infrastructure size.

STEPS	DELIVERABLES
Kick-Off Meeting	• Kick-off meeting scheduled • Assessment Questionnaire provided
Installation	• Meeting to install Azure Migrate Tool
Review	• Azure Migrate to Run for 3-5 days • ITPS Subject matter experts to review data discovered from Azure Migrate • ITPS Subject matter experts to review answers filled into the questionnaire
Report	• Meeting to review assessment report

Phase 2: Full Migration Planning

Phase two is delivered based on the customers infrastructure size and desired outcomes.

- Time to deliver: TBC

Discovery & Analysis

STEPS	DELIVERABLES
Kick-Off Meeting	• Kick-off meeting scheduled
Application & Data Readiness Workshop	• Review off all existing applications and application data
Operations and Common Toolsets Workshop	• Review of all current and desired common toolsets used by customer
Security and Governance Workshop	• Review of Security maturity state and security tools
Network Design Workshop	• Review of network design
SQL / Database Workshop	• Assessment of database readiness
Storage & Archive Workshop	• Review of storage requirements
Landing Zone Review	• Landing Zone Design

Deliverables

STEPS	DELIVERABLES
HLD & Business Value Report	• ITPS Subject Matter Experts designs and delivers HLD • ITPS Subject Matter Experts drafts and delivers business value report alongside HLD • Customer reviews and signs off HLD and Business value report
Landing Zone Design	• ITPS Subject Matter Experts designs and delivers Landing Zone Design • Customer reviews and signs off design
Migration Plan	• ITPS Subject Matter Experts designs and delivers Migration Plan • ITPS delivers cost for performing the migration • Customer Reviews and Signs off Migration Plan
Project Close	

- Once ITPS has delivered the migration plan, the customer will be given the option for ITPS to perform the migration of their services as per the migration plan. The migration cost will be given to the customer and all migration work will only be adhered to once the order form has been agreed and signed off.

6.0 Customer Responsibilities

- Customers will provide sufficient hardware or virtual resources to deploy the assessment appliance;
- Customers will follow our recommended setting configuration (e.g. firewall settings) to allow our tool to assess your servers;
- Key stakeholders (e.g. application owners, network owners, security owners) need to attend all relevant workshops to ensure we have the interoperability understanding between IT and the users to prepare a meaningful migration proposal;
- The customer and/or their third parties will provide any information we require to build the migration proposal that cannot be captured by our tool.

7.0 Tools

- Azure Migrate: Automated Scanning Tool
- Any other tools required to do a successful scan

8.0 Service Billing

The IT transformation and migration assessment and planning is billed separately for each phase as follows:

Phase 1: Quick Start Assessment

Phase 1 is billed on a tiered basis as the amount of work required will be affected by the size of a customer's current environment.

PACKAGE	INSTANCE/SERVER RANGE	PRICE
Small	1 to 100	£ 2 000,00
Medium	101 to 250	£ 3 000,00
Large	251 to 500	£ 5 000,00
X-Large	501~	TBC

Phase 2: Full Migration Planning

The planning phase will be determined once the quick assessment has been completed and will be based on the time and materials needed to deliver a full migration plan for the customer.

As part of our quoting process, we will estimate a cost for delivering this service based on the first infrastructure size, but we reserve the right to amend this cost based on the outcome of the quick scan.

9.0 Terms

Decommissioning

All raw data collected during the assessment will be removed and deleted within forty-five (45) days after the assessment is completed. This removal will be done once all the data has been downloaded for analysis and provided to you.

This decommissioning process is necessary to ensure ITPS does not hold any data in the system for longer than required. It also may be a policy of the 3rd party tools we use. You should also acknowledge that the data becomes less accurate the longer it stays on the system after the final cut-off. This exercise will also reduce any additional cost required to retain the data.

The data is not retrievable after the decommissioning process and you will need to use the downloaded copy for analysis.

Request for Change

We recognise that a project may require changes to the original scope and specification, resulting in additional effort and/or costs. As there is a defined scope with associated deliverables within this document, any changes must be agreed through the formal change process.

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