

EXTERNAL

ultima



Crown
Commercial
Service
Supplier

Service Definition - RM1557.15

Public Cloud Services

G-CLOUD 15



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1.0 Service Definition

1.1 Introduction

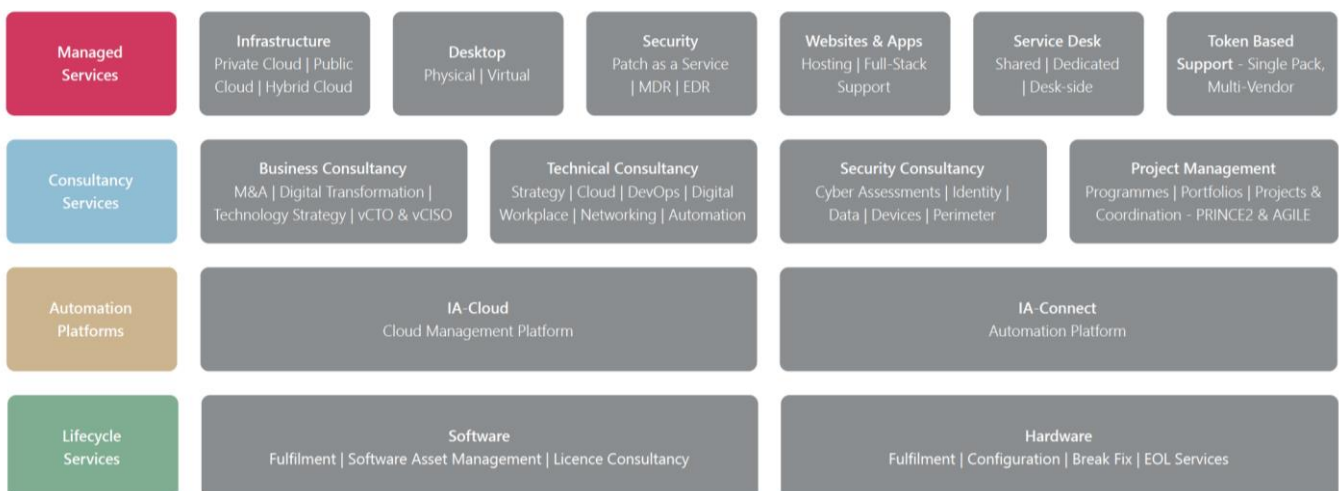
It's rare to find a public sector organisation whose success isn't inextricably linked to the execution of its IT strategy. They are no longer an assortment of standalone services, residing on a static environment. Instead they have evolved into complex, multi-faceted entities, which require a blend of support to meet the demands posed by an increasingly disparate and tech-savvy workforce, brokering services which reside both on-premise and in the public sphere.

Since 1990, Ultima has developed into one of the UK's leading intelligent infrastructure, cloud, security and automation companies, focused on the provision of tailored IT solutions and services, including the design and delivery of industry-leading technologies, backed by the best in 24x7 support. No matter where you are on your IT journey, we make technology a positive asset, aligned with the goals of your organisation. Whether that be mitigating risks associated with changes in regulatory compliance, modernising legacy systems to take advantages of the cloud, or automating complex processes, we deliver better business outcomes at a commercial, strategic, operational and technical level.

We take a holistic approach to delivering IT services, providing multiple entry points to clients who are looking to manage IT more effectively. As an end-to-end IT solution provider, we maintain relationships with a range of strategic vendors, providing everything from independent and impartial best practice advice to managed, bespoke solutions. From our family of Intelligent Remote Infrastructure Support (IRIS) services, complete with integrated analytics for diagnosing potentially service impacting threats and trends, to our Intelligent Service Desk with built in robotic process automation (RPA) and self-service orchestration, we provide a modern take on a very traditional set of business challenges.

As outlined below, we provide a range of different services, across four primary areas, Managed Services, Consultancy Services, Automation Platforms and Lifecycle Services. This allows our customers to benefit from our holistic delivery model and maintain fewer partners to deliver the same end result. Unlike other organisations who may focus on a particular niche or specialise in a single area or genre of IT, our strengths lie in the breadth of services we provide and the close partnerships we maintain with leading vendors.

This end-to-end approach allows clients to receive support with scoping and product fulfilment, implementation and project support, through to 24x7 care. To tackle the challenges presented by a dramatic increase in IT consumption, we have devised offerings that enable you to be selective over the support you require. Having delivered 24x7 managed services since 1998, we know what it takes to foster an environment which promotes innovation, encourages service excellence and embraces emerging business cultures. Finally, in order to fulfil our obligation as a tier one MSP, we operate dedicated ISO 27001 compliant Technical Service Centres, home to first to third line specialists and service managers, each intensely passionate about the support they provide and hand-picked for their ability to act as an extension to your team.



Service Definition - Public Cloud Services

Ultima are a 14 x Microsoft Gold Competency Partner with skills in Application Development, Cloud Platform, Cloud Productivity, Collaboration and Content, Communications, DevOps, Enterprise Resource Planning, Security, Windows and Devices, Small and Mid-market Cloud Solutions, Datacentre, Data Analytics, Enterprise Mobility Management, and Messaging.

As a Licensing Solutions Provider, Cloud Solutions Provider and Systems Integrator, our teams are accredited to the highest levels in order to effectively deliver and support the majority of Microsoft's cloud portfolio. We hold over 90 technical Microsoft Cloud Certifications (across both Azure and Microsoft 365), including 15 at expert level. Cloud is in our DNA and we have conducted more than 11,000 hours of Microsoft cloud consulting, since our first engagement back in 2011. We are proficient in a number of programs, including FastTrack, CSP, LSP, DPS and Microsoft Azure Virtual Desktop advanced specialization.

Ultima have been certified by independent auditors to be accepted on the Microsoft AMMP programme for Windows and SQL Migration, which ensure we have demonstrated repeatable excellence in the 3 core areas of Azure migration, namely Assessment and Planning, Landing Zone Build Out and Migration and Modernisation. The auditors described our tooling (which is Ultima developed and owned) which accelerates migration as unique in the market as "beyond anything they had seen from any other partner on the program".

When it comes to supporting your CSP agreements, you will gain access to our dedicated licensing team with over 20+ years experience for all product queries and programme restrictions as well as our 24x7 CSP reactive support team, with access to an Azure Cloud Solutions Specialist. As a Gold Microsoft SI, LSP and ESA, our customers can leverage both technical and software licensing expertise from one partner. Ultima run regular Microsoft roadmap sessions in conjunction with our in-house technical consultancy teams.

1.2 The Challenge

The public cloud is a journey and not a destination. While cloud computing has been revolutionising the way we do business for many years, realising those benefits isn't necessarily as easy as vendors and industry commentators make out. For all the potential that adopting a cloud-centric IT approach can bring, harnessing that power and using it effectively can be challenging for many organisations. Since many "as a service" platforms deliver a step-change in capability and complexity over more traditional methods of IT service delivery, public cloud solutions such as Azure and AWS can actually end up being difficult to manage and retain control over.

Given the broad range of products and services available for immediate consumption, IT teams are expected to shoulder the burden of supporting their entire business, from development teams, business analysts, product managers and third party system integrators, to non-technical stakeholders, all of whom want to access to a more dynamic IT provisioning environment, and often each have a slightly different set of requirements. Couple this with the nuances brought about as a result of continuous cloud development, which can impact day-to-day operations across compute, networking and security, to analytics and data management, the scale of what CIOs and IT managers are facing can appear daunting.

Cloud complexity is often cited as the one of the main reasons why enterprises experience failure with the cloud. Despite the willingness to invest and in many cases the strategy to support it, long-term ROI is often poor, negating the stated benefits. Even the most mature organisations - those who have experience in public clouds - can struggle. Having to continually manage resource constraints, compliance obligations, cost containment and the continued threat of segmented utilisation, alongside the administrative overheads associated with delivering an increasingly divergent set of cloud services, can result in a loss of faith in cloud as a concept.

- Customers struggle with advanced cloud support, often utilising ineffective partners that have merely adapted on-premise management techniques.
- Clients often get into the cloud and immediately begin fire fighting spiralling costs, as resources are either over-provisioned or orphaned off.
- Given the dynamic characteristics of the cloud, maintaining documentation can be difficult, becoming a time-sink for admins
- Teams are used to patching and guarding against security vulnerabilities on-premise. Applying the same principles in the cloud can be challenging.
- Despite the nature of the cloud, on-boarding and provisioning new workloads still require the right blend of skills and can be labour intensive
- Being evergreen, organisations can quickly get out of step, as new features, tools and applications are released, putting pressure on operational teams.
- Due to the potential for rapid deployment and scaling out of cloud services, cost containment and resource overheads become a real threat.
- Being publicly accessible, security and compliance teams need to adopt a different set of principles when dealing with public clouds like Azure
- 95% of companies are migrating applications to the cloud. 50% find it more difficult than expected. Projects are over budget, with missed deadlines.
- Cloud resources are expensive to recruit, train and maintain, especially if you are responsible for providing 24x7 support

1.3 Service Overview

1.3.1 Advise - Cloud Advisory and Assessment

For organisations planning on adopting public cloud services, there is a requirement to do so in a structured and process-driven manner, following vendor best practice in order to outline a strategy with guide-rails for the journey ahead. Ultima leverage Microsoft's Cloud Adoption Framework (CAF) to deliver advisory and assessment engagements, providing a strong and stable foundations to with which to govern and manage your environment (e.g. cost containment, security, operational compliance, platform and workload operations).

- Cloud complexity is often cited as the one of the main reasons why enterprises experience failure with the cloud. Despite the willingness to invest and in many cases the strategy to support it, long-term ROI is often poor, negating the stated benefits.
- As an Microsoft Azure Migration and Modernisation Program (AMMP) partner, we have demonstrated excellence in the three core areas of Azure migration, namely assessment and planning, landing zone builds, and migration and modernisation.
- Whether you are moving piecemeal or are looking to embrace a cloud-first strategy, Ultima can help you unlock incentives in the form of Azure credits and End Customer Investment Funding (ECIF), to offset migration and modernisation costs
- As an AMMP partner, we can jump-start cloud adoption through a combination of best practice guidance, free migration tools, training and expert support.
- We can help you introduce a Cloud Centre of Excellence, defining the stakeholders, skills, roles and responsibilities to ensure that what is being designed is fit for purpose, before identifying ways to bridge those gaps, until your own team's experience and knowledge broadens.
- As a 14 x Microsoft Gold Partner, Ultima are able to provide licensing support as an LSP, CSP and Enterprise Software Advisor, and hold expert specialisations across Azure and associated technologies.

In addition to bespoke consultancy, architectural and project management services, we provide access to the following packages.

- **Ultima Cloud Maturity Assessment** - A free 60-minute consultancy engagement, created for organisations who are considering embracing public cloud, through to those who's adoption strategies have stalled or could benefit from realignment.
- **Ultima Cloud Analyse** - Powered by Ultima IA-Cloud Essentials, this free consultant-led service assesses your Azure footprint to identify cost savings, deviations from best practice and provide guidance around the introduction of optimisation and automation tools.

1.3.2 Design and Plan - Landing Zone

Since its critical for your public cloud environment to remain stable and performant, allowing current and future workloads to run effectively, we apply a set of pre-defined best practices called a Landing Zone. Covering critical aspects such as identity, networking, governance and security, it includes pre-defined configurations for key components including management groups and policies, providing a resilient foundation with which to build from.

- Unfortunately, many organisations are unaware of Azure's architectural requirements or are struggling to retrospectively apply security and operational controls, due to design decisions taken before their use of the cloud was clearly understood.
- Microsoft redefined the Azure scaffold and blueprints and incorporated them into a Cloud Adoption Framework (CAF), which takes customers through the adoption journey from initial strategy through to on-going management
- We leverage Microsoft's CAF to ensure that the activities, processes, tools and outcomes follow a structured, well-supported approach, scaling our deliverables depending on your maturity in each area.
- To complement the CAF, we bring in our own IP and tools. Acting as an accelerator, Ultima's IA-Cloud solves the problem of where to start when it comes to adopting public cloud, expediting planning, build, migration and management activities.

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- Providing an on-ramp to Azure, IA-Cloud provides a fully configured and documented Landing Zone in accordance with vendor best practice, including network, storage, security, connectivity and authentication, with segregation for test and production environments, alongside support for Hyper-V and VMware.
- For bespoke and highly complex multi-region Landing Zones, our specialists can provide tailored architectural and consultancy services, accounting for scale, security, governance, networking and identity, deploying it in accordance with NCSC cloud security principles.

In addition to bespoke consultancy, architectural and project management services, we provide access to the following packages.

- **Ultima Cloud Deploy** - Using IA-Cloud, we will automatically provision your first Landing Zone and set up connectivity to your data centre. Once complete, you can migrate existing apps and workloads into Azure following a highly automated, low-risk approach, or support replication for use in a disaster recovery scenario.
- **Ultima Azure Virtual Desktop (QuickStart)** - We can take you from zero to a fully managed environment in a little as 5 days, meeting the demands of a remote, peripatetic workforce, while maintaining the traditional local performance, user experience and productivity, and keeping corporate data highly secure.

1.3.3 Deliver - Migration and Optimisation Services

Acting as a catalyst for adoption, the impact of the pandemic has seen organisations move entire tranches of their IT workloads to the public cloud to overcome the disruption caused by a shift in focus, working practices and culture. Some industries experienced two years worth of transformation in the space of six months, as they raced to maintain operational resilience. Delivering cost-effective, secure, scalable and highly dynamic IT services in the cloud can be challenging. Between the weight of technical debt, regulatory compliance and budget constraints, alongside competing demands for increasingly limited resources, finding the right partner to relieve the burden is important.

- 95% of companies are migrating applications to the cloud, with 50% find it more difficult than expected, leading to missed budgets and deadlines. Despite the nature of the cloud, on-boarding and the provisioning of new workloads still require the right blend of skills and can be labour intensive.
- Once you have decided to migrate some or all of your workloads to the cloud, the question becomes which route is appropriate - rehost, re-platform, rearchitect, rebuild, replace or retire (the 6 R's of cloud rationalisation).
- Depending on the applications under consideration, there is often more than one answer, with aspects such as compatibility, complexity and cost all needing to be reconciled.
- Depending on the type of workloads under consideration, Microsoft's AMMP program can help subsidise everything from the cost of POCs, through to guided migration support, with the funding paid to Ultima to offset the cost of migration.
- In addition to AMMP funding, we can introduce further project cost savings through the use of our IA-Cloud platform, designed to automate on-boarding, migration and on-going management and cloud optimisation tasks
- Ultima can help you build cloud-native applications using serverless, containers and microservices architectures, as well as modernise existing web apps in languages such as .NET, Java and PHP and deploy it on Kubernetes
- Our specialists can assist you in migrating structured databases to Azure SQL, alongside unstructured volumes to destinations such as blob storage, Azure Files and other SaaS platforms
- As part of a migration plan, we can help teams move physical and virtual workloads to Azure, alongside the migration of on-premise Citrix and VMware-based VDI platforms into Azure Virtual Desktop.

In addition to bespoke consultancy, architectural and project management services, we provide access to the following packages.

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- **Ultima Cloud Migrate** - Microsoft provide access to up to \$200k of funding to eligible customers, which when combined with Ultima's IA-Cloud service, can remove barriers to entry. Subject to qualification, End Customer Investment Funds (ECIF) are available to offset the cost of discovery, design, deployment and migration work.
- **Ultima Cloud Security Review** - We deploy IA-Cloud Automate into your Azure environment for a period of 3 months in order to discover, monitor and report against the current security posture and resource vulnerabilities, with a comprehensive remediation report to follow.
- **Ultima Cloud Cost Optimisation** - We deploy IA-Cloud Optimise into your Azure environment for a period of 3 months in to monitor current spend and resource utilisation, with a detailed report on where potential costs savings can be made and how by much, itemised by resource and savings type.

1.3.4 Manage - Managed Cloud

Given the rapid nature of development in the cloud marketplace, it is no surprise that the load on traditional support teams can become excessive, leading to a logjam of projects, support queries and internal development, stifling growth and impacting productivity. As businesses continue to evaluate and adopt public cloud services, it is important to understand the demarcation point when it comes to support. In many cases, customers mistakenly assume that the cloud solution provider's (CSP) role is to provide a safe computing environment, and that the onus for securing their data and workloads resides exclusively with them. In reality, CSPs adopt a shared responsibility model, where they are accountable for securing their platform, leaving the rest down to you.

- Customers often struggle with advanced cloud support, utilising ineffective partners that have merely adapted on-premise management techniques. Alternatively, they begin consuming cloud services and immediately find themselves fire-fighting spiralling costs, as resources are either over-provisioned or orphaned off.
- Ultima offer an end-to-end cloud outsource service for Azure, combining fulfilment, operational and technical enablement activities, on a consumption-based model, backed by our global Technical Service Centres.
- To combat the challenges associated with traditional public cloud models, Ultima's Managed Cloud has been developed to extend the out-of-the-box Azure experience, leveraging automation and orchestration to help you take back control
- By bundling Azure CSP subscriptions, automation and 24x7 third line support into a simple and scalable monthly subscription, teams can refocus on delivering innovation and better business outcomes, without worrying about the underlying platform.
- By automating workload provisioning, configuration, reporting, health checks, monitoring, security, optimisation and common maintenance tasks, we have simplified cloud ownership, dramatically reducing operating costs by up to 42%.
- Ultima Managed Cloud for Azure continually analyses expenditure and optimises licensing and usage, helping to eliminate excess resource through rightsizing, reduced consumption cost, providing just the performance and capacity you need.
- Through our automation platform IA-Cloud, we reduce the need for human intervention when it comes to common BAU activities like patching, backup, reporting and monitoring, further reducing the load on your teams.
- Our service is backed by real-time analytics, giving you dashboard-insights into your current cloud consumption, subscriptions, governance, billing and workloads
- Ultima Managed Cloud is able to provide a significant reduction in TCO, the difference of which can be syphoned off into a separate innovation budget, and used to fund exciting new transformation projects.
- As an extension to our managed services, we can provide access to fractional cloud architect support on an as-needed basis, providing guidance around everything from Business-IT convergence, strategy and planning, solution selection, comparison analysis, and to even sit on your architectural review board.

In addition to bespoke consultancy, architectural and project management services, we provide access to the following packages.

- **Ultima Managed Cloud** - Underpinned by Ultima IA-Cloud and ServiceNow and supported by our team of Microsoft specialists, we are able to provide 24x7 support for your Azure platform and associated workloads and applications.

1.4 Scope

To be agreed as part of a formal Schedule of Engagement or Statement of Work. The sections below cover the type of architectural, consultancy and project management services that can be taken, which may form part of the scope.

1.4.1 Architectural Services

The principle goal of our architectural team is to help you maximise your ROI and solve real business challenges using IT, support business imperatives and become a trusted technology advisor. By fostering an understanding of business drivers and strategic direction, we facilitate the decision-making process through evidence-based assessments, stakeholder engagement, outcome analysis and market and technology insights. As business leaders demand more holistic views of their enterprises, presented in ways that promote insight and facilitate decision-making, we can bridge the gap between information overload on the one hand and innumerable strategies on the other, helping to drive business transformation effectively including solution evaluation, strategic planning, design, integration, execution and operations.

- **Leadership** - More than evangelists, our solution architects are hand-picked for their innate ability to equate business goals with a supported IT strategy
- **Comparison Analysis** - We are able to deliver a range of evidence-based technology option reviews, evaluating and comparing category-specific solutions
- **Strategy, Planning and Design** - Present a clear and independent approach to delivering business objectives, that promotes insight and facilitates decision-making
- **Envisioning** - We add significant value to strategic planning engagements; influencing and inspiring discussion across a wide range of disciplines
- **Transformation and Optimisation** - Our consultative approach increases the value of IT investments, by pinpointing inefficiencies and highlighting opportunities for change
- **Market and Trend Analysis** - Our industry awareness, helps you maintain a competitive edge, providing greater ROI through the adoption of a specific strategy

1.4.2 Consultancy Services

Ultima's in-house technical Consultancy team are able to provide the experience and processes necessary to deliver an extensive range of on-trend solutions and cloud services, transforming your organisation's IT infrastructure and delivering efficiencies and cost savings across the board, so that your company can realise its full potential. Our consultants hold top tier partner accreditations and can demonstrate extensive design and deployment experience, helping to both expedite and de-risk delivery. Throughout our Workspace, Data Centre Security and Cloud practices, we ensure that our consultants have the necessary support and are on the most appropriate certification tracks to become experts in their field. Working independently or under the guidance of a Solution Architect - either from Ultima or from your own team - they can assist business transformation through the delivery of resilient, secure, performant, scalable and cost effective solutions.

- Define architectural blueprints that deliver the required functional and non-functional requirements
- Deliver pre-packaged tactical services e.g. health checks and proof of concepts
- Assist clients with the deployment of new IT infrastructure and systems, either on premise or in the cloud
- Conduct systems upgrades as well as application, workload and data migrations
- Provide additional technical capacity to enable organisations rapidly grow or divest
- Help facilitate decision making through technical forums and workshops
- Up-skill existing team members through training, shadowing and other forms of knowledge transfer
- We provide flexible engagement models (skills, frequency and duration) at competitive rates
- Gain access to extensive technical IP, including vendor and Ultima best practice and project collateral
- Vendor certified, so that you can be sure have passed the relevant exams to be proficient in their chosen field

1.4.3 Project Governance Services

While technology and the way it is implemented may have evolved over the years, the governance and control required in order to bring about change and deliver tangible business benefits is very much the same. Challenged with maintaining control over an increasingly complex landscape of applications, services, workloads and infrastructure, being able to adhere to the triple constraints of time, cost and scope is paramount.

Acting as a centre of excellence, our PMO provides everything from practice management, training and skills development, to maintaining control over time, cost and quality constraints, ensuring that each project is delivered efficiently and effectively. With a track record in delivering a wide range of engagements, from the introduction of cloud managed EUC support services to complex data centre consolidations and cloud transformations, we work in a flexible and dynamic way, integrating into your business and the way you operate. As a result, customers can focus on the benefits of technical, organisation and operational change, safe in the knowledge that the governance is managed to the highest standard.

- **Programme Management** - On complex programmes of change, it may be appropriate to appoint a Programme Manager to deliver effective leadership over a group of related projects. We can provide ownership and control across the entire engagement, ensuring that business benefits are derived from the whole, rather than from its constituent parts.
- **Project Management** - Ultima's experienced PM team exploit structured project methods and controls to deliver a broad range of infrastructure, cloud and support services, bringing about significant transformational change. Typically reporting to a customer PM or Project Board, they facilitate the day to day monitoring, progression and management of each engagement.
- **Project Coordination** - For less complex engagements or where a project has entered a certain phase, it may be prudent to bring in a coordinator to deliver the remaining services in line with your requirements. Since many of the processes will have already been defined in earlier stages, PMs can delegate control, safe in the knowledge they will be followed.

1.5 Service Transition

1.5.1 On-Boarding

We will work with key stakeholders to capture the scope, deliverables and acceptance criteria within a formal Statement of Work or Schedule of Engagement, before initiating and running the project in accordance with our Advisory Service, Agile or PRINCE2 stage-based methodology. Where Project Management services are taken, additional governance activities will be provided, commensurate with the size, scale and complexity of the engagement. Acting as a centre of excellence, our PMO provides everything from practice management, training and skills development, to maintaining control over time, cost and quality constraints, ensuring that each engagement is delivered efficiently and effectively.

1.5.2 Off-Boarding

For traditional projects, we will confirm completion of deliverables to the satisfaction of the Project Sponsor and communicate final disposition and status to all stakeholders, alongside any recommended follow-on activities. Where agreed in advanced, Ultima will conduct a closedown meeting to ensure that the deliverables of the project are reviewed and any lessons learned captured as part of a formal project closure report.

1.6 Service Management

Accountability for our relationship with you lies with Ultima's Executive Sponsor for the proposed solution or service, together with your Account Manager and where applicable, a designated Service Delivery Manager. These individuals are responsible for providing strategic governance, working closely with your Project Board or Executive team to ensure that the relationship between our two organisations remains strong, the service continues to be fit for purpose and the governance model we adopt is delivering value.

Our traditional eight stage project methodology combines real world experience, alongside appropriate elements of PRINCE2, ITIL and vendor best practice. The scope, stages, governance activities and deliverables will vary between engagements and shall be confirmed within the Statement of Works. For Advisory Services projects, a more streamlined four stage approach is taken, following an Analyse, Review, Define and Present path, with appropriate deliverables across each stage.

1.7 Service Constraints

To be agreed as part of a Schedule of Engagement or Statement of Work.

1.8 Implementation Approach

1.8.1 Advisory Services

When it comes to our Advisory Services, Ultima adopts a simple but effective, four stage process, allowing us to interrogate existing platforms in order to deliver best practice recommendations, and a prioritised list of next steps to remediate issues and define a new transformational strategy which improves the overall maturity of your environment. Once sized to your requirements, a Solutions Architect will provide forensic analysis of your environment and articulate the findings and recommendations, aligned to your business goals.

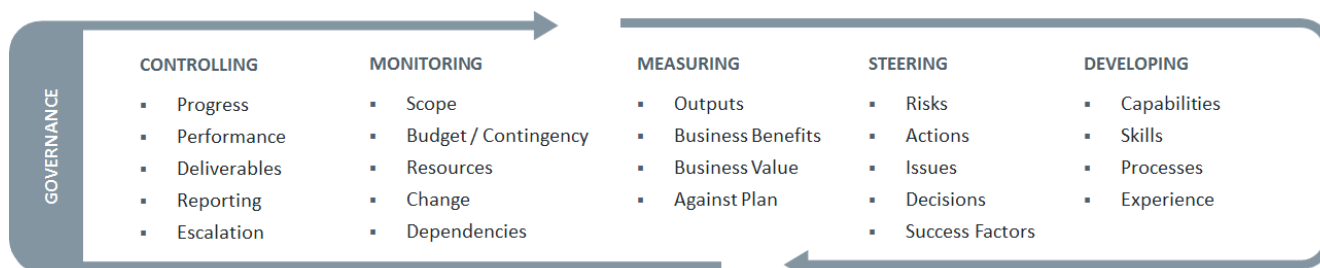
01 ANALYSE	02 REVIEW	03 DEFINE	04 PRESENT
1.1 - Project Initiation	2.1 - Rationalise Datasets	3.1 - Service Review	4.1 - Develop Presentation
1.2 - Automated Discovery	2.2 - Health Check	3.2 - Gap Analysis	4.2 - Present to Customer
1.3 - Manual Discovery	2.3 - Evaluate and Analyse	3.3 - Create Documentation	4.3 - Confirm Next Steps
1.4 - Questionnaire	2.4 - Identify Changes		4.4 - Close Project

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1.8.2 Traditional Projects

Our eight stage project methodology combines real world experience, alongside the appropriate elements of PRINCE2 and vendor best practice. The scope, stages, governance activities and deliverables will vary between engagements and shall be confirmed within a Statement of Works, once the project has been initiated. An example of our standard project lifecycle is outlined below.

01 PROJECT INITIATION	02 DISCOVERY & ASSESSMENT	03 DESIGN & PLANNING	04 BUILD AND TEST
1.1 - Project Initiation	2.1 - Discovery Workshop	3.1 - Design Workshops	4.1 - Define Test Plans
1.2 - Define Requirements	2.2 - Discovery Activities	3.2 - Planning Workshop	4.2 - Commission Solution
1.3 - Form Project Team	2.3 - Evaluate and Analyse	3.3 - Gate Review	4.3 - Acceptance Testing
1.4 - Draw Up SoW / SoE	2.4 - Gate Review		4.3 - Gate Review
Outputs	Outputs	Outputs	Outputs
Schedule of Engagement (SoE) Statement of Work (SoW) Setup Project Governance	Raw Discovery Data Discovery and Assessment Report Quality Checks Health Check Reports	Solution Architecture Design Detailed Design Project Plan Bill of Materials Baselined SoW / SoE	Completed Test Plans Build Document Configuration Guide Commissioned Solution



Outputs	Outputs	Outputs	Outputs
Pilot Issues Log Draft Client Deployment Guide or Migration Strategy	Transition Plan Training Plan / Content Operations Guide Admin Guide Successful Transition	Finalised Deployment Guide or Migration Strategy Deployment Schedule User / Services Migrated Legacy Decommissioning	Project Closure Report Lessons Learned
5.1 - Agree Pilot Approach	6.1 - Establish Training Needs	7.1 - Agree Strategy	8.1 - Closure Meeting
5.2 - Undertake Pilot	6.2 - Undertake Training	7.2 - Define Schedule	
5.3 - Issue Handling	6.3 - Finalise Documentation	7.3 - Deployment / Migration	
5.4 - Gate Review	6.4 - Handover to BAU	7.4 - Issue Handling	
05 PILOT	06 SERVICE INTRODUCTION	07 DEPLOYMENT / MIGRATION	08 PROJECT CLOSURE

1.9 Technical Requirements

To be captured within the Schedule of Engagement or Statement of Works, depending on the engagement being taken.

1.10 Customer Obligations

The customer will refer to the associated Terms and Conditions for their obligations related but not limited to acceptable use, data protection and information security, intellectual property, confidentiality, termination, anti-bribery and payment terms. As part of this engagement, your responsibilities will include:

- To oversee the overall project work streams or programme, acting as a point of escalation for Ultima
- Raise all change requests and obtain approval in line with the dates in the project / programme plan
- Ensure that all required hardware, software or services is available, unless being provided by Ultima
- Complete any agreed local site / system preparation prior to the commencement of any planned work
- Provide physical or remote access for Ultima personnel to the location where the work is to be conducted, along with access to a suitable area of work and typical office facilities if the work is being conducted on-site.
- Provide necessary security access and clearance to enable completion of tasks in a timely manner
- Ensure internal resources are available to enable completion of allocated tasks in a timely manner. (Tasks allocated to the Business will need to be communicated and agreed as soon as they are identified throughout the engagement.)
- Provide primary and secondary contacts to which any technical, project or commercial issues may be addressed
- Manage any local site logistics and business communication, e.g. arranging any system downtime
- Make Ultima aware of any company or site-specific requirements e.g. specific standards and procedures
- Escalate to the Ultima Account Manager any such issues or concerns with regard to the quality of services being provided or anything that affects the scope of works or agreed commercial terms

1.10.1 Further Recommendations

Where applicable, we recommend the business form a project board consisting of an Executive Sponsor, Senior Users, Senior Supplier and the Project Management team. The board's responsibilities will be to:

- Approve the scope, solution, resources, plans and any subsequent changes
- Resolve conflicts and act as a point of escalation
- Maintain an appreciation of resource requirements and facilitate requests for personnel in a timely fashion
- Review and monitor the risk register and mitigating actions associated with the project
- Maintain a holistic view over the engagement and resolve inter-project issues as required
- Approve all major plans and authorise any deviations from agreed stage plans
- Sign off the completion of each stage as well as authorise the start of the next
- Keep a watching brief over change requests and any project variances

1.11 Delays and Deficiencies

Ultima will not be liable for any delay or deficiency in providing this service if they result from the customer's failure to fulfil the required dependencies and recommended responsibilities. Should a delay to the service result from the customer's failure in relation to the above dependencies or obligations, for example if there is insufficient access to relevant information or key meetings or workshops are cancelled or not attended in full, we shall be entitled to amend the service, schedule and / or the associated charges with no liability and shall be entitled to charge you for any cost incurred as a result.

1.12 Pricing

Ultima believe that value for money is derived from an aggregation of a number of aspects, including but not limited to product delivery, quality, cost, time, resource investment and effectiveness, confidence in delivery and technical assurance. Throughout this Service Definition and into the delivery phases, Ultima aim to be transparent about our costs, the way in which we deliver services to you and the manner in which we intend to operate and work with your organisation as an integrated team.

Ultima are confident that we have created a cost-effective proposition; one that will deliver the required level of quality and detail within each deliverable and will provide the foundation for the on-going delivery of services to your organisation. We will continue to demonstrate our commitment to this programme by assigning a highly experienced and effective team to drive this engagement forward, alongside a proven methodology which will deliver the products outlined herein.

1.13 Service Rates

Please see the associated Pricing Document for an overview of our service costs. When it comes to ad-hoc consultancy, our SFIA rate card is available to the entire UK Public Sector for the deployment of staff in the UK for IT projects on a time and materials and fixed price basis. The rate card is valid for 12 months from the Effective Date of the Framework Agreement.

- **VAT** - Ultima's day rates and service charges are exclusive of VAT at the prevailing rate
- **Validity** - Our rate card and service charges are applicable to internal Ultima resources only. Should third party resource be required, rates will be provided on a case-by-case basis.
- **Consultant's Working Day** - 7.5 hours exclusive of travel and lunch
- **Working Week** - Monday to Friday excluding public and national holidays
- **Office Hours** - From 09:00 to 17:30, Monday to Friday
- **Mileage** - Included in the standard day rate if within the M25. Payable at our standard T&S rates if outside the M25.
- **Professional Indemnity Insurance** - Included in day rate
- **Additional Rate Uplifts** - x 1.5 weekdays outside core business hours and x 2.0 weekends

Level	Strategy and Architecture	Business Change	Development & Implementation	Service Management	Procurement & Mgmt. Support	Client Interface
1	N/A	N/A	N/A	£335 - 385	N/A	N/A
2	N/A	N/A	N/A	£525	N/A	N/A
3	£650	£500	£650	£625	N/A	£650
4	£950	£950	£950	£775	£950	£950
5	£1050	£1050	£1050	£950	£1050	£1050
6	£1250	£1250	£1250	£1050	£1250	£1250
7	£1450	£1450	£1450	£1250	£1450	£1450

1.14 Ordering and Invoicing Process

Buyers should abide by the Crown Commercial Services procurement guidelines outlined here - <https://www.gov.uk/guidance/g-cloud-buyers-guide>. A summary of the process and any conditions is included for reference below.

- Upon award, the Buyer will be required to generate a Purchase Order (PO) number from your internal ordering system. In some cases this will be what is known as a Scheduled Bill, for support performed in advance / arrears
- Once complete, you should complete the Order Form in conjunction with the Supplier (Ultima), containing information such as contact details, start / expiry dates, service description, quantity of the services required, contract value, service prerequisites and deliverables, liability and insurance, terms and conditions under which we will provide the service.
- The maximum initial length of a contract is 24 months, with the option for 2 additional extensions of 12 months each.
- You must publish details of all completed contracts on Contracts Finder if their value is either over £10k and the buyer is a central Government department, or over £25k, where the buyer is part of the wider public sector or NHS
- Each time you award a contract, the Buyer should submit a Customer Benefits Record. CCS works with organisations across the Public Sector to improve service delivery and ensure commercial relationships provide value for money.

1.15 Termination Terms

Ultima's Terms and Conditions have been provided alongside this Service Definition.

1.16 Service Levels

Ultima's Terms and Conditions have been provided alongside this Service Definition.

1.17 Service Assurance

Ultima is certified to ISO 9001 and ISO 27001. Our certification provides evidence to our prospects, customers and other interested parties that Ultima is a trusted IT business partner with a strong appetite for securing our information assets and those entrusted to us by our customers, and that we meet a standard set of statutory and regulatory requirements related to our products and services. A copy of our certificate are available [here](#).

The Cyber Essentials Scheme is a government-backed standard, which identifies the security controls an organisation must have in place within their IT systems. Ultima's most recent CREST Cyber Essentials certification, confirms that our ICT defences have been technically assessed by an independent body, indicating that we have implemented a baseline of organisational cyber security.

1.18 Supporting Government Organisations

In order to influence current and future design goals, Ultima consider the Government's Digital Service Technology Code of Practice (<https://www.gov.uk/government/publications/technology-code-of-practice/technology-code-of-practice>) when it comes to helping organisations design, build and buy technology. Our primary considerations include;

- Understanding the organisational goals and end user needs, using Ultima's wide range of public cloud and IaaS, SaaS and PaaS transformational services to deliver the desired outcomes, ensuring the client is using the right platform, at the right scale, all backed by the most appropriate level of support.
- Supporting ICT cloud strategy through the provision of Ultima's family of next generation Autonomous platforms

Service Definition - Public Cloud Services

- Being guided by the 14 cloud security principles
- Enabling business change through the use of structured PRINCE2 and Agile project methodology and governance, alongside vendor best practice and appropriate architectural standards
- Adopting ITIL for IT Service Management across our IRIS, Cortex and Autonomous platforms

1.19 Strategic Partnerships

Operating in the space between vendors and our clients, Ultima continue to be awarded some of the highest accreditations and partnership levels, providing impartial advice, turn-key and bespoke solutions, all backed by the best in 24x7 support. Through our relationships with the following strategic partners, alongside the years of practical delivery experience across generations of products and solutions, we are able to become a trusted advisor to your organisation.



1.20 Disclaimers

- The information contained within this Service Definition was written for public consumption via the G-Cloud 13 Digital Marketplace, as part of a Client's evaluation process and is valid from the framework start date of 28th September 2022 until the end of the agreement, including any extensions.
- This document contains proprietary information which is confidential between Ultima and the Client. It shall not be reproduced in any form or by any mechanical or electronic means, nor its contents disclosed to a third party without the written consent of Ultima. The Client may use this document for the purpose of evaluating Ultima's proposal only.
- This document does not constitute an offer capable of acceptance by the Client and is subject to agreement of a formal contract. No contractual relationship shall arise until a formal contract has been signed by both parties. Any final agreement is conditional upon due diligence undertaken by Ultima or our business partners, the result of which may impact upon the content of this proposal, including the structure, solution, terms and financial arrangements.
- Orders against this Service Definition are governed by both the CCS framework and Ultima Terms and Conditions
- To the best of our knowledge, the information provided herein is correct at the time of submission. Should any errors or omissions be found in this Service Definition, please notify Danielle Connor, Head of Public Sector, Ultima Business Solutions, Gainsborough House, Manor Park, Reading, Berkshire, RG2 0NA. Tel: 0333 0158670 or email publicsectorbids@ultima.com



➤ Why Ultima?

Formed in 1990, Ultima has developed into one of the UK's leading intelligent infrastructure, cloud and automation companies, focused on the provision of tailored IT solutions and services, including the design, delivery and support of industry-leading technologies, backed by the very best in 24x7 support.

No matter where you are on your IT journey, we make technology a positive asset, aligned with the goals of your business. Whether that be mitigating risks associated with changes in regulatory compliance, optimising infrastructure to improve efficiency, modernising legacy systems in order to take advantages of the cloud, or automating complex processes, we can help deliver better business outcomes at a commercial, strategic, operational and technical level.

At Ultima, we take a holistic approach to delivering IT services, providing multiple entry points to clients who are looking to manage their IT more effectively. As an end-to-end IT solution provider, we maintain relationships with a wide range of strategic and disruptive vendors, providing everything from independent and impartial best practice advice to managed, bespoke solutions.

- Hardware and Software Lifecycle Services
- Technology Steering and Strategic Development
- Business and IT Alignment
- Enterprise Change Management
- Business Risk Management
- Assurance and Compliance
- Business Transformation and Automation Services
- IT Integrations - Mergers and Acquisitions
- Optimisation - Standardise, Rationalise & Consolidate
- 24x7 Managed Services

Ultima are proud to have been recognised by industry and channel partners for our expertise in a range of solution and service areas. For more information, visit ultima.com

- CRN Channel Finalists - 2020 and 2021
- Digital Technology Leaders Awards Winner - 2020
- AI and Machine Learning Awards Winner - 2020
- Blue Prism TAP Partner of the Year for EMEA - 2020
- Thames Valley Tech Awards Finalist - 2020
- HPE UK and Ireland Value Partner of the Year - 2019



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