

G Cloud 15 Service Definition Document



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1 Introduction to Sarax

Sarax is a solutions company combining expertise with practical management and direction to help grow the long-term value of a client's organisation. We will design, develop and integrate challenging technical and business transformation projects and programmes, using our plain innovative strategy model, rather than just promoting the latest business and project management models. Operating across public and private sectors, our focus to date has included:

- Policing
- Counter-terrorism
- Criminal Justice
- Security
- Transport

Our industry leading subject matter expertise enables us to put together tailor-made teams, focused on specific delivery targets. Setting us apart from conventional suppliers, our ethos is to become the "client's critical friend", building relationships to provide trusted opinion and direction. This has been material to the successful delivery of many programmes and projects. We offer guidance and best practice on all aspects of the solution lifecycle and empower our client's organisation to assume control of the resultant systems.

We are extremely experienced within sensitive, high availability locations and within operational policing and governmental environments. We understand that client operational capability is paramount, and that any disruption must be planned sufficiently and minimised where possible. Each of our subject matter experts has a track record in solution development and experience in both the private sector and the public sector, including various police and security agencies. We have security clearance to appropriate levels, enabling us to deliver solutions through to MOD and Government level. We are experts in Cloud implementation and migration projects and the associated business change.

Sarax has been able to develop all of these areas due to our experience in multimedia projects, understanding of the public-sector landscape and delivery of major programmes of work for policing and security services (BTP, MPS, Cheshire, Mi5), other public sector areas such as Network Rail, multiple Train Operating Companies (TOCs), London Underground and various private sector companies such as Worldcom, Level 3 Communications, Atkins Tyco and CNL. All our subject matter experts are security-vetted and have been hand-picked to ensure that they have in excess of the required experience and qualifications. However, it is seen as equally important that all of our staff have the correct work ethic and pro-active attitude to "getting things done".

Sarax has a long history of managing change for our clients and so we are familiar with the processes and associated documentation that must be produced and

maintained, whilst ensuring a flexible and cost-efficient approach is adopted. We understand and utilise early identification of risks leading to exception report submission and management of the mitigation.

Our approach, used many times over multiple public sector projects, is:

- Outline design and development of the costs and benefits to enable the creation of a business case
- Provision of information to senior management of business impacts, through life costs and programme durations
- Procurement strategy design assistance
- Pilot scope design for entities with a mixed level of maturity and readiness
- Survey and mapping of entity business processes and the transformational changes required to adopt cloud services
- Market assessment of cloud services, paying particular regard to the security and information assurance requirements
- Definition of a standards-based approach to implementation.

The Sarax approach can help you to achieve material benefits such as:

- Faster implementation of new cloud solutions
- Accelerated realisation of value
- Increased agility (reducing the time needed to develop and deploy new business solutions)
- Improved cost efficiency and optimisation of ICT
- More efficient and informative operational controls

2 Cloud Application Support

We will support your cloud services by ensuring that users are facilitated appropriately and cost effectively. We will track system and operational usage habits to ensure that you maximise the Cloud's highly dynamic environment. This will ensure you have the flexibility to provision and adjust instance, type and size, based on real demand.

We will ensure that the cloud vendor's product updates are applied and will continually investigate new ways of working, enabling you to continue to optimise your operational efficiency. It will be key to build the maintenance and transparency layers in parallel, so that your ICT department can properly manage security, performance, availability (backup and DR) and cost.

Sarax continuously evaluates the marketplace to find products that can further support clients with operations such as monitoring, backup automation and cloud firewall management, as needed.

3 Cloud Business Change Services

Sarax has experience in providing business change, communication and engagement services to support the delivery of SIAM, multi-sourcing, Cloud, transition and transformation programmes. We can support you in the adoption and embedding of cultural changes and benefits realisation through new methodologies.

The transition to Cloud-based solutions requires changing the way an organisation operates. This presents an opportunity for service improvements by changing processes and procedures. We can help you transform your services and operations, providing a smooth service transition, minimising risks to business continuity.

We will manage business change to deliver benefits for your Cloud initiatives by collaborating with your key internal and external stakeholders to build confidence in the change programme, identifying benefits, planning the transition and training staff as appropriate to support new ways of working within both agile and traditional environments.

4 Cloud Business Strategy and Roadmap

Public sector organisations need to ensure that they deliver the right mix of ICT services to their users and that their ICT capabilities provide the support that the organisation requires to meet its wider business objectives in an agile and cost-effective manner.

This is where we come in. Sarax can help you decide which of your activities should go onto the Cloud and which Cloud model is best suited for them. Our experienced

consultants will work with you to understand your reasons for considering Cloud services and help you to evaluate the benefits of so doing.

We know the market place and will help you choose a solution to meet your needs, mitigate risks and optimise service levels. The strategy we jointly develop will provide you with a clear, realistic roadmap for how to move to a Cloud solution.

5 Cloud Consultancy

Our approach encompasses all aspects of Cloud transition, from inception to migration and support. Our experts will help you to re-platform new and existing digital services to promote effective use of Cloud hosting options together with integration with legacy systems.

We have many years' experience in the public sector, combining software consultancy and Cloud transition best practice, accommodating integration to legacy environments and multi-supplier relationships.

We also recognise your need to build your own knowledge and capability and we can help to transition projects, with project responsibility migrating over time towards your own ICT team, ensuring continuity of service.

Our approach is agile and iterative, with creative solutions delivered in collaboration with you. Our expert consultants are available to provide you with complete support for your Cloud project, tailored to your specific needs.

6 Cloud Design Authority and Delivery Assurance

Our technical experts provide support to public sector clients during the procurement and delivery of cloud hosting programmes. We will act as the Technical Design Authority (TDA) should you need us to, or we can provide support to your own ICT team as appropriate.

Technical design authority, functional design and integration of robust Cloud solutions, including PaaS, SaaS and IaaS, require a blend of technical skills, an analytical mind-set and strong commercial awareness. The services we can provide include:

- Identification and assessment of architectural, technical and schedule risks and issues
- Identification and management of risk mitigation
- Technical Delivery Assurance of suppliers' deliverables and plans, based on compliance with architectural principles and artefacts, contract documents, requirements and dependencies
- Commissioning support and tender assessment
- Developing High Level Designs (HLD) and solution design plans

- Simplifying key technical and architecture options for senior management approval
- Reporting on key programme risks and issues with action recommendations

7 Imabi Platform

Sarax is an approved reseller for imabi the tech platform and app provider for personal safety, wellbeing and lifestyle management.

The Imabi Platform includes:

- Dashboard
- Reports
- Content
- Account management

The Imabi platform provides a safety harassment application platform and UI which empowers safe journeys for passengers on the UK Rail network, students and employees.

8 Cloud Project Management and Technical Assurance

Sarax can assist you in creating robust and achievable project plans which guide project execution and control. Our project planning services will help identify your project's major milestones, activities, and resources, defining the planning framework, standards and tools needed for the project.

We can assist in mapping out the strategy for successful project completion while ensuring your business needs are aligned with appropriate technology choices, implementation, and migration. We will work with you to devise the most cost-effective Cloud implementation solutions, overseeing strategic and operational activities including discovery, planning, resource management, cost projections, scheduling, monitoring, risk, reporting and quality assurance.

We understand the current drive to use digital, Cloud and agile methodologies and that our approach must fit your specific needs and priorities.

We will design and deliver the most effective solutions for you and your requirements.

Sarax provides strong project management to:

- Plan and define the project scope
- Monitor and control project progress and spend
- Manage risk, control change
- Manage benefits realisation

Sarax's technical and business subject matter experts can provide assurance and assistance to many aspects of Cloud project including:

- Assessment of existing service
- Migration strategy
- Migration roadmap
- Definition of operating model
- Application management and development
- Infrastructure design and definition

9 Cloud Service Integration and Management

A service integration and management role is critical within a decentralised or multi-sourced ICT environment. To be successful, you will need professional and experienced service integration services to maintain consistent data and applications. Sarax uses expert architects, developers, consultants and project managers to ensure effective integration and deployment of Cloud services.

Successful service integration depends on effective due diligence to gain a full understanding of the interfaces between the related services and supporting systems. Our objective during service integration will be to make sure the integrity of your operations is protected and that the appropriate components are integrated to ensure confidentiality, integrity and availability of data are maintained.

Our experts will undertake comprehensive integration testing prior to introducing a new service into live operations. Using test scripts agreed with you, we will test each interface and integration points with the new solution and existing systems.

Sarax will help you to transition systems from implementation state to an operational steady-state, identifying dependencies on existing internal and external services and managing them to ensure a seamless transition to operational readiness.

10 Cloud Set up and Migration

Our experts will perform a detailed discovery and assessment process to create a list of applications to be migrated and to understand the application usage (validating SLA and high availability requirements). We will evaluate applications for their eligibility and desirability for Cloud migration, establishing application interdependencies, network configurations and security, storage requirements, system capacity and compliance requirements.

We will then move to a planning stage to:

- Define a strategy for each application
- Develop a data migration and synchronisation strategy
- Investigate a replication or streaming plan

- Our Cloud infrastructure design will include services such as networking and security to ensure the right mix and capacity of storage.

When design is complete, we move to the component acquisition stage. This may require a tendering process, which Sarax is highly skilled to support, providing:

- Procurement management
- Production of tendering documentation
- Offer evaluation and supplier selection
- Supplier negotiation

Next, migration will start with a pilot and testing phase, which:

- Validates the test data migration and synchronisation
- Measures system performance
- Validates system security controls
- Evaluates the cloud footprint costs

The feedback from the pilot phase may identify changes required for the migration, which will be documented, and the project plan adjusted to accommodate them. The time required for the application cutover will also be established at this point. Any downtime required to execute the migration will be communicated to the users and mitigations will be put in place where possible.

Your teams will be supported through the migration, typically using a phased approach, to allow ongoing progress review and plan adjustment if material diversions from the plan occur. The migration will be monitored, reviewed throughout its execution and adjusted accordingly to completion and then transitioned into your ICT department to successfully manage ongoing operations.

11 Cloud Solution Design

Our architecture and solutions planning specialists operate at enterprise and solution level, encompassing software, platform and infrastructure services.

Our Cloud solutions design service will facilitate the development of your aspirations into a clear and documented set of objectives and benefits.

In the context of this baseline, your current systems and working methods will be analysed, taking into account the strengths and weaknesses of the existing capabilities. The future needs of the entity will be reviewed and, using simple but effective working models, a blueprint for change will be developed to provide a basis for a solution design.

Our subject matter experts will provide assurance for all technical and business process design decisions to ensure that the resultant solution will be practical and cost effective.

Additionally, the existing security practices of your operating model will be reviewed and revised to suit the new solution and any known future requirements.