



Cloud Professional Services

G-Cloud 15 Service Definition

1. Summary

1.1 About this service

Jisc's cloud Professional Services provide specialist technical consultancy to organisations using or planning to use cloud-based IT service delivery models. Jisc has a broad range of practical experience in relation to managing many aspects of cloud service design, migration and operation. We draw on this experience to offer organisations skilled, flexible and pragmatic resources to meet short-term business challenges and/or to contribute to, or lead, longer-term projects or cloud-centred IT transformation programmes.

1.2 Functional Overview

Jisc provides the following roles using appropriately qualified and experienced staff. These roles are available for leading public cloud vendors such as Microsoft and AWS. As well as offering staff for set pieces of work or projects, resource can be booked on an ad-hoc basis with no minimum or maximum requirements in terms of timescales.

- Project Manager
- Cloud Solution Architect
- Technical Specialist

1.3 Non-Functional Overview

The service provides:

- On-shore UK staff resource.
- Staff Curriculum Vitae, detailing relevant skills, experience, references and availability for interview.
- A customer contact point for service requests, change requests and escalations.
- Committed service levels for responses to customer requests and service deliverables.

1.4 Information Assurance

In delivering Cloud Professional Services to designated customer security requirements, Jisc staff will comply with customer security policies and procedures. Jisc staff will work with the

customer to gain any required security clearance. Any Jisc provided infrastructure, software and network connectivity will be used in line with customer security requirements and processes.

1.5 Jisc Data Storage and Processing Locations

Jisc will store and process any service-related data to information assurance requirements and procedures. All data will remain in the European Economic Area unless agreed otherwise. For example, customers may prefer to use a cloud provider's UK region.

2. Service Definition

Jisc Cloud Professional Services - provides skilled and experienced technical and project specialists for an agreed duration and day rate depending on the nature and length of the resourcing engagement.

2.1 Jisc Cloud Professional Service Roles

Jisc has wide-ranging experience with cloud services, ranging from assessing cloud cost-benefit, to designing integrated cloud solutions, implementing cloud migration projects and operating integrated cloud services.

Jisc has successfully managed a range of cloud migration projects including large and complex cloud-centred IT transformation projects. Often our team manage all project streams holistically across technical, service and commercial phases.

Jisc can provide the following roles in support of customer business requirements as well as on an as and when basis.

2.1.1 Project Manager

Jisc Project Managers use well-defined project management approaches such as Agile DSDM, Scrum and PRINCE2 to pragmatically deliver prioritised products in the shortest possible timescales. In addition to this we have defined an approach to larger projects and programmes of work (such as migrations) that encompasses both the flexibility of Agile with a gated, structured approach of other methodologies; this blended approach ensures successful delivery of projects on time and on budget.

Our Project Managers have sound technical competency and draw on other Jisc IT skills and knowledge as appropriate to support IT service project specialisms such as workload migration and consolidation planning. They have excellent communication, leadership and motivational skills to ensure effective project control and the management of risk and cost in liaison with customer stakeholders.

2.1.2 Cloud Solution Architect

Jisc provides solution architecture, infrastructure design and hands-on deployment services via experienced AWS and Azure Solution Architects who operate within the customer project management framework producing deliverables such as requirements specifications, high-level designs (HLD), low-level designs (LLD), infrastructure as code (IaC) artefacts and development and test plans as required.

Our AWS Azure and Solution Architects are familiar with working on bespoke solution design activities, being attached to cloud migration projects as a technical authority and/or being allocated on a long-term basis to complex solution lifecycle or roadmap management.

2.1.3 Microsoft 365 Engineer

Jisc's Microsoft 365 Engineers can play a pivotal role in supporting and empowering customers across their Microsoft digital services. Acting as a key technical point of contact, our engineers deliver expert guidance, troubleshooting, and implementation support for the Microsoft 365 suite, ensuring customers get the best value from their cloud investments.

The engineers are familiar with a wide range of technologies. Including Microsoft Teams, SharePoint Online, Exchange Online, OneDrive for Business, Power Platform (Power Automate, Power Apps, and Power BI), and Microsoft Intune. Jisc's M365 engineers also have an excellent understanding of security and compliance features within Microsoft 365 and experience with tenant-to-tenant migrations and hybrid deployments.

2.2 Cloud Professional Services On-boarding

Jisc Cloud Professional Services on-boarding is centred on quickly embedding Jisc staff into the customer environment, working practices and culture to expedite their contribution and value. It includes the following:

- Customer specification of duration and any on-premises requirements, including travel and subsistence payments.
- Customer specification of desired outputs and deliverables, ideally in the form of a Work Package definition. Specification of governance processes and acceptance criteria.
- Customer specification of customer locations, line manager, key processes and security, logistical requirements.
- Jisc will provide a staff laptop, mobile phone and evidence of required security clearance (if appropriate).
- Customer induction of Jisc staff into customer organisation practices and facilitation of logistical requirements (security passes, network and email access) as necessary.
- Establishment of service and change request and escalation processes.
- Establishment of monthly invoicing and payment procedures.

2.3 Cloud Professional Services Off-boarding

Jisc Cloud Professional Services will terminate either on completion of the agreed resourcing duration period or if the customer or Jisc terminates the contract in line with the relevant Jisc terms and conditions.

On service termination, Jisc will commence a service off-boarding process, including:

- The return of any customer equipment including security passes, phones and computer equipment.
- The supply to the customer, on request, of any relevant customer software, data or documentation held by Jisc.

2.4 Service Management

Jisc Cloud Professional Services will be resourced and managed in a clear and systematic manner with appropriate channels for communication and change in place.

2.4.1 Hours of Service

Cloud Professional Services are provided during the core business hours of 9am to 5pm, Monday to Friday excluding national holidays and booked Jisc annual leave.

Jisc will endeavour to be flexible to customer priorities and business cycles and may agree specific tasks outside of core business hours based on a service request.

2.4.2 Customer Contact and Escalation

Jisc will provide a telephone and email service desk for customers during core business hours in order to facilitate the logging of service requests and change requests.

The contact telephone number of a Jisc Account Manager will also be provided for customer requests and for escalations.

2.4.3 Service Levels

Service requests and change requests:

- A service request is a customer request for non-standard working, for instance out of core business hours, typically in support of a business priority or business cycle requirement.
- A change request is a customer request for an extension to an existing resourcing engagement or the addition or modification of a resourcing engagement.

Jisc will respond to a customer service request or change request within 2 working days.

2.5 Service Pricing and Invoicing

Cloud Professional Services resourcing is invoiced monthly in arrears using a day rate from our rate card.

2.6 Service Credits

Service credits are not issued with respect to Jisc Cloud Professional Services.

2.7 Service Constraints

Jisc Cloud Professional Services have the following limitations and exclusions:

- The service is provided during core business hours (9am to 5pm, Monday to Friday, excluding national holidays).
- A customer service request may be made to change core business hours, in support of priority requirements. Jisc will respond to requests within 2 working days.
- The service does not include travel and subsistence costs.

2.8 Customer Responsibilities

The customer has the following responsibilities in relation to the service:

- The customer will provide appropriate induction and logistical support for contracted Jisc Professional Services staff (including security passes, email and network access, computer equipment) as appropriate.
- The customer will provide appropriate line management and governance over work tasks and promptly notify the nominated Jisc Resource Manager should any issues arise.
- The customer will provide Jisc with access to – and participation of customer business and technical stakeholders for Jisc to conduct the discovery work in accordance with mutually agreed timelines.
- The customer will provide relevant questionnaire responses, documentation, staff time and stakeholder contacts in relation to the consultancy services offered.