



Service Definition Document

Cloud Infrastructure Build, Support and Migration

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Service Overview

Service Summary

Avco Systems combines over 40 years of experience working within a wide range of industries to be able to design, build, implement and support your cloud service applications in either AWS or Azure.

As part of this service, Avco can provide engineers to support in the below specific areas:

- Design and build

Avco will work closely with your business to determine the application requirements and architect a suitable solution given the constraints, e.g. redundancy. After which, build costs, estimated timelines and a fixed price can be agreed if desired. Once a suitable design has been agreed, our engineers can develop and test the appropriate infrastructure templates used to create the environment in a consistent way using tools such as terraform, cloudformation or bicep.

- Support and hosting management

Our team of engineers can support and manage your cloud services to ensure availability consistent with the required SLAs. This includes:

- Proactive monitoring of all resources to ensure appropriate sizing and scaling
- Patching and updating of infrastructure
- Compliance to several standards amongst many others
- Backup and restore testing

Engineers are also on-hand either via phone or email support to investigate issues or inconsistencies.

- Migration and planning

Although legacy applications built without cloud deployment in mind can pose challenges when moving to modern infrastructure, Avco has experience in many languages, technologies and frameworks to help guide you through the process. We're able to assess and review your existing systems, provide recommendations to help ease the migration process, build and deploy test environments, and then migrate to the new environments in a way to minimise downtime. We can utilise our development expertise to modify and update your existing proprietary applications to ensure cloud compatibility.

Quality and Information Security Management System

Quality is central to Avco Systems' philosophy and permeates all areas of the company's business, including its internal and external aspects and its dealings with interested parties. The company endeavours to satisfy or exceed expectations and is committed to a policy of continual improvement of its systems and working practices. It aims to ensure that its service quality satisfies the specific contractual obligations of its customers, together with the standards of quality in ISO 9001, including the adherence to statutory and regulatory requirements.

Critical to the quality of the company's services is information security - protection of information from a wide range of threats to ensure business continuity, minimise business risk and maximise business opportunities and return on investment. Such security is essential in today's business environment because secure information sharing depends upon valuable assets in terms of data, equipment and personnel. The company is dedicated to safeguarding its information and that of its interested parties, to fulfil both its contractual obligations and the requirements of ISO 27001.

The company has combined its quality and information security management systems in an Integrated Management System (IMS), which is subject to internal and external audits. The IMS aims to protect the company's reputation, the efficiency and effectiveness of its business operations, and the confidentiality, integrity and availability of all company and third-party information.

The framework for setting objectives and establishing an overall sense of direction and principles of action with regard to the IMS is provided by Management Review meetings at planned intervals. In addition, there is an ISMS Forum, which meets to initiate and co-ordinate the implementation of information security within the organisation.

The company has a strategy to mitigate information security risks as far as is practicable. This is supported by a formal methodology whereby risks are identified and either accepted according to documented criteria or reduced using control measures. Action taken will be adequate and proportionate to the expected impact that the loss of confidentiality, integrity or availability may have on systems and their data.

The company is committed to staying up to date with information security best practices and will maintain contact with appropriate special interest groups for that purpose. All personnel share responsibility for the quality of the company's services and for information security.

Additional Service Options

Avco Systems has a strong reputation for providing high-quality, efficient and effective solutions for organisations for over 40 years. Avco Systems believes in building productive relationships with customers and can adapt to suit specific customer requirements. Please contact Avco Systems should additional services be required.

Data Backup and Disaster Recovery

Business Continuity

All services hosted in Avco Systems' infrastructure are subject to the company's certified ISO27001 Business Continuity Plan and Business Continuity Process. The company verifies, reviews and evaluates the established and implemented information security continuity controls as part of regular disaster recovery and business continuity testing.

Avco Systems will coordinate with the customer to identify specific backup and disaster recovery requirements.

Data Restoration

Should a serious event occur, Avco Systems will liaise with the customer to authorise service restoration from backup media. Avco Systems will aim to restore from the latest backups as swiftly as reasonably possible.

The restoration/migration of existing data from another provider can be requested separately at an additional cost, if required.

Offboarding

In the unlikely event that the customer does not wish to extend or renew the contract, Avco Systems will:

- Securely provide all customer data relevant to the service
- Provide the build and infrastructure templates developed as part of the service
- Pass over control and management of the appropriate accounts or subscriptions where possible
- Provide appropriate training and a graceful handover to any third party as required
- Decommission the existing service and ensure all customer data is securely destroyed

Service Levels and Constraints

Availability

The service has an Availability Target of 99.9% annually. This excludes scheduled maintenance activities, for which the customer will be notified in advanced, as described below. Customers can contact the dedicated UK-based support staff by telephone and email from Monday to Friday, 08:30 - 18:00 (excluding public and bank holidays). Service availability will be tied closely to the chosen cloud provider, as well as the architecture and costs and will be discussed in the design and analysis phase.

Scheduled Maintenance

Unless previously agreed with the customer, Avco Systems will perform service affecting maintenance operations outside of normal business hours (Monday to Friday, 08:30 - 18:00). Avco Systems will endeavour to:

- Provide customers with as much notice as reasonably possible ahead of any scheduled maintenance
- Minimise the length of maintenance windows and subsequent disruption to the customer

The customer will be responsible for notifying end users.

24x7 Support

For additional cost, Avco Systems is able to provide 24x7 support for P1 incidents. This includes monitoring and responding to automated alerts where an engineer will be on-hand to investigate and attempt to resolve any issues. Telephone support will also be available to directly contact our on-call engineers in the event of an incident.

Severity Levels

The severity of any problem will be mutually agreed between Avco Systems and the customer according to these guidelines. All service levels defined apply during the standard working hours Monday to Friday 08:30 - 18:00 (excluding public and bank holidays).

Priority/Severity	Severity Level Definition
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Critical	A problem that must be resolved before the customer can continue normal business operations. Avco Systems support staff will use reasonable endeavours to respond to the customer with a workaround within two hours of receiving notice of a critical problem being reported. Avco Systems staff will work continuously on critical problems until the fault is permanently cleared or the system is operational.
Serious	A problem that significantly inhibits production but does not prevent operations. Avco Systems support staff will use best endeavours to respond to the customer with a workaround within four hours of receiving notice of a serious problem being reported.
Moderate	Requirements that do not impede productive use of the software. Avco Systems support staff will use best endeavours to respond to the customer with a workaround within seventy-two hours of a moderate problem being reported.
Minor	Cosmetic production problems and general test system problems that do not affect availability of the production system. This severity level will also be used to categorise general technical help desk calls. Avco Systems support staff will respond to the customer within one week of a minor problem being reported.

The resolution of problems, irrespective of their classification, will use the fastest and most effective means, including telephone support and software patches.

The support team will gather and record as much information as possible concerning the request and, if necessary, work with the development team to resolve the issue. The fault will be tracked and progressed until closure, with the team keeping the customer updated each step of the way.

Commercial

Ordering and Invoicing Process

Avco Systems will begin to deliver the service defined in this document upon receipt of:

- The completed G-Cloud framework 'call-off' contract and terms and conditions acceptance - A purchase order from the customer

Invoicing arrangements can be agreed prior to contract acceptance.

Termination Terms

Either party may terminate the service by giving the other at least 30 days written notice, terminating at the end of a month. The minimum contract period is twelve months.