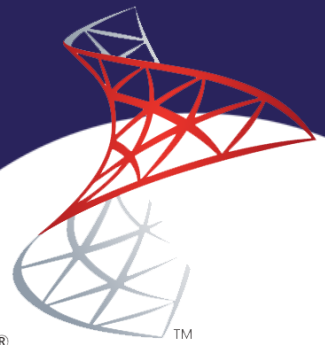
G Cloud - Support

Service Definition Document

SQL Server Cloud Migration



Microsoft® SQL Server®

quorum

SERVICE DESCRIPTION

Quorum can support customers with modernising SQL Server on-premises into the cloud using Azure SQL Database, Azure SQL Managed Instance or Azure SQL Database Hyperscale as appropriate for your workload. Our Microsoft Certified specialists can manage the end-to-end process from assessment, sizing and design though to delivery and legacy system decommissioning.

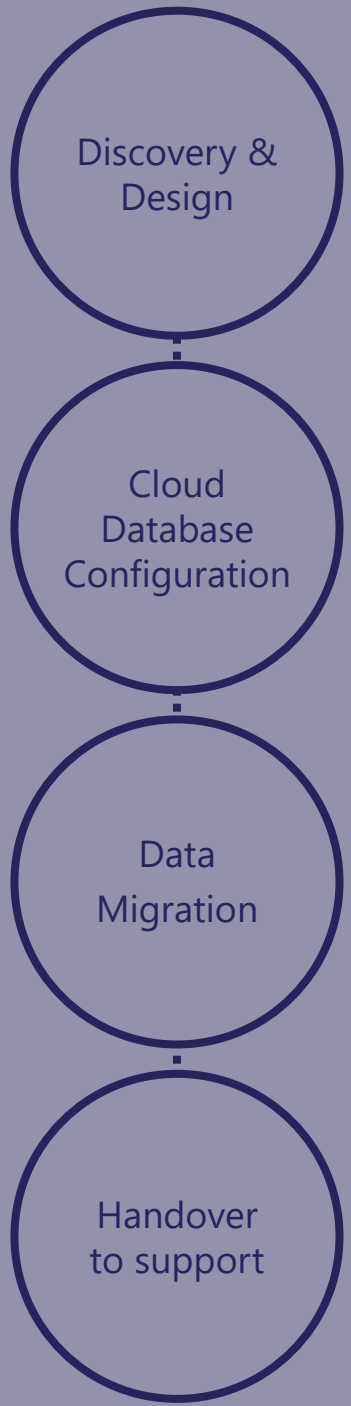
Standard Project Phases for a SQL Server Database Cloud Migration:

1. **Discovery & Design (key to the success of the project)**
   a. Determine the data to migrate
   b. Determine data types and any transformations
   c. Determine Access points of the database
   d. Assess database size and predict growth capacity
   e. Performance requirements

2. **Cloud Database Configuration**
   a. Configuration of the chosen Cloud Data Storage option
   b. Security considerations
   c. Performance monitoring
   d. Resiliency considerations DR/HA
   e. Running costs Estimation

3. **Data Migration**
   a. Migration of data from SQL Server Databases and testing of this data
   b. Row counts of the data
   c. Data consistency check where applicable
   d. Tracing and testing to verify connectivity to new data source

4. **Handover to Support**
   a. Handover of support of the environment to an inhouse IT team or to Quorum Managed Services.



SERVICE FEATURES

Features

- Explore and Asses the Source data
- Help Identify Access points
- Define and Design the Migration
- Plan the Strategy
- Migration schedules and priorities
- Backup and replication settings
- capacity planning

Optional

- Data Cleansing

Benefits

- Quorum has experience of both cloud and on-premise solutions
- Data Expertise
- Cloud Expertise
- ETL and migration expertise
- Expert Analysis and growth predictions
- Minimal downtime/outage
- Risk Mitigation
- Data Loss
- Compatibility Issues
- Scalability



As this is a cloud-based solution, there may be service constraints such as maintenance windows. This will be determined by the chosen Cloud provider. However, Quorum will work with clients to ensure they are aware of these constraints in advance and ensure they cause as little disruption as possible.

SERVICE PROVISION

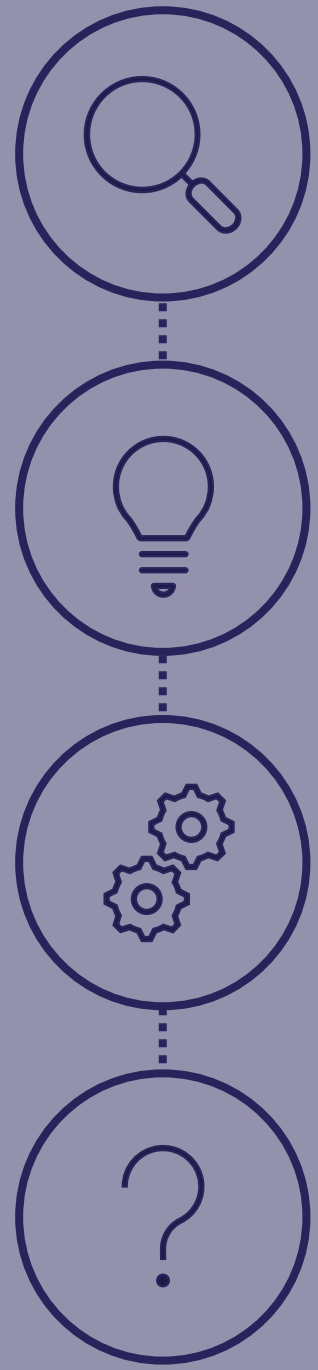
Onboarding:

- Quorum can provide support for the full project lifecycle of migration of data discovery and design through to implementation and end user adoption/training.

- Quorum work with the business to ensure the Cloud migration is built to their requirements and implemented to plan by completing a number of initial design workshops to determine the following:
    - Cloud Data configuration
    - Cloud Data end user authentication
    - Cloud Data security policies
    - Database migration testing plan
    - Handover to support plan

Key Roles:

- Quorum is a Microsoft Solutions Partner in Data and AI and our certified platform specialists can support you on your journey to the cloud.



SERVICE SUPPORT

SLAs & Disaster Recovery (DR)

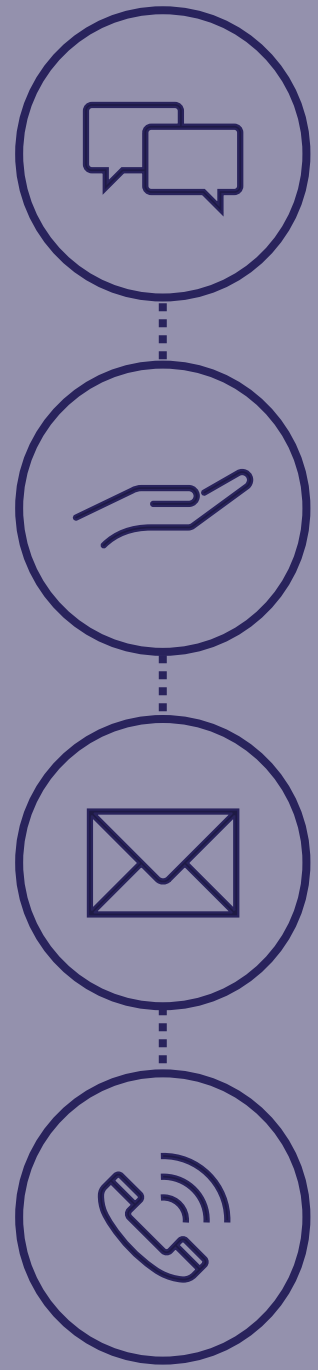
- Cloud Service 99.9% - All SLAs available on Microsoft's website.
- Quorum will ensure online/onsite assistance during the migration period to address any issues that may arise.
- Data Backup/recovery and Disaster Recovery will be agreed with the client and should adhere to industry best practises and Quorum's experience in Data Management to ensure data availability and consistency. Data retention periods and storage options will be determined by provider availability and the business requirements.

Maintenance and outage

- The outage window during the migration is dependent on data volumes and the migration process chosen. Data migration processes include trickle format or an "all in one big move" approach and the outage will vary accordingly. Quorum will work closely with clients to determine which is best suited for them as, with all the work Quorum perform, we understand that each client is different and should be treated as such.

Account Management

- In addition to an allocated service lead / project manager throughout delivery and project close, a named Quorum representative will own the relationship. The Account Manager's role is primarily to act as a point of contact for the most senior parties from the customer side who are involved in or have a stated interest in the success of the work. This includes discussing variations to the existing work schedule and any future requirements which may arise.





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