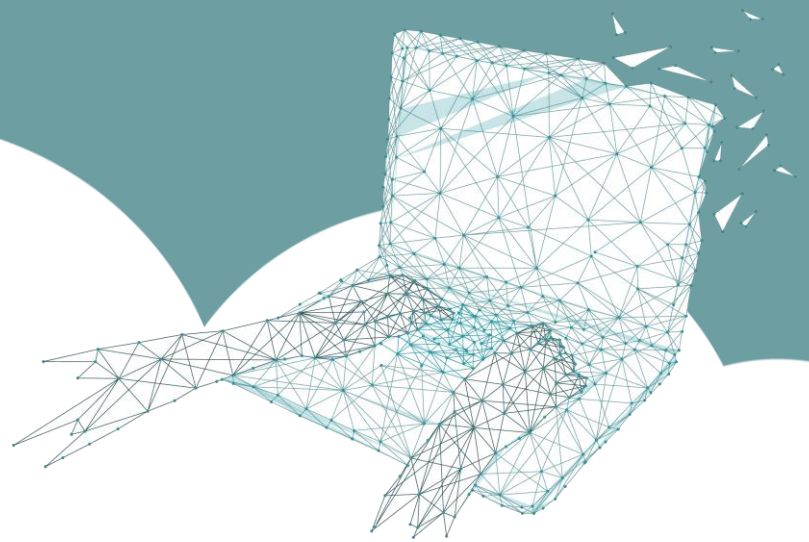
G Cloud - Support

Service Definition Document

Windows Implementation and Updates



quorum

SERVICE DESCRIPTION

Many organisations will now find that they need to update Windows 10 and Windows 11 more frequently than previous versions of Windows.

This service provides organisations with updated version of Windows 10/11 and future Windows desktop operating systems.

This version will maintain an organisation's previous customisations, desktop application estate and security considerations.



Windows 11

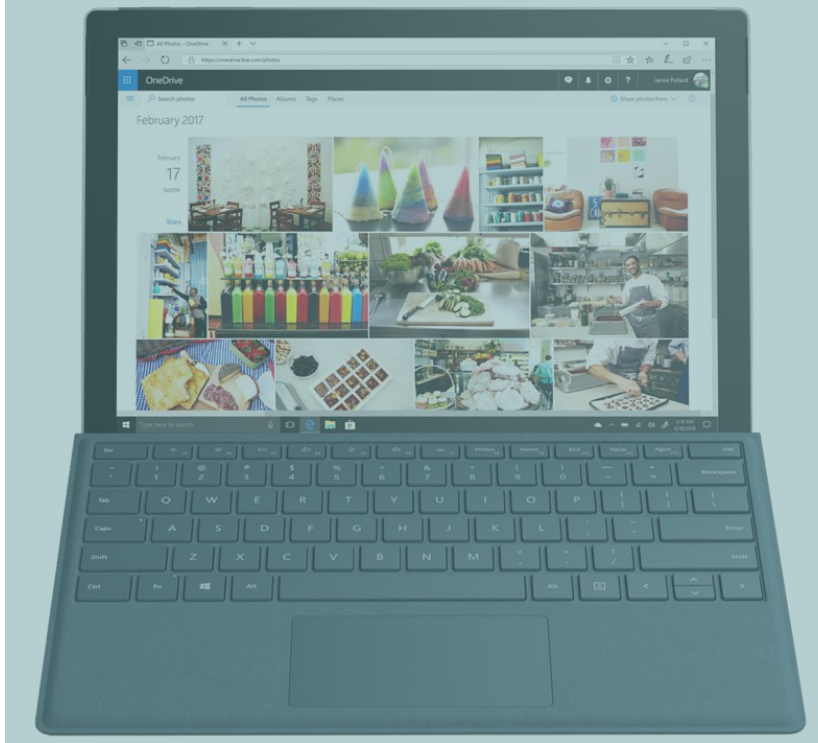
SERVICE FEATURES

Discovery – An exercise to map an organisation's desktop estate, including applications, security, and device types. Understand and agree with the client current and future state business requirements. The deliverable from this phase can be reused as a template for future Windows upgrades, either by Quorum or the client.

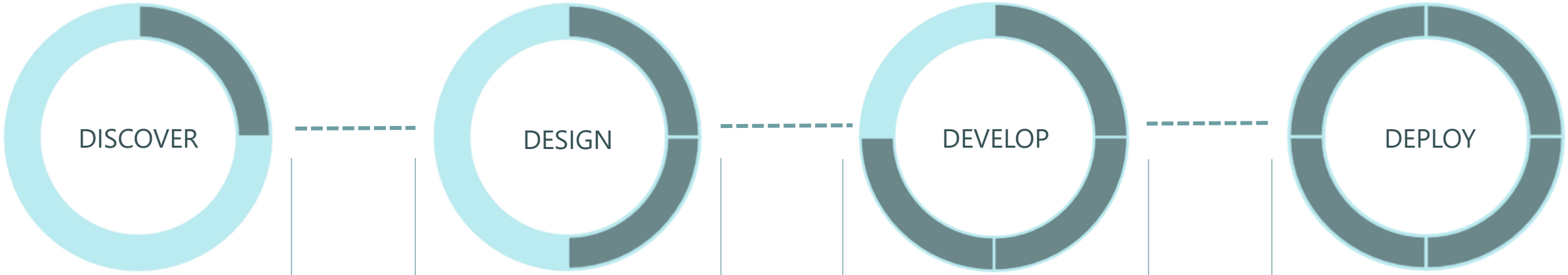
Design – A series of processes will be created to design how the new Windows operating system will work with the existing and proposed application estate. It will also capture tooling requirements, device management and application testing. Compliance requirements will also be captured here. The deliverable from this phase is the test plan, which can be reused as a template for future Windows upgrades, either by Quorum or the client.

Develop – In this phase, the new image of Windows is created. Any applications that require it are packaged. The full solution goes through a full cycle of testing (unit testing, system testing and user acceptance testing) and is signed off by the organisation.

Deploy – Working to an agreed plan, Quorum will execute, support and monitor the new operating system and any associated applications being rolled out across an organisation. This is largely planned to be an 'at desk' rollout with minimal disruption to staff. This is also an opportunity to rollout new devices where needed and provide training as appropriate.



SERVICE FEATURES



ANALYSE CURRENT ESTATE

- Devices, Tools, Apps (Core and Custom)
- Plan definition (includes business case and budget)

CREATE NEW PROCESSES

- Deployment tooling, app testing, device management
- Ongoing Compliance

- Apply processes to selected release candidate.
- Create deployment plan, early adopters to full rollout

- Execute, support and monitor phased rollout

SERVICE PROVISION

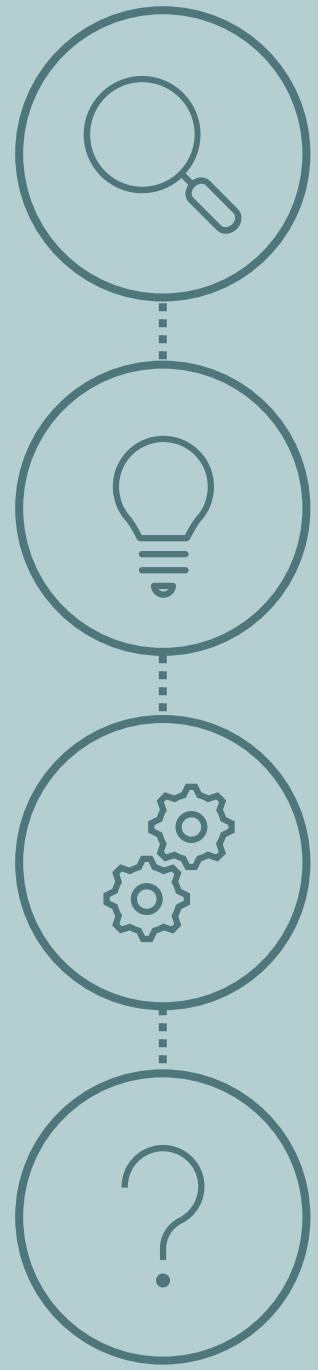
Onboarding:

- Quorum will normally deliver this on a project basis, where the delivery team are supplied by Quorum. This team would work with the relevant areas of the client organisation.

- Should the client choose to manage aspects of this work, Quorum can supply resources to augment the client team.

Key Roles:

- Solution Architect
- Lead Desktop Consultant
- Desktop Consultant
- Application Packager
- Deployment Specialist
- Project Manager



SERVICE SUPPORT

SLAs & Disaster Recovery (DR)

- As this is not a ‘live’ or operational service, there are no SLAs associated with it. There would be a delivery plan agreed with the client to allow the acceptance of milestones and timescales

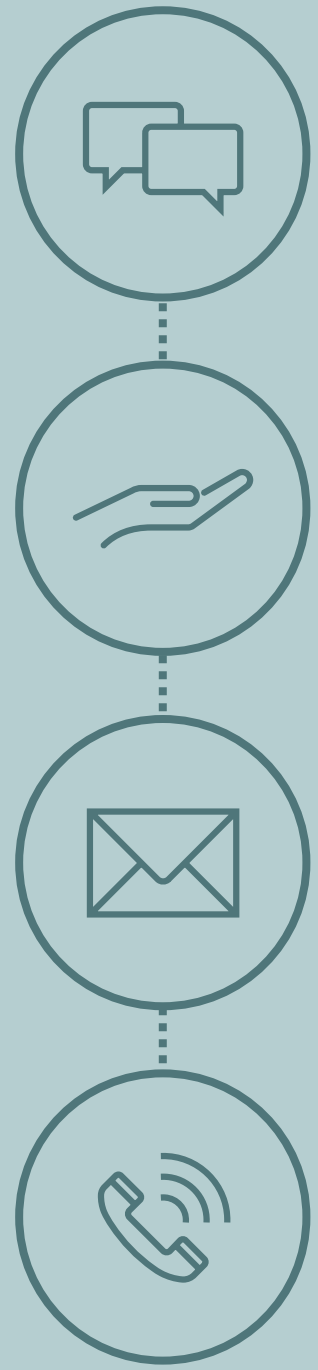
Maintenance and outage

- No client data will be backed up or restored, and no disaster recovery services are required.

- There are no outages or maintenance management activities required.

Account Management

- Ongoing after sales account management is provided to allow the service or elements of the service to be delivered in the future.





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