

G Cloud - Support

Service Definition Document

Application Packaging

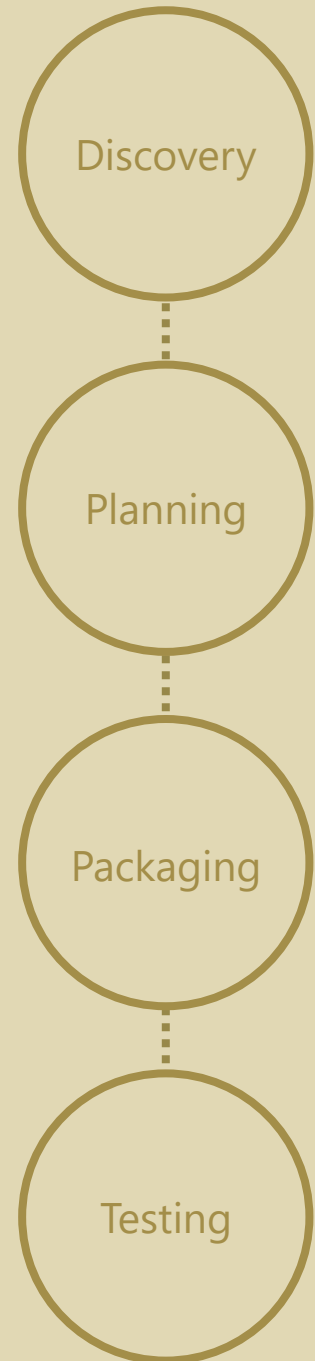


SERVICE FEATURES

Discovery – An exercise to map all applications within your desktop endpoint estate, including details on the numbers of users of each application and any associated personas. All applications are categorised in terms of their complexity in the packaging process. Your preferred deployment method will also be understood, allowing all packages to be created in line with organisational requirements. Any existing packaging standards and available tooling will also be captured. Should standards or any appropriate tooling be unavailable, Quorum will provide advice and guidance.

Planning – The information from the discovery allows decisions to be taken by the client on the future contents of the application estate. This can take several forms including:

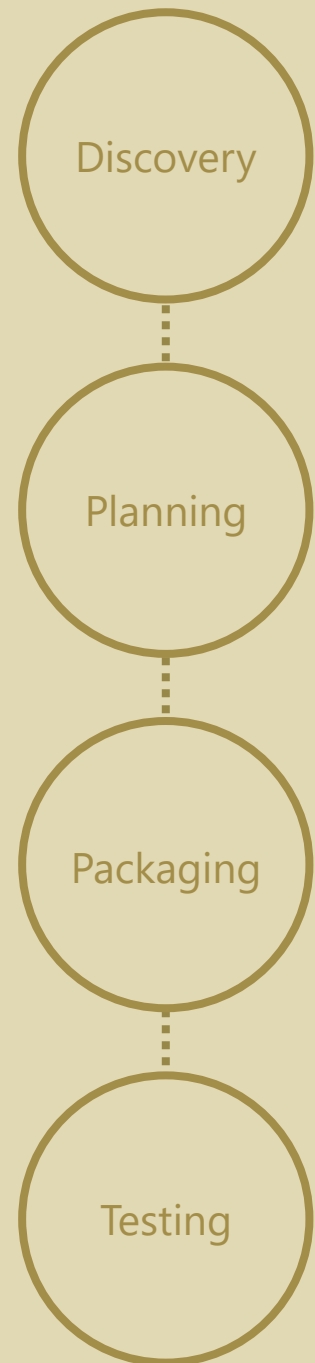
- **Licensing** - Ensuring the correct number of licences are available to meet the business need. This may require the client to purchase more licences of certain applications but could equally see a reduction or consolidation of other licence types.
- **Rationalisation** - There may be many different versions of an application distributed across an organisation. Ideally, an organisation would only have a single version, making it easier to maintain and update. A 'Many : One' strategy can significantly reduce the packaging effort, where this is not possible a 'Many : Fewer' can also deliver significant benefits.
- **Testing** - As many of the applications may not have co-existed together in their current forms, interoperability and compatibility testing can be planned. These should be based upon any available persona data.



SERVICE FEATURES (cont.)

Packaging – This can begin as soon as the relevant information on an individual application is available from the previous steps. A packager is likely to have several applications at different stages of the process at any given time. Working on a stable version of the operating system and using the agreed tooling to deliver packages in the prescribed formats, all information is updated in the original discovery document providing an up-to-date view of the application estate.

Testing – All applications are unit tested within the actual packaging process before being handed over for formal testing. The application then goes through a full cycle of testing (system testing, interoperability and user acceptance testing) before being signed off by the organisation.



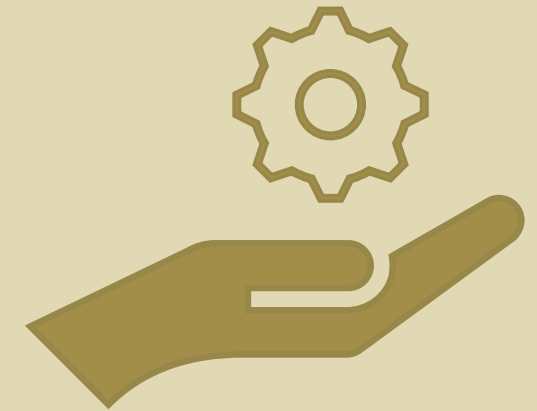
SERVICE PROVISION

Onboarding:

- Quorum 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 will supply resources to augment the client team.

Key Roles:

- Quorum's tried and tested approach to application packaging is likely to include the following roles:
 - Solution Architect
 - Lead Desktop Consultant
 - Application Packager
 - Deployment Specialist
 - Project Manager.
- The specific roles used to deliver this service would depend on the size and scope of the engagement.



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

- Due to the nature of this service, there are no planned outages.

Account Management

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

