

G-Cloud 15 CloudOps - Service Description

SERVICE INTRODUCTION

How Innovocom can help with Cloud Adoption, Migration and CyberSecurity

Innovocom Solutions can accelerate the full potential of your strategic cloud adoption. We offer a comprehensive suite of services designed to enable your public sector organisation towards strategic cloud adoption.

Our approach goes beyond simply migrating your workloads and data. We work with you to understand the impact on your entire organisation, from workforce training and process optimisation to information security and robust infrastructure. This ensures a smooth transition and guarantees a rapid return on investment.

In today's online world, public sector IT needs to be agile and efficient. Consumers expect seamless access to services, and Cloud solutions offer the perfect answer. We can help you harness the power of the cloud, delivering cost savings including funded support for migration, modernization and proof of concept scenarios, scalability, and enhanced security all while meeting the evolving demands of both citizens and government.

Our services can be procured as stand-alone engagements or as part of a number of packages:

- **IT Service Management (ITSM) for Public, Private and Hybrid Cloud:** alignment of the IT organisation and Service Management to effectively manage your cloud provision and suppliers. We assess and update your ITSM approach to reduce your organisation's risk exposure as you move through your Cloud journey
- **Target Operating Model Definition and Implementation:** creation of a Target Operating Model to enable organisations to effectively deliver their Vision and Strategy, including comprehensive solutions for aligning operational capabilities with strategic objectives, and ensuring a smooth implementation and transition to the new operating model
- **New Service Introduction (Service Transition) for Cloud Services:** management of the integration of Cloud services into your organisation to

ensure cyber resilience, business continuity and productivity is maintained to meet agreed service levels and enabling future rapid transformation of these services

- **Managing New Cloud Services in Live Operations:** provision of a team to support your organisation after the transition, providing role-based coaching and support to your team as required and/or ongoing management as part of a Managed Service
- **Business Analysis for Cloud Services:** understanding your organisation's needs, identifying opportunities, and facilitating a smooth transition to the cloud
- **Analysis for Supply Chain Efficiency and Transformation:** analysis of requirements for IT contracts, recommendation of comprehensive solutions and identification of opportunities for Cloud based services with AWS, Microsoft Azure and Google and contracts that deliver optimal value
- **Business Case Development:** helps organisations adopting cloud to draft the relevant business case, depending on where they are in the requirement process. We can help with creation of an outline to a full business case.
- **Business Continuity and Disaster Recovery Service:** - helps organisations to plan and implement business continuity and disaster recovery processes using impact analysis to identify and measure disruption of business functions and processes
- **ICT Service and Systems Audit Service:** helps organisations to identify and define their current IT estate (including hardware and software) and maps the IT services to business services and users. It ensures that a complete view of the as-is is created to enable organisations to assess the next steps in their transformation journey.
- **ICT, Cloud & AI Maturity Assessment Service:** designed to benchmark your organisation's current IT capabilities to determine the baseline and a roadmap for improvement
- **New Service Introduction (Service Design) for Cloud Services:** design of cloud services, including analysing and defining users' needs, and designing the service to meet those needs. Service Design includes work to define a benefits map and realisation plan and will feed into further work on a Target Operating Model.



SERVICE SUMMARY

Adoption of cloud services requires a fundamental shift in how organisations procure, implement, support and secure technology services. Managing a modern IT estate is a complex task, especially as organisations transition to public cloud or hybrid-cloud models.

Organisation must combine CloudOps & Security with traditional Operations, Security and IT Service Management to deliver a single, comprehensive ICT Service. The IT department needs to cope with different methods of development and delivery, and technology savvy citizens who can consume IT services on demand.

This has a huge impact on the risk exposure of any organisation. CloudOps and IT Service management teams need to be well equipped to provide the required service to facilitate, advise and support their organisations, whilst maintaining a secure, stable, and available IT estate.



FUNCTIONAL OVERVIEW

Fixed Price Engagements

We provide fixed price consultancy services, driven by client brief, that fall under the following categories:

- **Strategic:** outcome focused strategies to address your organisations' aspirations
- **Assessment:** functional and security assessment, gap analysis and recommendations

Time & Materials Engagements

Later stages of engagement usually operate under a time and materials basis:

- **Planning:** solution design, transition and financial modelling
- **Adoption:** implementation and augmentation of cloud services across a hybrid, multi-cloud estate

Managed Services

Post-implementation we either complete service handover to your internal team to maintain day-to-day operations or we offer a wide range of managed services to enable our team of experts to operate and maintain the environment on your behalf. Example services include:

- **Break/fix support:** 1st – 3rd line service desk
- **Continual monitoring:** CyberPosture, FinOps, operational resilience, backups etc
- **Continual assessment:** validate continuing adherence to ever evolving published best practice. Review new entitlements from existing vendor subscriptions to ensure maximum RoI throughout the whole lifetime of the subscription, not just the launch use case(s)



ASSURANCE

Information Assurance

Innovocom will comply with your organisation's security policies, customer procedures and will have the required security clearance. All our consultants are 'SC' security cleared, ensuring that we can deploy our services as rapidly as possible to organisations who operate under the highest security regimes.

Quality Assurance

Each client assignment is allocated an Innovocom Account Manager who is responsible for overseeing the services to be delivered. The Account Manager will oversee quality assurance of all regular checkpoints and highlight reports prior to delivery to the customer to ensure all activities and agreed products are being delivered to plan.

The Account Manager maintains contact with the lead consultant on at least a weekly basis and as and when required via telephone, email and face to face meetings to monitor progress of the assignment and to ensure any risks and issues which may arise are managed appropriately. In addition, the Account Manager will also periodically liaise with the client to ensure they are satisfied with the progress of the work and the conduct of the consultant, and acts as a point of escalation for the client should they require it.

Through these regular meetings and feedback with clients we assess their satisfaction with the consultants' performance and address any performance issues that may arise.



ABOUT INNOVECOM

Innovocom has worked extensively within the UK public sector and associated supply chain for over 25 years giving practical experience in relation to delivering IT change and cloud-centric programmes. Our services and consultancy capabilities bring together expertise in solutions from our technology partners including Amazon Web Services (AWS), Microsoft, Google, IBM (Hashicorp & RedHat), CrowdStrike, Cisco, HPE, Dell, and NetApp amongst others.



Wherever you are on your Cloud journey Innovocom can help, if you:

- want to understand how your organisation can benefit from moving to Cloud and need help creating your Cloud Strategy
- would like help in planning your organisation's move to Cloud
- would like help to implement your Cloud transformation
- have undertaken Cloud transformation but have not made the anticipated cost savings or realised other expected benefits
- would like to test a proof of concept for a new system and would like cloud provider credits to ease the cost of testing
- would like help to get the maximum financial contribution from a cloud provider to subsidise your migration costs
- completed a lift and shift style migration already to achieve early 'cloud first' targets but now want to modernise the estate and use a cloud-native approach, with cloud provider subsidy too.

Contact Innovocom

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