SS&C Blue Prism®



G-Cloud 15 Service Definition Document

Technical Infrastructure Assessment

The best way to facilitate that the Intelligent Automation tech-stack and environment are in tip-top shape for high performance

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1. Technical Infrastructure Assessment

1.1. Overview

The TIA is a fixed-cost consultative engagement designed to evaluate existing infrastructure, technical components, SQL Server database and system environments so that clients can implement a stable, operable, and scalable backbone for intelligent automation.

1.2. Service Description

Technical Infrastructure Assessment starts with our experts analysing the architecture design and governance documents you provide. We will also analyse Your SQL Server Database to make sure You have a solid database configuration built for long-term success. With an eye on scalability, high availability, disaster recovery and operational excellence, we measure the health of your systems against best practice benchmarks to identify any vulnerabilities, as well as making sure that Your SQL Server has been configured for optimal performance, backup & recovery, security, and administrative procedures.

With the Technical Infrastructure Assessment, an in-depth review of your definition documents, an in-person working session delves even further into the hardware, operating systems, SQL Server Database, virtualization, and security. This comprehensive approach is the only way to ensure success today and tomorrow as your program grows.

1.3. Service Features

- In-depth review of the Architecture Design and Governance Documents.
- In-person workshop to analyse hardware, SQL Server Database, operating systems, configuration, virtualization setup and security protocols.
- Recommended approaches based on benchmarks developed across hundreds of client's environments.

1.4. Service Benefits

- Health rating on the infrastructure based on best practice benchmarks.
- Health rating on the database for optimal performance.
- Recommendations to improve stability and operational performance.
- Identification of areas for upskilling technical resources
- Guidance to ensure your environment is resilient, highly available with appropriate DR strategies in place.
- In-person review session to strategize next steps based on the Assessment Report and Recommendations.

1.5. Customer Responsibilities

The Technical Infrastructure Assessment will be part of a collaborative working partnership across all parties including the client's advisory, consultancy, and delivery partners. The customer will provision up-to-date Blue Prism architecture documentation and any other relevant documentation to support the delivery of the TIA Service.

Appropriate resources and any third-party supplier/partner are available to support the completion of any Technical Infrastructure Assessment. Please note that it is the skill set that is important, and one person can have several roles.

- Technical Architect: A skilled individual with responsibility for or understanding of the Blue Prism platform. The Technical Architect will have administration rights for, or will be able to organise resources with administration rights for the infrastructure (hardware and software) that supports the Blue Prism software
- Platform Administrator: A skilled individual with responsibility for understanding infrastructure hardware/software requirements etc. System admin level of access required during the assessment.
- Database Administrator: A competent DBA, with responsibility of ensuring that the any Database requirements are met and that the database technology is deployed to vendor and Blue Prism best practice. System admin level of access required during the assessment.
- Network Administrator: A skilled individual with responsibility for understanding networking requirements etc.
- Information Security: A skilled individual with responsibility for understanding Security requirements etc.