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Lot 1a: Infrastructure as a Service (IaaS) and Platform as a Service (PaaS)

Cloud Hosting – Service Definition

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1. Service Description

Fitzrovia IT assist with procuring Compute (Virtual Machines, Azure Kubernetes Service), Databases (Azure SQL Database), AI&Machine Learning (Azure Machine Learning, Azure AI Search), and Analytics (Microsoft Fabric, Azure Data Factory), Networking (Virtual Network, Azure Firewall),Storage (Data Lake Storage, Blob Storage), Developer Tools (Azure DevOps), Security (Microsoft Defender for Cloud) on the Microsoft Azure platform.

2. Service Features and Benefits

The following are some of the service features:

- Custom or predefined machine types
- Support for Windows
- Support for Linux
- Support for containerized workloads
- Auto-Scaling
- Load Balanced
- Persistent Storage
- Pay-per-use billing available
- GPU Support
- Low-Latency Networking

The following are some of the service benefits:

- Instantly scale resources based on workload
- Ideal for seasonal spikes, testing environments, or unpredictable traffic
- Pay only for what you use
- Avoid upfront capital expenses for hardware and reduce ongoing maintenance
- Launch applications and services quickly
- Developers can test, deploy, and iterate faster
- Deploy workloads across multiple regions for low-latency access
- Cloud providers offer built-in redundancy and failover options
- Benefit from enterprise-grade security features
- Choose from a variety of compute types to match workload

3. Onboarding

We first select a team to manage the onboarding process. It will include your account manager, who will be with you throughout the transition and beyond, as well as service management and technical specialists who will guide you through the setup of your service. We will also assign a dedicated project manager to oversee this process.

4. Offboarding & End-of-contract Data Extraction

At the end of the contract process, Offboarding activities are initiated, and a project task is created to execute the Offboarding work once agreed. Additional costs will apply depending on the time and effort required in the depth of the Offboarding activities undertaken, which

will be pre-agreed with the client. Should any data extraction be required, the client will need to discuss the requirements with the Account Manager, who will assist with them.

5. Service Constraints

Azure Compute services have constraints, including quotas, regional availability limits, VM size restrictions, and subscription-level caps. Many of these can be adjusted, but some are fixed.

6. Backup and Recovery

Azure provides backup and recovery for the following components:

- Files & Folders
- Entire Virtual Machines
- Databases
- File Shares
- System State

The Backup controls are customizable on a schedule across multiple data centres, enabling disaster recovery. Clients schedule backups through a web interface and can either recover them themselves or contact the Support Team.

7. Service Availability

Azure's Datacenter architecture is designed for high resilience, ensuring continuity, fault tolerance, and rapid recovery across global workloads.

Azure Virtual Machines (with Availability Zones) have 99.99% SLA availability.

Microsoft Azure is a comprehensive cloud computing platform that provides a wide range of services for building, deploying, and managing applications through Microsoft-managed data centres. Azure ensures users aren't affected by demand through elastic scaling, capacity planning, and resource reservations. It uses a globally distributed architecture and intelligent load balancing to maintain performance even during traffic spikes.

8. Support

Support Response Times

Immediate Telephone Technical Response is provided.
For Critical Systems Failure (P1) - 2-hour fix or workaround.
For VIP or Service Affecting (P2) - 2-hour fix or workaround.
For Standard Support (P3) - 4-hour fix or workaround.
Support is available via email, the Online Ticketing Portal, and Phone Support 24/7.

Support Levels

Fitzrovia provides an immediate telephone response from technical personnel for all service desk tickets logged by phone; you will never be placed in a call queue. Our technical team will

log your support ticket and collect all necessary information from you to ensure a fast, effective resolution. Once a support representative has logged your ticket, our engineers will implement a permanent fix or workaround within the response times detailed previously.

9. Security

Fitzrovia IT provides consultancy across the full range of security solutions to protect Infrastructure-as-a-Service in the Microsoft Azure Cloud. This includes the following services and controls:

- Azure Firewall to provide next-generation stateful virtual cloud firewall for virtual machines and containers
- Azure Application Gateway to provide secure load-balanced connection management for web applications
- Azure Bastion to provide network connectivity for virtual machines in private Azure virtual networks
- Azure DDoS Protection to provide network protection against DDoS attacks to resources in private Azure networks
- Azure Front Door to provide a secure content delivery service for web applications
- Azure Web Application Firewall to provide a web application-specific firewall to protect against OWASP-based attacks
- Azure DevOps to provide secure configuration for software repositories and build secure code pipelines

Many security solutions are also supported for Platform as a Service solutions, including:

- Microsoft Defender for SQL to protect databases running in Azure
- Microsoft Defender for storage to protect storage accounts and object-level storage services
- Microsoft Defender for App Service to protect managed web application service instances