

Data Centre Assessment Services

Purpose:

To offer advice on either improving your existing data centre estate or on how to effectively outsource delivery.

Overview:

We recommend how best to make use of virtualisation (VMWare, Hyper-V, Xen and RHEV). We will consider which of the cloud services models: Infrastructure-as-a-Service (IaaS), Platform-as-a-Service (PaaS) and Software-as-a-Service (SaaS) are most appropriate to your needs.

As part of this service we will consider key Cloud issues such as:

- Architectures: Enterprise Architecture, Technical Architecture and Data Architecture
- Security: physical, personnel and technical and overall accreditation
- Scalability, elasticity and capacity management
- Integration with non-cloud legacy services
- Resilience: power (including backup generators), cooling and wide area network (WAN) communications, geographic separation
- Availability: including long term performance and maximum recovery times
- Business continuity: Use of multiple datacentres and/or service providers

Planning:

- Assess your Enterprise Architecture, Technical Architecture and Data Architecture
- Consider all security aspects: physical, personnel and technical and accreditation
- Consider data storage, quality, recovery, conversion, migration, management and exploitation
- Cover scalability, elasticity and capacity management
- Deliver assessment of integration with non-cloud legacy services
- Consider data centre resilience: power, cooling and WAN communications
- Assess business continuity and disaster recovery (including geographic separation)
- Consider availability: including long term performance and maximum recovery times
- Applicable to private, community, public and hybrid cloud models
- Compliant with Digital Service Standard and Technology Code of Practice

Ongoing Support:

- Provide ongoing support to maximise benefits realised from data centre estate and/or cloud solution
- Maintain compliance with relevant standards
- Partnership working and skills transfer to enhance your capability

Information Assurance:

Data Centre Assessment Services can be provided for services of any classification. We employ security cleared personnel who operate with information at all levels of the Government Security Classification Policy (GSCP). Our systems are approved to hold classified information.

Pricing:

This service is priced based on anticipated resource requirement. Resources will be charged in accordance with the agreed SFIA day rates. Two pricing options are available:

- Firm price. The firm price will be based on the anticipated resource requirements including provision for risk. Provision for travel and subsistence cost will be made. Payment will be required against achievement of agreed milestones. Customers may request clarification of the number of days by SFIA grade for their specific deliverables, which will be confirmed by Actica for contract award.
- Limit of liability. The limit of liability will be agreed based on an anticipated resource requirement. Charges will then be made monthly in arrears against resource effort expended. A limit of liability will also be agreed to cover travel and subsistence. Travel and subsistence costs will be charged at cost monthly in arrears against cost incurred.

Service management details and constraints:

Our service is subject to ISO9001 certified quality controls. A lead consultant shall be appointed who will have responsibility for liaising with the client and managing the Actica team providing the required services. In addition a Project Authority will be appointed who is normally a Director within the Company who will act as the point of escalation. We support our clients on-site, via email or by telephone, during standard office hours and with a 1 business day response time to acknowledge support requests.

Data backup and recovery:

Where our staff use infrastructure and information provided by our clients, it is the clients' policies and procedures that prevail. Ordinarily, our consultants are supported by our own infrastructure up to, and including OFFICIAL, and we have facilities for higher classification information to be received, stored and transmitted. Our consultants' laptops and our corporate systems are backed up regularly and our corporate Disaster Recovery Strategy and Plan ensures that we are able to continue to provide services to our clients in any event.

On-boarding/off-boarding:

For all of our assignments we operate our standard on-boarding/mobilisation activities. At assignment closure, we undertake a review and ensure that skills have been transferred to client staff where appropriate.

Ordering and invoicing process:

Specific details of the clients requirement should be sent to cloud@actica.co.uk. Following discussions about your requirement Actica will send a fully priced proposal detailing the services to be provided. Once approved a valid purchase order should be sent to finance@actica.co.uk for processing. Once the work is completed and accepted by the client Actica will invoice the client for the work. Payment is expected within 30 days. We are able to use a range of electronic purchase and payment systems (e.g. CP&F).

Consumer responsibilities:

To liaise with the Actica lead consultant and ensure access to existing information and key stakeholders.

Contact Details

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