

Secure Cloud Design Services

Purpose:

To provide technical experts with the in-depth understanding of cloud services at all classification levels (including Enterprise Architecture, Technical Architecture, and Data Architecture), the technical platforms used to access these services and the integration of cloud applications with traditional services.

Overview:

Actica is a technical and management consultancy over 25 years' experience with providing high value consultancy to the public sector. We can provide a wide range of technical support services to supplement the skills of your in-house team to ensure cost effective and successful delivery of your required deployed cloud services. We provide technical services including consultancy, research, development, design, implementation, engineering and operational support.

We work with a range of virtualisation technologies (VMWare, Hyper-V, Xen and RHEV) and support a variety of cloud services models: Infrastructure-as-a-Service (IaaS), Platform-as-a-Service (PaaS) and Software-as-a-Service (SaaS). We understand and can support Deployed Platform Services, and deployed operations in the air, land, maritime environments. We can assist you to secure and gain accreditation for your services with UK and Coalition authorities. We understand the technical dependencies between different services and are experienced in the delivery and support of rapidly deployable, elastic and agile cloud and Service-Oriented Architecture (SoA) based services. Our service is applicable to private, community, public and hybrid cloud models.

Planning:

- Develop enterprise architecture, technical architecture, data architecture, security architecture
- Consider integration of cloud applications with traditional services
- Provide expertise in virtualisation technologies (VMWare, Hyper-V, Xen and RHEV)
- Provide expertise in multitenancy, boundary protection services and enclave separation
- Provide expertise in DPS, IaaS, PaaS and SaaS models
- Azure, AWS, Google Cloud, MODCLOUD, OEHE, VIX.

Set-up and Migration:

- Develop programme plans and roadmaps
- Transition planning and support to assist transition
- Support multiple delivery methods including Waterfall, Spiral, RAD and Agile
- Conduct cost benchmarking to identify potential areas for improvement

Quality Assurance and Performance Testing:

- Address quality assurance and performance testing for the service
- Ensure compliance with Digital Service Standard and Technology Code of Practice

Security:

- Develop security strategy for cloud adoption
- Provide expertise in security and accreditation for UK, 5E connected systems
- Provide expertise in designing secure cloud services across OFFICIAL, SECRET, TOP SECRET

Ongoing Support:

- Provide ongoing operational support as necessary to realise benefits
- Maximise the realisation of benefits from cloud migration
- Partnership working and skills transfer to enhance your capability

Information Assurance:

Technical Support Services can be provided for services of any classification (OFFICIAL, SECRET and

TOP SECRET). 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 security information and key stakeholders including the system accreditor.

Contact Details

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