

Cloud Service Diagnostic

Purpose:

To perform a business and/or technical review of your Cloud project to identify how improvements can be delivered.

Overview:

Designed explicitly for Cloud programmes that are already under way, this service reviews your Cloud programme to identify how improvements can be delivered. Our team will review your arrangements to ensure that:

- your Cloud programme is focused on what it does best;
- that arrangements are in place to ensure effective exploitation;
- impartial action plans are developed to help improve the benefits delivered.

Set-up and Migration:

- Review of Cloud services to determine extent of benefits realisation gap;
- Root cause analysis performed to resolve issues;
- Service diagnosis to identify improvement opportunities;
- Action plan delivery;
- Expertise in a range of Windows and Open Source (e.g. Linux) technologies;
- In-depth service management/ITIL knowledge;
- Differing needs of Discovery, Alpha, Beta and Live Phases supported.

Quality Assurance and Performance Testing:

- Demonstrate compliance with Digital-by-Default standards and GSDM.

Security:

- Identification and analysis of potential security risks;
- Development of options and mitigation plans for security issues;
- Provide information assurance and security testing for the service;
- Able to support OFFICIAL, SECRET and TOP SECRET projects.

Ongoing Support:

- Differing needs of Discovery, Alpha, Beta and Live Phases supported.

Information Assurance:

We can provide relevant data protection and privacy advice 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. Details will be specified in a price quotation provided and agreed before service commencement.
- 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:

The Consumer should appoint a single point of contact for reporting purposes.

Contact Details

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