

Cloud Technical Support

Purpose:

To provide cloud-based and cloud-related technical services including consultancy, research, development, design, implementation, engineering and operational support.

Overview:

Actica is a technical and management consultancy with over 25 years experience in 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 cloud services. We can provide technical experts with in-depth understanding of cloud services (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.

We work with a range of virtualisation technologies (VMWare, Hyper-V, Xen and RHEV) and support the range of cloud Services models: Infrastructure-as-a-Service (IaaS), Platform-as-a-Service (PaaS) and Software-as-a-Service (SaaS). We can assist you to secure and gain accreditation for your services. We understand the technical dependencies between different services and are experienced in the delivery and support of elastic and agile cloud and Service Oriented Architecture (SoA) based services. We are experienced in AWS, Azure and Google Cloud.

Our service is applicable to private, community, public and hybrid cloud models.

Planning:

- Provide a wide range of technical expertise and planning experience
- Specific expertise in enterprise architecture, technical architecture, data architecture, security architecture
- Provide expertise in the integration of cloud applications with traditional services
- Provide expertise across the virtualisation technologies (VMWare, Hyper-V, Xen and RHEV)
- Provide expertise in IaaS, PaaS and SaaS models.
- Provide expertise in Service Oriented Architecture (SoA) based services.
- Provide expertise in web services.
- Applicable to private, community, public and hybrid cloud models

Set-up and Migration:

- Develop and implement programme plans and roadmaps
- Plan transition activities and provide support during transition
- Tailorable for Discovery Phase, Alpha, Beta and Live Phases

Quality Assurance and Performance Testing:

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

Security:

- Provide expertise in security assurance and accreditation
- Development of security strategy and security risk management approach
- Support to security design, incident management and audit services

Ongoing Support:

- Provide ongoing support to ensure lifecycle benefits continue to be realised
- Partnership working and skills transfer to enhance your capability

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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