

Design and Configuration of Cloud Environments

G-CLOUD 15 – SERVICE DEFINITION



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vodafone
business

Introduction

Vodafone Professional Services are a comprehensive portfolio of services that help our customers to modernise their IT and select the right platform for their systems and workloads.

These services provide solutions at all stages of a customer's cloud transformation journey, from deciding the best strategic approach and selecting the right platform to defining a multi-cloud architecture, modernising and migrating applications and configuring a secure cloud environment ready for global delivery and operations. Vodafone has highly qualified engineers and architects on hand to help customers deliver complex projects and accelerate business growth,

This service definition outlines the Professional services offered by Vodafone.

Cloud Environment Design and Configuration

Overview

Vodafone's Cloud Environment Design and Configuration service provides you with a fully configured Dev, Test and Production cloud environment (landing zone), suitable for build and deployment of applications into Private Clouds (VMware, Kyndryl Private Cloud) or Public Clouds (AWS, Azure, GCP or Alibaba).

This professional service is provided as a fixed price based on a defined scope and deliverables. Migration services can also be provided on a Time and Materials (T&M) basis, using the same methodologies and resources, where the fixed price service does not meet your specific needs. These services are subject to an agreed solution design.

Service delivery approach and key activities

Vodafone will provide resources and subject matter expertise to conduct the service activities at a designated Customer location and/or remotely.

Vodafone will make available a team of experienced subject matter experts to deliver the service, incorporating the following:

- Project Lead / Project Manager
- Cloud Consultants
- Cloud Engineers (VMware/Kyndryl Private Cloud/AWS/Azure/Google/Alibaba)

The key service delivery activities are as follows:

- Cloud environment readiness assessment, based on the output from the Application Assessment schedule.
- Select a public or private cloud type for hosting
- Select the landing zone types, from standardised reference architecture.
- Configure and deploy the primary Customer root organization account
- Select a cloud tagging strategy that matches the Customer's reporting requirements
- Configuration and deployment of formation templates, to create the VNET/VPC default landing zones, to meet the Customer application requirements
- Review and configure the default access controls and network security controls
- Configuration and deployment of formation templates, to create standard PaaS components ready for app deployment.
- Configuration of the Customer's Cloud environment connectivity to private cloud environments (if required)
- Proceed with automated testing and validate the environment setup, sign off with the Customer.



- Produce a report of the various configurations, for networks and subnets and access controls for the Customer's reference and partner's service line.
- Conduct a handover session with the Customer to deliver the design and build report, template artefacts and access data.

Main deliverables

Output	Notes	Format
Environment Requirements	• A review of the as-is estate for the applications in scope for the environment design and configuration (current state). • Choose an environment that meets the required target status from best practice approaches.	Review of the App discovery output (PDF document)
Cloud Environment HLD	A high-level document that covers the following architecture: • Non-functional requirements (i.e. compute required and network connectivity for cloud enablement) • A description of the required cloud landing zone(s) • Finalised application target state for IaaS compute and PaaS services, including the storage, cluster, HA & DR architecture. • An organisational structure account view • A diagram of landing zones • All subnets and agreed CIDR, routing • Cloud regions and AZ's • A definition of the agreed cloud tagging strategy • A definition of the cloud environment monitoring and reporting requirements	PDF document
<i>Foundation Set up.</i> A formation template for landing zone creation	The Foundation set up provides a formation template for the following: • VNET/VPC tiers for the environments • Default ACL and Network rules • Default identity and access for accounts • Connectivity between the cloud and Customer location	Relevant formation template for the required vendor (e.g. AWS Cloud Formation)
<i>Compute deployment setup.</i> A formation template for the creating of the IaaS instances and PaaS services identified in the HLD.	The Compute deployment setup provides a formation template for the following: • PaaS components for the selected landing zone, Dev, Test and Prod. (i.e. S3, EFS enabled) • Encryption keys for clouds key management service to use • Configuration of access policies • Configuration of tagging values • Configuration of the ACL and network rules for the service • Required storage points for the compute service • Automatic testing scripts to check ports	Relevant formation template for the required vendor (e.g. AWS Cloud Formation)



Cloud Security Review	The Cloud Security Review document consists of a review/check against the following: • Network rules (FW rules inside the cloud) • User access rights • Access groups and policies associated with services • All API/User accounts are logging as per the environmental setup. • Resolve configuration problems identified in security reviews.	Security check document
Access to a MVP landing zone	Customer is provided access to an agreed Minimum Viable Product landing zone: • Agreed approved VPN compatibility vendors for the Cloud type. • Agreed timeouts and Exchange PKI keys • Work with the Customer network and security team to enable and route • Test connectivity and failover (1 to 2 Customer termination points)	Not applicable
Delivery Status Report	A weekly status report providing a summary of progress and activity against project plan. (Sprints)	PowerPoint slide

Service Offering Sizing and Assumptions

The Cloud Environment Design and Configuration service is based on the provision of a single Development, Test or Production environment in one geographical region, with a maximum duration of 4 weeks for delivery of the service. Each environment will have two tiers, with a capacity to accommodate 254 unique components (IaaS and PaaS). The service scales based on the number of environments required.

Charges, Billing and Complaints

Charges

Vodafone Cloud and Security charges can come in a number of forms – for example, non-recurring, monthly-recurring or usage based charges. Unless otherwise advised in the specific service definition, all professional services engagements are charged on a non-recurring charges basis. Each professional service will be different in its scope and therefore charges will be different for each engagement. However, our services will always be based on a clearly defined scope and set of deliverables. Where a professional service is provided on a time and materials basis, all charges will be clearly defined and rate-carded.

Billing

Key contacts: Your Account Manager or Billing Account Manager.

If you do not have a dedicated Account Manager or Billing Account Manager, the Customer Service Billing Centre can be contacted at: cbssc@vodafone.com

Complaints

Vodafone takes great care in providing the highest level of support for our products and services. If you experience any dissatisfaction with any of our products, services or support, a dedicated team is on hand to assist.

The Vodafone Complaints Team is available during normal working hours (09:00 to 17:00 Monday to Friday, excluding bank holidays), and will attempt to respond to issues raised by customers within one working day.



All commercially reasonable actions will be taken to resolve the complaint immediately. However, in the event of a resolution not being immediately possible, the Complaints Team will attempt to provide you with a status update via telephone or email, every 48 hours.

The Complaints Team can be contacted at: complaintsteam@vodafone.com or by ringing: **0800 048 1411**.

Business Continuity Disaster Recovery

Vodafone's standard Business Continuity Disaster Recovery plan will depend on the solution and support model that the customer has chosen to purchase.

Any required Business Continuity Disaster Recovery plan will be discussed at point of order. Please contact frameworks_team@vodafone.com for more information.

Why Vodafone?

Vodafone Business is one of the world's largest telecommunications companies and provides a range of services including voice, messaging, data and fixed communications. Vodafone Business has mobile operations in 25 countries, partners with mobile networks in 42 more, and fixed broadband operations in 19 markets. As of 31 December 2018, Vodafone Ltd had approximately 700 million mobile customers and 21 million fixed broadband customers, including all of the customers in Vodafone's joint ventures and associates.

By connecting people, places and things, Vodafone Business helps businesses of all sizes to succeed in a digital world. Our expertise in connectivity, together with our leading IoT platform, multi-cloud solutions, digital services and global scale, delivers the results customers need to help them progress and thrive. We are trusted partner to businesses of all sectors and public services around the world, and work side by side with them to understand the unique challenges they face and the goals they want to achieve.

For more information, please visit: www.vodafone.com/business

Next Steps

If you want to discover more about Professional Services or any other Vodafone cloud service, please contact frameworks_team@vodafone.com.

