Application Modernisation Services

G-CLOUD 15 – SERVICE DEFINITION

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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 description outlines the Professional services offered by Vodafone.

Application Modernisation Services

Overview

Vodafone's application modernisation service builds and tests target modernised application states on cloud and microservices. Application modernisation addresses the issue of legacy applications that are strategically important to a business, because of the business function they support or the information and function they manage. The service is suitable for applications that cannot be migrated using the standard migration services due to their complexity or legacy nature and therefore require additional development and modernisation to run in the designated Cloud environment.

There are special considerations with respect to Edge-hosted Applications i.e. additional services and activities which must be performed in order to Edge-enable applications within an overall application modernisation effort. These considerations for Edge are identified section by section in the remainder of this service description.

The service is provided on a time and materials basis. All 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:

- Agile Project Manager / Scrum Master
- Cloud Application Architect
- Microservices Architect
- Microservices developer(s)
- DevOps Engineer(s)
- UI Developer(s) (Angular/ NodeJS)
- Data Modeller / Database Administrator
- Test Lead

Test Specialist(s)Where Edge-enablement of applications is required these followinf subject matter expers will be made available:

- Edge Computing SME
- Mobile Network (RAN) SME

Depending on the specific Edge hosting technology to be used (AWS Wavelength, Azure equivalent, or other) additional specialists may be required.

The Application Modernisation service is composed of tools, techniques, patterns, and methods which are applied across different platforms and technologies to roll out modernised application functionality quickly and at scale. The typical service delivery activities are detailed below. The specific approach and plan will depend on the application being modernised.

- A due diligence phase of up to 4 weeks will be conducted. This will assess the current state of the application, define the optimal modernisation approach to achieve the target business objectives, define the target state of the application, and define a plan and cost for design and execution of the modernisation activities
- A proof of technology or prototype is an optional step in the approach as agreed your project team which builds a component of the target application state with the objective of quickly validating the approach and confirming the implementation plan and costs

Where Edge-enablement of applications is required the above approach still applies in general, however several distinct Edge cases or patterns arise, and the Due Diligence assessment must clearly identify which of the following patterns is to be applied:

- An existing application is to be simply re-factored i.e. there is no material change to overall functionality, rather existing functionality in a 'monolithic' application is to be re-distributed between an Edge-based front end (for those functions to be placed close to where data is created) and a back end (for those functions which are less-time critical). The business driver in this case is likely to be a desire to improve the performance, and especially the capability to react in real-time (as opposed to new functional capabilities)
- An existing application is to be extended – with the addition of new functionality to be hosted at the Edge – which augments existing functionality. The business driver here would be a desire to provide new functional capabilities with compute in real-time, based on local consumption of new data sources
- Creating a brand new application ('born at the Edge' as a flavour of 'born on the Cloud'), which may also involve new back end processing capabilities – to meet a new business need that cannot be met by leveraging an existing application (i.e. patterns in the list above).

During the execution phase of the modernisation, the following key activities will be defined in the implementation plan per application:

- Agile sprint planning, management and reporting;
- Microservices and containerisation detailed design
- API Detailed Design and API specification;
- Creation of physical data model and scripts;
- Database schema and entities creation;
- Coding and unit test escalation;
- Unit, integration, and system test cases preparation;
- Integration and system test cases execution;
- Integration architecture/design and implementation;
- Co-existence integration design/implementation; and
- Unit testing, integration, and system test detection fix.

Where Edge-enablement of applications is required the following considerations apply with respect to particular activities in the list above (all activities are to be performed and the list is comprehensive for Edge):

- Agile sprint planning, management and reporting; this will be linked to the progressive realisation of Edge-based application capability application-by-application

- Microservices and containerisation detailed design; this will focus on the implementation of microservices to be hosted at the Edge, as well as a robust definition of the internal application services interface between the Edge front end and back end application functions,
- API Detailed Design and API specification: for Edge will focus on the API used to link to or otherwise ingest new data sources these typically being IoT or sensor devices

Main deliverables

Output	Format
Due Diligence Report + Implementation Plan	Output from a due diligence analysis comprising of current application state assessment, proposed modernisation approach, target state, implementation plan, implementation costs.
Optional - Proof of Technology / Prototype	A time-boxed build of a component of the target application modernisation + associated report to inform implementation plan.
Agile sprint planning, backlog creation, and task tracking	Extract available from Jira (issue tracking and project planning software)
Component and Operational Models	Word document describing the high level and component level modularised application container design and operating model activities
Service API Specification	Provided as Swagger documentation.
Physical data model and DB scripts	PDF and text (.sql) or JSON documents.
Integration and System Tested code bundle	Submitted to a Customer provided code repository.
Unit, Integration and System test cases and scripts (as applicable)	Extract available from provided test management tool.
Unit, Integration and System test results	Extract available from provided test management tool.
Handover Session	Up to two days of handover sessions to the application support provider for the modernised application, where the modernised application support options are discussed.

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 description, 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: **cbsc@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.**

C2 General

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.

C2 General