Cloud Readiness Assessment

G-CLOUD 15 – SERVICE DEFINITION

Together we can

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 Readiness Assessment

Overview

The Cloud Readiness Assessment Service helps you establish a cloud adoption maturity baseline and identify a potential scope of changes to your current IT Application Portfolio & technology landscape. The key objectives are to:

- Identify current and future cloud maturity level & priority capability needs
- Identify a potential scope of applications & technology for the cloud and containers
- Identify cloud reference architecture target state options
- Identify potential roadmap

Service delivery approach and key activities

Vodafone will provide resources and subject matter expertise to conduct the service activities remotely with a part-time project lead deployed on your site. The service will be provided over an elapsed duration of up to two weeks unless otherwise agreed.

Vodafone will make available a team of experienced subject matter experts to deliver the service, incorporating a Project Manager (local) supported by a system analyst and cloud consultants remotely.

Vodafone's local based project lead will be appointed to provide planning, and coordination activities. Our Cloud Consultants will conduct the service activity from remote delivery centre locations.

The Cloud Readiness Assessment includes the following service activities:

- Customer environment data collection
    - Kick off meeting with key stakeholders
    - A review of pre-existing documentation
    - Online collection of customer data and briefing of relevant teams
- Conduct Cloud Maturity Evaluation
    - Review of all data collected in order to inputs & prepare for workshop
    - Virtual workshop (up to 3 hours), supported by the on-site project lead
    - 3 subsequent virtual meetings with senior technical leads for data clarification and insights covering: Application Landscape; Technology Infrastructure Landscape; Security & Privacy.
- Prepare and playback analysis
    - Conduct application / technology inventory analysis and potential for cloud and containers
    - Prepare findings and recommendation report

- Conduct 1 playback meeting.

Main deliverables

Output	Notes	Format
Cloud Application Portfolio Readiness Report	The document report includes the following topic sections: • Customer business drivers for Cloud • Cloud Maturity Model Evaluation & Priority Capabilities (26 key questions) • Inventory of Application Portfolio data collected & key statistics • Applications suitable for Cloud, Containers & potential dispositions • Cloud Reference Architecture – Potential Future State • Indicative Roadmap • Key Recommendations & Next Steps	PDF format based on Word document

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: **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.**

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.