

Application Discovery & Assessment Official

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 for OFFICIAL level engagements and projects offered by Vodafone.

Application Discovery & Assessment - OFFICIAL

Overview

The Application Assessment Service enables you to evaluate the scope and approach for migrating a portfolio of applications to cloud computing, by assessing a set of applications targeted for migration to the cloud. For each assessed application this service creates a target state definition and migration approach.

The key objectives are to:

- Determine the cloud adoption approach and preliminary plan for a pre-identified set of applications (including infrastructure components)
- Identify a technical baseline of application and infrastructure components within scope; and
- Provide a migration approach and preliminary roadmap.

Application Discovery and Assessment services are provided on a Time and Materials (T&M) basis as specified in the pricing document. 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 primarily from a designated UK Partner Site, with a part-time project lead deployed on the Customer's nominated location(s), over a minimum 2-week period and not to exceed a cap of 10 weeks, as determined by the number of applications within scope for analysis. This will be bound by a scope, which will be defined in a Statement of Work.

Vodafone will make available a team of experienced subject matter experts to deliver the service, incorporating a Project Lead supported by a Cloud Solution Architect, Cloud Migration/Modernisation Consultant, and Cloud Security Consultant.

The Cloud Application & Discovery Assessment will deliver the following service activities;

- Application Discovery Analysis
 - Review of the application, data & infrastructure scope under consideration for migration;
 - Prepare the Customer to conduct data collection, through the use of online data collection or, optionally, through an automated discovery tooling;
 - Prepare & configure the tooling for application and infrastructure discovery of the Customer's environment; and
 - Assist with data collection guidance and verify data inputs.



- Solution Analysis (Per Application)
 - Perform assessment to identify cloud pattern, scope, target landing zones on cloud, complexity to migrate (aligning to Customer's migration patterns and T-shirt sizing) and guidance for a wave plan;
 - Define requirements and target state for the target application environment; and
 - Define requirements for build, test, migrate and deploy activity.
- Summary Analysis & Playback Report
 - Perform architecture & security assessment of requirements;
 - Prepare a summary of migration approach & preliminary roadmap plan;
 - Prepare and provide the reporting; and
 - Playback the summary of the report to agreed stakeholders and contact points.

Main deliverables

The following deliverables are provided for the Application Discovery and Assessment service:

Output	Notes	Format
Path to Cloud – Application Analysis Report	This document defines the top down scope, approach and target migration or modernisation state analysis for each of the application's identified within scope for analysis as follows: • Overview of the Application & Cloud Architectural Target State Options • Analysis of the data collection – the scope & completeness of Application & Infrastructure components • Options for Migration/Modernisation • Migration pattern & technique breakdown • Key challenges & recommendations • This document includes a summary analysis of the portfolio, the migration patterns, an indicative roadmap and potential wave migration for groupings of applications.	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. Application Discovery and Assessment professional service is charged on a time and materials basis as specified in the accompanying pricing document. Professional Services differ in 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.

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.

