

AZURE LANDING ZONE REVIEW, OPTIMISATION AND IMPLEMENTATION SERVICE

Service Definition
G-Cloud 15

REPLY

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SERVICE DESCRIPTION

While we are seeing increased maturity and experience among our clients, the pace and scale at which Azure services are launched and changed continue to grow.

As a result, our clients often need additional help and guidance to ensure that their Landing Zone in Azure is secured and governed, improving visibility, maintainability, security, scalability, automation, governance, risk management or compliance adherence.

Failure to do so may generate significant risks:

- Loss of control - Regulatory gaps - Service outage - Data & Financial loss - Increased operational overhead
- Inefficiency
- High complexity
- Reputational damage
- Security breaches

Our service helps clients address these challenges.

Reply's Azure Landing Zone Review, Optimisation and Implementation service leverages our significant experience delivering cloud strategy and services to multiple major organisations. We also ensure our staff stay updated with the latest changes and new service developments from public cloud platforms.

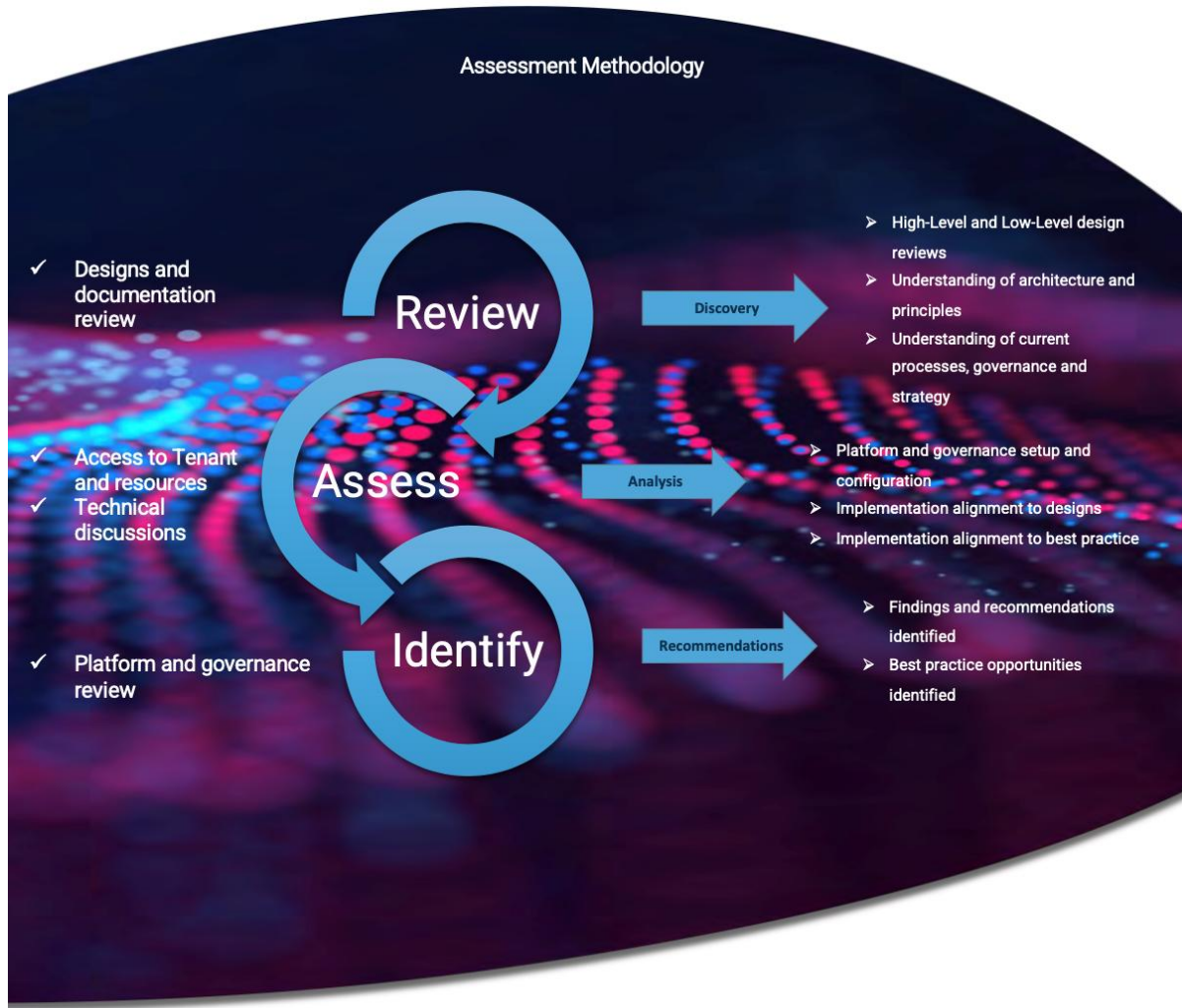
Our service stands out due to our unique, highly qualified, and pragmatic approach to architecture in the context of your Azure Landing Zone. This is a key differentiator that sets us apart from our competitors.

Our service, based on the Microsoft Cloud Adoption Framework, industry best practices, and our proprietary criteria, offers a cost-effective way to enhance your Azure landing zone design and deployment mechanisms. By engaging with us, you can expect improved visibility, maintainability, security, scalability, automation, governance, risk management, and compliance adherence.

Overview – Azure Landing Zone Review

Our service provides a comprehensive review of your landing zone against industry best practices and frameworks and Reply's proprietary criteria.

Our certified Azure experts analyse your cloud configuration, resource organisation, governance, networking, security, and identity management in detail to ensure you are delivering efficient, robust, and secure digital services.



Example of Heatmap generated once the review is completed:

	Design	Built per design	Built per best practice
Baseline Tenant Configuration	Doesn't Exist	N/A	Good Tenant Configuration
Resource Organisation	MG structure good Complex tagging	Built per design, excluding legacy / out of scope	Complex tagging
Platform Governance including Policy	Light touch and a little random in policy choices	Policy not enforced Inconsistent policy assignment based on LLD	Policy not used effectively Low compliance score
Networking Patterns	LLD & HLD don't match	Matches HLD	NSG's with 400+ rules Publicly accessible resources
Security	HLD light on information and outdated	Defender has been refreshed recently; another review required	Logging is inconsistent and/or missing
Identity Management	HLD light on information LLD scope/permissions too high	Permissions not consistent and on varying scopes	532 privileged Entra ID roles 70 privileged RBAC roles PIM not enabled

Example of Recommendations generated once the review is completed:



Security: Identity Management

Headline: Some differences between design and implementation. Best practice improvements required.

DESIGN DOCUMENTATION



High-Level and Low-Level Design documentation in place, however, High-Level Design has limited information. Some of the permissions implemented do not match the design documentation. This approach may have been used as an accelerator but should not be used in steady state.

IMPROVEMENT
REQUIRED

ENTRA ID



User settings are good. Guest user access restrictions in place. Diagnostic settings are sent to Sentinel for monitoring and analysis. Too many privileged roles being used and assigned to users e.g. 532 active privileged role assignments (Microsoft best practice recommends 10). Role settings have long duration and alerting disabled. Too many privileged roles vs. least privilege best practice.

IMPROVEMENT
REQUIRED

ROLE-BASED ACCESS CONTROL (RBAC)



Too many contributor and owner roles configured. RBAC scope configuration is generally set at Tenant Root which isn't as per best practice, this allows for full control over the whole environment including production. Design documents mention custom roles; however, they don't seem to be in use.

IMPROVEMENT
REQUIRED

EMERGENCY ACCOUNTS



Emergency Accounts not configured as per best practice. Removing them from all conditional access policies and alerting on their use would bring them into alignment.

IMPROVEMENT
REQUIRED

RECOMMENDATIONS: These provide a path to green.

ID 1 (ENTRA ID): Define *Entra* ID roles and assignment of these roles to users, to create least privilege access. Significantly reduce the number of privileged roles being used to reduce the risk as these accounts will be targets for system compromise. Consider changing assignments from Active to Eligible to tighten security.

ID 2 (ENTRA ID): Implement approval process and duration of role assignment to apply just in time access. These additional controls will increase visibility for access requests/changes and will ensure additional permissions are only enabled to the required time. Again, this reduces risk of having privileged or elevated user access accounts available for longer than required.

ID 3 (ENTRA ID): Implement use of Emergency Accounts with phishing-resistant hardware tokens to enhance break glass access. The login of these accounts should be monitored to ensure they aren't being targeted and used only when the event arises.

ID 4 (RBAC): Review and re-define RBAC roles, reduce scope and role type to provide least privilege access. Consider changing assignments from Active to Eligible to tighten security of roles. This will reduce risks as described in ID1.

ID 5 (RBAC): Implement approval process and duration of role assignment for production environments to apply just-in-time access for approved changes. This will provide enhanced processes as described in ID2.

Key benefits of our service

We can significantly benefit your team by engaging us to review your Azure Landing Zone. These include:

- Detailed advice from leading experts on your Azure solution design
- Solution design, which is optimised for Azure, maximising performance
- Cloud-based services enabled with all the requisite operational capabilities
- Highly secure, compliant digital services leveraging Azure whilst managing risk
- Highly available, reliable and robust solutions built with Azure services
- Solution design which is optimised for the cloud, maximising performance
- Pragmatic and achievable approach to cost management through robust design
- A comprehensive roadmap for the delivery of your cloud solution
- A training plan to enable staff to deliver and operate
- Invaluable insight into the best tools to deliver in the cloud

FAQs & key client considerations

1. What skills do we need to make the most of the service?

We expect to review your architectural design with the Solution Architect or team that delivered it and with a view of the team that will be expected to build the solution.

We understand that your architecture community will have a spectrum of knowledge and experience of cloud principles. Our approach will be tailored to ensure we consider your relative maturity, including any ongoing design or delivery recommendations to address gaps if required.

2. We don't have huge budgets. Can you still help?

We have designed our service to be flexible depending on the complexity of the architectural design and your objectives and risk appetite.

This review is generally a short engagement (usually two-to-three weeks), with the prime objective being to identify the key risks, opportunities and priorities for your design to ensure it is viable and optimal. The resulting recommendations and action plan could inform your migration plan and build an approach or



provide greater clarity on the potential risk areas and mitigating actions, giving you complete flexibility to invest (or otherwise) in line with your available budget.

Associated services

Reply offers several other services through G-Cloud that complement our Azure Landing Zone Review service. If any of the following interests you, please let us know, and we will be happy to discuss it further (see contact details at the end of this document). Further information can also be found on the corresponding service pages on G-Cloud.

AWS Cloud Strategy

Our AWS Cloud Strategy service helps organisations design and successfully implement their AWS migration programmes securely and at scale whilst delivering maximum benefit.

Microsoft Azure Cloud Strategy

Our Azure Cloud Strategy service helps organisations design and successfully implement their Azure migration programmes securely and at scale whilst delivering maximum benefit.

Cloud Security Strategy

Our service helps organisations implement a proactive approach to cloud security, allowing organisations to launch new products and services on the public cloud confidently.

Cloud Operating Model Assessment

We comprehensively assess your cloud operating model, reviewing foundational areas such as engineering, architecture, cloud security, governance, people, skills, and service operations.

Cloud Migration service

Our Cloud Migration service helps clients securely, efficiently, and effectively design and execute the migration of key applications and services to the public cloud.

Continuous Compliance Framework

Reply's CCF is a comprehensive, automated approach to delivering ongoing, dynamic management of your cloud estate, ensuring visibility and active management of security & compliance.

Cloud Business Case development

This service assists clients in developing robust business cases to actively support investment in a broad range of cloud and related technologies against rigorous spending assessment criteria.



ONBOARDING

Kick-off Workshop

When we start an engagement with a new client, we begin with a workshop introducing the team (from both Reply and the client), the project objectives, and our anticipated timelines and approach. This workshop is most impactful when the majority of client stakeholders involved in the project are present and involved (either in person or remotely). Where this is impossible, we can hold separate sessions with teams that cannot participate in the kick-off workshop to ensure all stakeholders are engaged and bought into the project's objectives.

Designated Account Manager

Each client has a designated Account Manager, who will be the main point of contact throughout the engagement. This individual is responsible for ensuring that delivery progresses and is executed to the standards that Reply and our clients expect.

Fortnightly review meeting

Alongside regular ceremonies and informal daily interaction between the Reply project team and the client, we hold formal review meetings with key stakeholders, usually fortnightly. This includes critical client stakeholders, senior Reply project team members, and the Reply Account Manager. Where appropriate, these meetings will consist of a review of work completed and demonstrations or walk-throughs of deliverables.

Offboarding

Termination

The client can terminate an engagement at any stage by providing four weeks' notice in writing to the Account Manager.

Off-Boarding

Where an engagement continues to completion, unless the client requests an extension or new engagement, all client IT, documents, artefacts and deliverables will be returned/handed over to the client. Our team will ensure a complete handover of data and knowledge to client staff. An ongoing support or retained advisory service may be implemented to provide additional continuity.



SECURITY

Personnel Security

As a Specialist Cloud Service, the capability being offered is not limited to specific Impact levels (as it is not infrastructure, software or a platform) and can be used, subject to personal Security Clearance levels. Reply consultants are mostly Security Cleared (SC), some have higher-level Developed Vetting (DV) clearances. We also have a pool of NPPV3 Consultants for Policing work. The majority of our work for both public and private sector clients is at IL2 but we work in the Official, Secret and Top-Secret domains. Our hard and soft information security processes have been designed and approved by independent CESG CLAS accredited consultants.

Information Security

We are ISO27001, Cyber Essentials certified and our Quality Assurance processes are based upon and compliant with our ISO 9001 accreditation. Our Information Security processes are directly guided by our ISO27001 accreditation. We shall adhere to local information and other security policies and will apply local Security Operating Procedures (SyOPs) as may exist. If such do not exist we shall apply our own SyOPs.

Physical Security

The Main Reply Office (London, UK) is a Police Accredited Secure Facility (PASF) with access controls for each point of entry. All Laptops/Phones must be stored securely overnight. When working on a client-site our consultants adhere to client security policies.



TRAINING & KNOWLEDGE TRANSFER

Our primary approach to training – Enablement

We work closely with our clients and their teams to ensure that their skills, knowledge, and experience develop and evolve during our engagement. We describe this as Enablement—our goal is to leave our clients behind much stronger than we found them.

Whilst formal training is part of this, we strongly believe in the effectiveness of working in blended delivery teams with our clients. We use methods such as peer programming and mentoring to transfer knowledge and skills to client team members, over time providing them with greater ownership and responsibility as Reply steps back from hands-on delivery and hands over to the client.

Where appropriate, we will structure formal training in specific areas (e.g., DevOps, Terraform, etc.), which can be incorporated into the programme as an additional module—specifically, our Reply Academy.

Reply Academy

A structured training programme - Cloud Academy – provides internal client resources and new external hires with the requisite skills to support cloud services for their relevant project or functional teams.

Key outcomes

- Permanent resources with the requisite skills to support the growing use of cloud services across your organisation
- Faster up-skilling of resources, allowing them to become productive members of teams much more quickly
- Reduced reliance on external service providers for operational and BAU and support functions
- An enduring, evolving and growing operational capability within your organisation to support cloud services

Service Management

The nature of this service means that Reply does not provide service-level metrics, as we need to provide the technology or hosting capabilities themselves. As such, service management, service constraints, SLAs and outage or maintenance management are not applicable.



ORDERING AND INVOICING PROCESS

To begin the process, please contact glue.frameworks@reply.com with details of your organisation, role and high-level requirements.

Our Framework Manager will connect you to our experts and from here we will organise an introductory discussion to go into more detail and shape a proposed engagement that suits your needs.

We invoice for both fixed price and time and materials engagements one month in arrears. For fixed price engagements, this takes place upon completion of the deliverable(s), or in stages, if the size of the engagement is greater than £40,000 excluding VAT.

Payment terms are 30 days net of receipt of invoice.



CUSTOMER RESPONSIBILITIES

To deliver our responsibilities as a partner, we require the following:

- Full access to systems and data that are relevant to the specific project
- Reasonable and timely access to key stakeholders and internal SMEs for information gathering, requirements definition and other critical tasks associated with the delivery of our outputs

Technical and Client-Side Requirements

Other than the system access specified above, no specific technical or client-side requirements would limit our capacity to begin work.

Outcomes and Deliverables

Our engagement's specific outcomes and deliverables will be determined during the scoping phase before beginning the project based on your objectives and the level of depth you require.

These will include:

- Workshop(s) to discuss and assess the existing architectural design
- Detailed assessment of design with identification of risks and opportunities
- Report with recommendations and proposed action plan



ABOUT REPLY

Reply is a company that specialises in Consulting, Systems Integration and Digital Services with a focus on the conception, design and implementation of solutions based on the new communication channels and digital media.

Reply partners with key industrial groups in defining and developing business models made possible by the new technological and communication paradigms such as Artificial Intelligence, Big Data, Cloud Computing, Digital Communication, the Internet of Things and Mobile and Social Networking. In so doing, it aims to optimise and integrate processes, applications and devices.

Reply's offer is aimed at fostering the success of its customers through the introduction of innovation along the whole economic digital chain. Given its knowledge of specific solutions and due to a consolidated experience, Reply addresses the main core issues of the various industrial sectors.

Through its network of specialist companies, Reply supports some of Europe's leading industrial groups in Telco & Media, Industry & Services, Banks & Insurance, and Public Administration to define and develop business models, suited to the new paradigms of Artificial Intelligence, Big Data, Cloud Computing, Digital Media and the Internet of Things.

We make innovation happen.

We started with a small team and a purpose: to help the digital revolution happen. Today, we are a team of more than 14,600 people in 16 different countries but we still have the same DNA, made up of agile, vertical task forces and an inner passion for innovation.

We are a decentralised network of specialised companies.

Among Replyers, you will find passionate geeks, visionary strategists, and creative minds, each with sharp skills in a specific business, who cooperate together and never stop learning from each other.

Make forward, act sustainably.

We know a sustainable future is possible and technology can be a strong asset to reach it. As leaders in digital transformation, we push for change and operate in full accordance with the highest ethical standards and with respect for the rights of future generations