

IBM Consulting



G-Cloud 15

IBM – Multi-Cloud Service Management and Support

Service Definition Document

- Email: ukcat@uk.ibm.com
- Contact: Anne-Marie Wheeler

Contents

OUR OFFERING FRAMEWORK.....	3
SERVICE OVERVIEW	4
SERVICE DEFINITION	5
IBM APPROACH	6
SET UP AND MIGRATION	8
ONGOING MAINTENANCE AND SUPPORT	9
ABOUT IBM	10

IBM Multi-Cloud Service Management and Support

The IBM Multi-cloud Service Management & Support is part of a wider Orchestration, Monitoring & Management Offering theme.

- It provides ongoing cost-effective management and operational support for any hybrid, cloud, poly- or multi-cloud service.
- It is aligned to our: Cloud Service Process and Integration Transition and Transformation; Service Architecture & Tooling; and ServiceNow offerings.

IBM Multi-Cloud Service Management and Support

Service Overview

Features

- Flexible, scalable application support to meet your changing business needs.
- Accessing UK, EU and Global in-depth capabilities covering many technologies
- Continuous transformation and cost optimisation of your Cloud Service Operations
- Service architecture, design and secure operations utilising cloud- native services.
- Design Thinking, Agile & DevSecOps to deliver change continuously.
- Service Integration (SIAM) of suppliers and applications across multiple platforms.
- Service Transition - design/planning take on of new/existing cloud services.
- Systems management integration including ticketing, monitoring and alerting.
- Cognitive automation solutions to drive proactive management and support.
- Application of Gen AI agents to increase effectiveness and efficiency of service management
- Robotic automation deploys virtual engineers to execute repetitive tasks 24x7.
- Cost effective, flexible, scalable support across legacy, hybrid- and multi- clouds.

Benefits

- Intelligent insights into your services available any time, any place
- Highly efficient, user centric and cost-effective support service
- Lower risk through proven support and maintenance experience on G- Cloud
- Faster response utilising UK Government expertise to create DevOp pipelines.
- Agile, open source with asset reuse, improving service and performance.
- Depth of expertise coupled to large SME supply chain.
- Strategic global partnerships enabling subject matter expert and escalation benefits.
- Wide ranging expertise of Service Management tools such as ServiceNow
- Process automation that drives significant savings and optimal availability.

Key Differentiators

- Existing support models, tools and processes proven throughout U Government
- DevSecOps and AIOps supported across legacy, hybrid and multi- cloud platforms.
- Able to deliver all areas of Service Management to provide fast and responsive services.
- Design and deliver integrated cloud tooling and service architecture to support multiple cloud services.

IBM Multi-Cloud Service Management and Support

Service Definition

IBM delivers:

- Service Integration and Architecture
- AI Operations Transformation
- FinOps, Business Performance & Financial Management
- Site to service reliability engineering approaches to drive full observability and Service Continuity
- Incident & Problem Management
- Multi-cloud Dashboarding & Reporting
- DevOps aligned Change & Release Management
- Automated Configuration Management
- Performance & Capacity Management
- Service Level Management
- Continued Service Improvement



Service Integration and Management

- IBM can work with you to design a target state for Service Integration across your organisation, including process and tooling dimensions as well as provide skilled resources to undertake the ongoing SIAM function.
- IBM will work across your supplier ecosystem to transition your IT systems and solutions into business services that can be managed and supported.

Operations & Automation

IBM delivers Cloud Service Management and Operations using highly skilled DevOps technicians, Site Reliability Engineers and Environment Operators.

- We build user centric support through semi- autonomous teams and squads which are iterative and agile in approach.
- To maximise the effectiveness of teams, IBM's Cloud Service Management & Operations is delivered as part of a collaborative learning organisation, comfortable with change, receptive to risk and reactive to new client challenges.

Service Architecture & Tooling

- IBM will work with you to design, deliver and operate a comprehensive, unified approach for enterprises cloud management.
- As services cross multiple clouds, IBM delivers integrated tooling, including Gen AI agents, to provide a single user experience to consume, deploy, operate and govern all clouds and legacy Data Centers.
- This enables a single process for both traditional IT and cloud native services alongside improved operational management through a single integrated view across your IT estate.
- This in turn drives improved accountability and ownership of IT service management across the enterprise.



IBM Multi-Cloud Service Management and Support

IBM Approach

In the digital age, Service Management must be cost effective, and deliver Speed, Quality and Security.

- IBM understands that service management has evolved for cloud services to incorporate the concepts and capabilities of DevSecOps and Site Reliability Engineering whilst still respecting the policies and governance identified through ITIL and other frameworks.

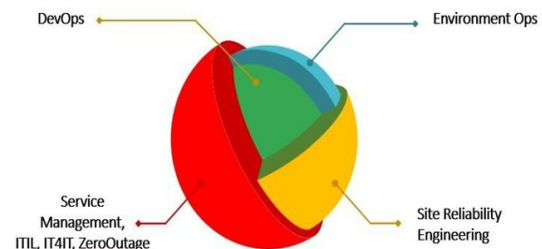
Productivity gains are no longer sufficient, the enhanced user experience must provide added value in its own right.

- To achieve this, IBM has defined its Cloud Service Management and Operations Architecture as the entirety of activities –including people, processes, and tools – required to plan, design, deliver, operate and control integrated IT and Cloud services offered by organisations to their customers.

IBM Garage Method for Cloud:
More information on the IBM Garage
Method for Cloud is available at
ibm.com/garage



Cloud Service Management and Operations (CSMC)



IBM Multi-Cloud Service Management and Support

IBM Approach

IBM's Garage Method alongside its Cloud Service Management and Operations architecture drives optimised Service Management of Cloud applications through a DevOps culture.

This includes a change in mindset to embrace:

- Flexibility before Efficiency;
- Accept failures as fact, and promoting the need for graceful recovery
- Deliver Automation everywhere
- Highly collaborative operations, "ChatOps"
- Process change: from Change & Release Management to Continuous Delivery

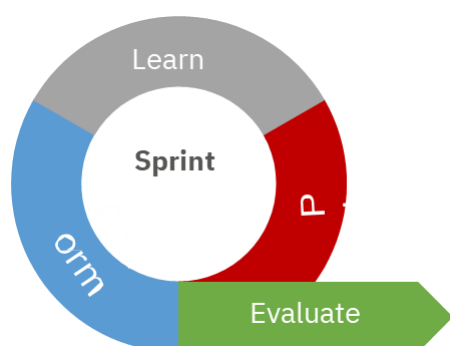
This allows IBM and customers to:

- Assure Availability and Performance of applications running on the well architected cloud platforms
- Reduce mean-time-to-repair, restoring service as quickly as possible, as well as reducing mean-time-between-failures
- Manage and control operational risks and threats

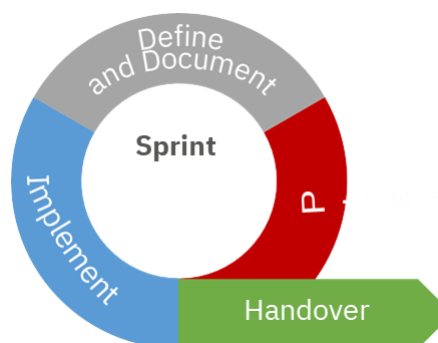
IBM Multi-Cloud Service Management and Support Setup and Migration

IBM's Garage Method for Cloud provides an accelerated, agile- driven and cognitive-enabled knowledge transfer approach for taking over responsibility for the support, maintenance and enhancement of applications.

Application Transition



Service Process Transition



Service Transition for New or Existing Services

- IBM has extensive experience across Public Sector in both creating new cloud service management capabilities and migrating services into our shared service centres.
- Successful service migration is dependent on understanding your processes, technology and, most importantly, culture. Our transition method helps us to define a path that quickly transfers knowledge from one to another with as little disruption as possible. With each transition of service or application comes a different set of challenges. IBM will use our Transition tools and continuous collaboration approach to understand potential problems before we begin to move the work.
- IBM's method supported by multi-cloud tooling, cognitive enablement (like code-reverse engineering and process assessment tools), combine with security best practices for an effective knowledge transfer of both technical application support and service management process.
- This proven approach enables an accelerated (on-site or remote) transition with reduced risks, lower disruption and higher quality.
- IBM's agile approach to migrating a new or existing service into our shared service centres is broken down into two core areas:
- Application Transition addresses acquiring the application knowledge from the current client team, application access, and transferring responsibility for application support to IBM.
- Services Process Transition which establishes the Delivery Organisation and Program Governance, Operational Process Integration, and Measurements Reporting Framework.

IBM Multi-Cloud Service Management and Support

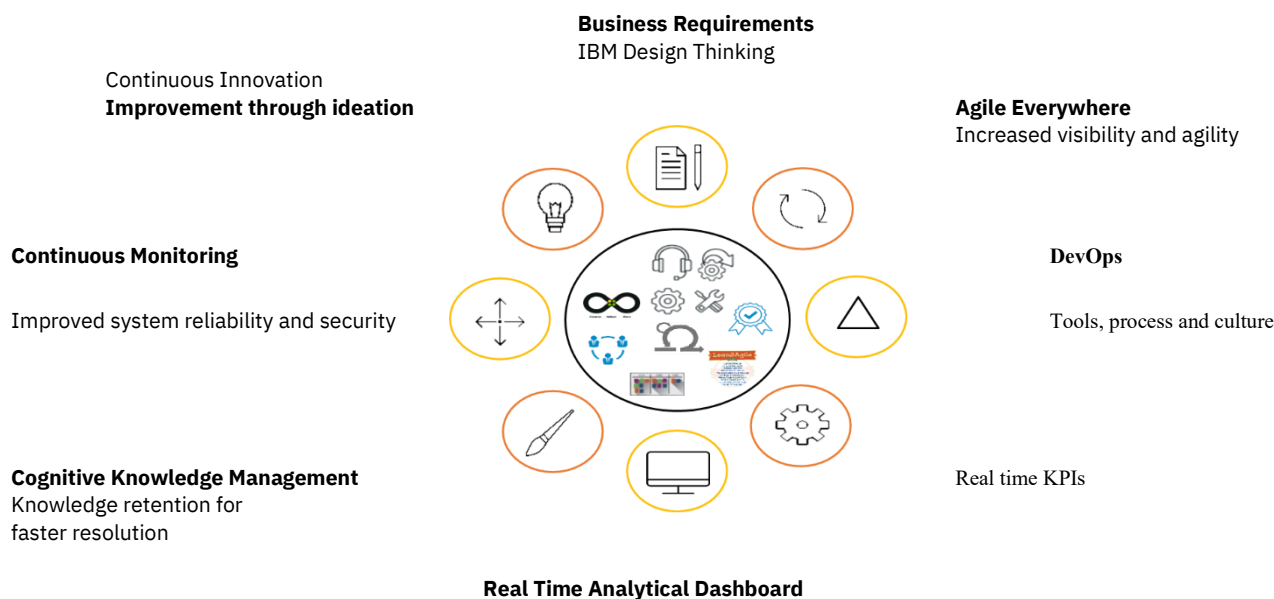
Ongoing Maintenance and User Support

Service Maintenance & Operations

- IBM's ongoing maintenance distinguishes itself by providing better and faster services in a cost-efficient manner.
- The diagram below outlines the approaches we take to continuously improve the service including:
- Robust methodologies and delivery models,
- Analytics and cognitive solutions enabled by tools, assets and accelerators.
- Waste elimination utilizing Lean, DevOps and Agile adoption along with streamlined, optimized services and processes.
- Expansive use of automation and intelligent solutions

24*7 multi- channel end-use support

- IBM brings a cost-effective global capability combining industry, technology and process skills to ensure round the clock support to business-critical applications. IBM provides proactive 24*7 support to UK Government systems operating at Official Sensitive from its proven UK shared service capability.
- Utilising phone, instant messaging and email-based access points, IBM supports end-users through a combination of skilled Level 1.5 engineers as well as enhanced self-service tooling and knowledge.



IBM Multi-Cloud Service Management and Support

About IBM

Supporting Government

We help government organisations in the UK and worldwide deliver and transform essential public services – our teams are passionate and proud about helping you to make a real difference to people's lives.

Government Services Supported by IBM:

	Defence and Intelligence
	Public Safety and Policing
	Healthcare
	Life Sciences
	Tax & Revenue Management
	National Infrastructure
	Social Care
	Education
	Work and Pensions

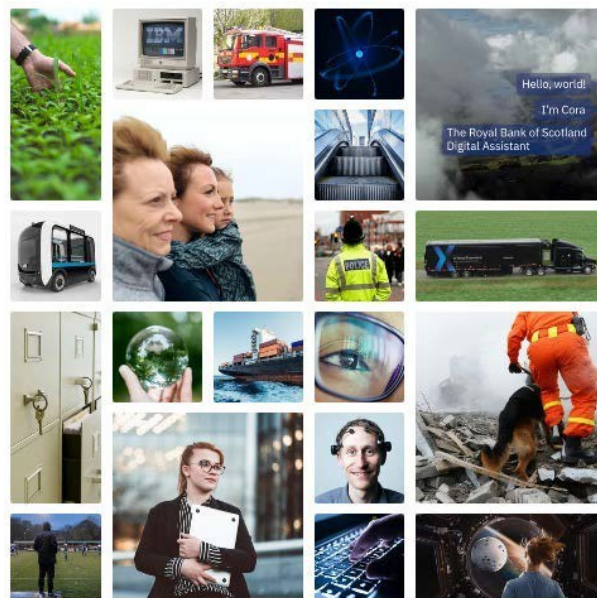
- The problems we solve for clients are complex and cannot be satisfied with technology alone. They require a partner that can also offer deep industry expertise and a relationship of trust.
- IBM combines the portfolio, people and sense of purpose necessary to meet today's enterprise demands. Every day, we support and manage complex delivery for government clients where the impact of delivery has wide-reaching impact on citizens and national services.
- We bring access to the industry experience, insight and technology capability to deliver and operate secure, scalable, optimised and available services for government.

We support you by bringing:

- Industry expertise – Professionals who understand and are passionate about delivering quality public services and can bring industry insights and apply innovation to your business processes
- Trust and security capabilities – Protecting valuable data and insights and deploying new innovations responsibly
- Innovative technology – Expertise in areas such as AI, blockchain, 5G, Automation, IoT, cybersecurity and quantum, delivered in a Hybrid Cloud environment
- Experienced Services professionals to support strategy, innovation and deliver transformation and change to processes, applications, and cloud infrastructure
- Global alliances – valuable partnerships with the world's leading vendors

This is IBM in the UK

We have worked together with organisations in the UK for over 100 years, with a rich history of joint innovation and achievements, built on trusted relationships.



Cloud

Together, IBM and Red Hat are working to deliver the world's only **next-generation hybrid multicloud platform**



Economy

IBM has been **integral to the UK economy for >100 years**, and is one of its largest tech employers



R&D

In the UK alone, IBM **invests £170 million in R&D** each year



Quantum

IBM Q, the world's most advanced quantum computing initiative for commercial use, is being used by CERN



Environment

IBM's **focus on sustainability** began in 1971 with our first environmental policy



Artificial Intelligence

IBM develops **watsonx based generative AI solution** for the Austrian federal armed forces **to provide fact-based evaluation and classification** for the ability to remain capable of acting in the light of risk scenarios.



Changing the world

IBM was awarded **World Changing Company of the Year 2019** by Fast Company



Royal recognition

29 UK IBMers received **honours from the Queen** for contributions to tech and society



Diversity

IBM won the **Global Diversity Award 2019** and the ENEI's **Gold Standard**



Graduates

IBM is committed to developing future talent – we are **Target Jobs' Graduate Employer of the Year 2019**



Volunteering

IBM dedicates **>20,000 volunteering hours every year** for a better society



Tech talent

IBM runs P-TECH schools in 18 countries, helping **>100,000 students build skills for careers of the future**



Inventors

IBM UK is home to many Master Inventors, with **>250 patents filed last year alone**

