



OPEN
answers

G-Cloud service definition
Cloud support

MiPaaS
Managed Integration Platform as a
Service

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What the service provides

Open Answers MiPaaS enables you to implement successful and secure managed integration services in any cloud.

What the service can help you achieve

- Accelerated delivery of cloud integration platforms through repeatable, proven approaches and solutions.
- Fully managed cloud integration platforms from test to production.
- Support for your integration technology, applications and movements of data deployed in iPaaS, IaaS or PaaS.
- Cloud platform design optimised for your needs. Unconstrained cloud choice and increased efficiencies of subscription based software (e.g. managed Mule workers in Azure).
- High service levels through proactive monitoring and responsive knowledgeable support.
- Self-sufficiency through mentorship and knowledge transfer to in-house teams.
- Cloud integration for up to 'OFFICIAL-SENSITIVE' data.

Key service capabilities

- iPaaS, IaaS, PaaS integration applications development enablement with full stack technology expertise.
- Integration best practices advice and guidance.
- Integration platform design and implementation.
- API-led integration solutions engineering.
- Development and test support.
- Support and customisation for your integration applications and data movements in production, which can be provided as part of a fully managed service.
- Vendor and third party management - single point of contact.

Why Open Answers

- Experienced experts in cloud integration. Proven success with references available.
- Authorised Salesforce (MuleSoft) and Red Hat partners experienced in public sector implementations.
- By supporting your cloud deployment, your integration platform can be optimised for OFFICIAL and OFFICIAL-SENSITIVE data and fully aligned to the NCSC 14 Cloud Security Principles.
- UK-based service desk support and operations centre providing support with an SLA you can trust.

- UK government security-cleared personnel.

Key characteristics

A MiPaaS package is typically comprised of a combination of professional services with the option of further managed services/support, depending on needs.

MiPaaS planning and setup

Activity	Description
Discovery	Workshops covering i) an assessment of the customer's current capabilities, team structure, project backlog, governance and security; ii) technology assessment reviewing architecture goals, systems/data landscape, technology and connectivity inventory; iii) business objectives and value identification.
Solution Development	Templated approach to requirements gathering; Preparation of integration technology architecture proposal, best practices definition tailored to customer's environment, proof of concepts.
Future Plan	Preparation of an implementation plan: milestones, costs and resources required for delivery.
Delivery	Platform design, setup and implementation. Developer enablement and automation. Transition to service management and continuous delivery.

MiPaaS support service

Activity	Description
Monitoring and Event Management	Sophisticated active monitoring of your integration platform and applications aligned with service KPIs. Monitoring and Business Events may be generated from a number of sources, including the platform infrastructure and integration applications. The MiPaaS team will triage events and assess the appropriate action to take. Using our unique "Panther" monitoring tools, events can be prioritised, enriched, de-duplicated and filtered as required in close collaboration with the customer's integration development teams. See https://www.openanswers.co.uk/services/panther
Incident Management	Any event that is determined to be service impacting or has the potential to impact service will be managed as an ITIL incident, with

	the priority being to restore service. With an integration platform this may often require the participation of third parties (e.g. if the incident relates to an integration endpoint). Open Answers will work with the customer to establish cross-team service management processes.
Problem Management	Any recurring incidents that require root cause analysis, or follow-up actions to fix or improve service will be identified as ITIL Problems and managed accordingly. This would be the expected conduit for fixes and change requests to be made to the customer's development teams.
Deployments	Open Answers will take on responsibility for deployments to the Production and Pre-Production environments using a defined automated procedure. Development and Test teams would retain control over deployments and activities on Development and Test environments. This clear distinction of responsibilities de-risks deployments to Production so that applications are supportable in the MiPaaS model. To facilitate agile development practices Open Answers will provide value-add tools and conventions to ensure smooth handover of supportable integration applications and associated environment configurations.
Test Support	Generic test environments would be built and supported according to defined environmental standards. This allows customer development and test teams that would wish to "own" and support individual test environments on a day to day basis, as part of project software development/test activities.
Release Management	Any integration software release into a managed environment (Production or Pre-Production) will be performed under a mutually agreed change procedure. The deployment to Pre-Production would be the step that the release procedure and associated configuration items for the release are verified. Any new system monitors required for the release would also be developed and tested against the Pre-Production environment. To support this process a set of release documentation template artifacts that the development teams should maintain for each integration applications release will be provided.
Backup/Recovery	Any data that needs to be reliably persisted or queued within the integration platform can be stored within an appropriate cloud-based transactional data store. MiPaaS support includes management of this platform aspect. Point in time data recovery features can be provided along with Geo-replication of data. Data may also be optionally persisted to files with file level backups available.

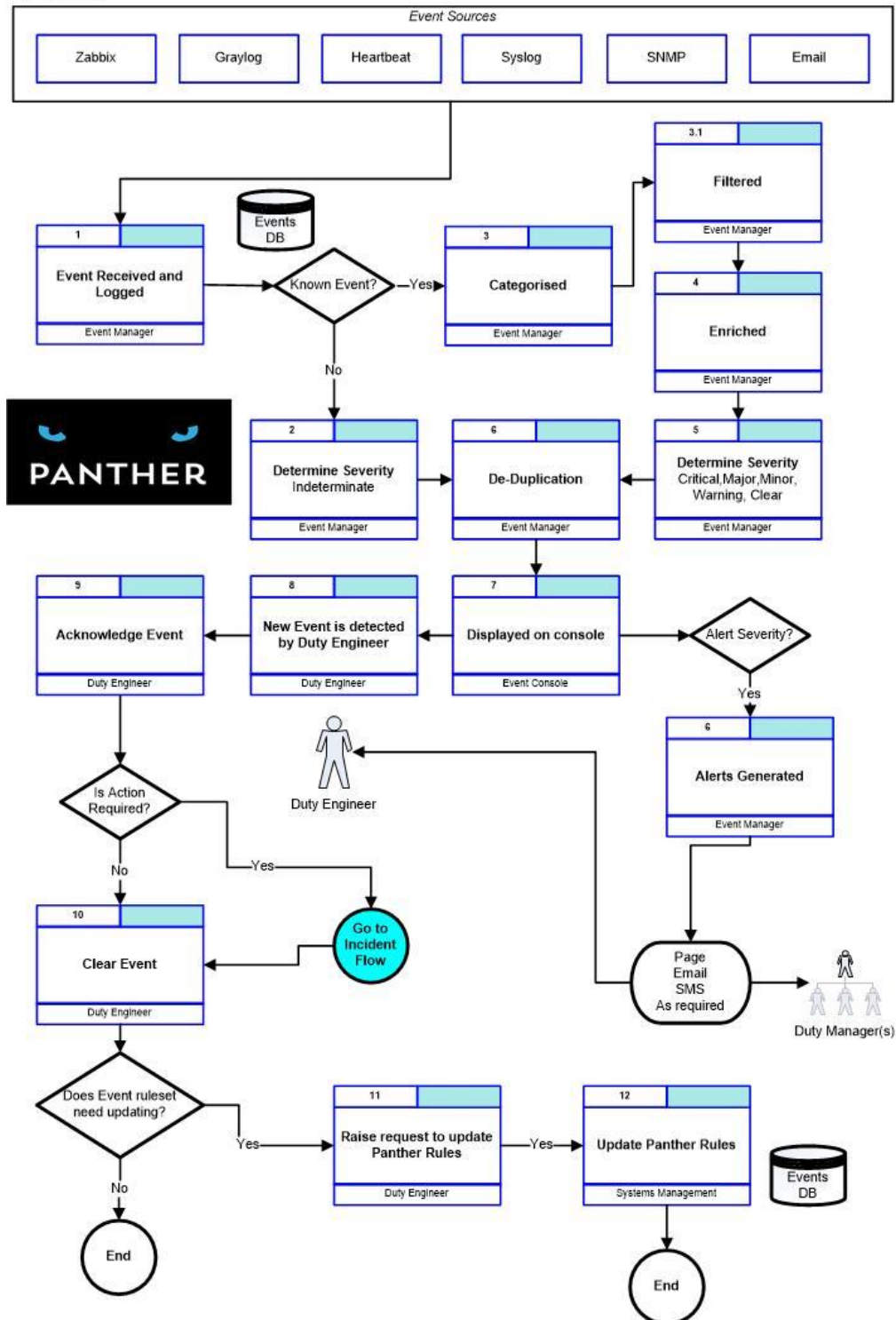
Vendor management	Where an escalation to the vendor is required Open Answers may place support calls with that vendor on behalf of the customer.
Maintenance	Open Answers will maintain the integration platform infrastructure and applications to an agreed schedule in accordance with known risks due to patch levels.
Capacity Management	Open Answers will monitor and manage platform capacity, taking actions to detect and prevent capacity related incidents and ensuring adequate provision of resources to meet business needs. Includes access to expert performance engineering and testing services.
Service Management	Regular reporting and service reviews from a dedicated Technical Services Manager.

Support categories

Priority	Description	Example	Initial Response within	Resolution Target
P1	Business Critical	Complete outage of service	20m	2hr
P2	High	Degraded service or some functionality seriously impaired	40m	4hr
P3	Medium	Some functionality affected	1hr within standard business hours	8 standard business hours
P4	Low	Small defect or minor issue	8hr	35hr

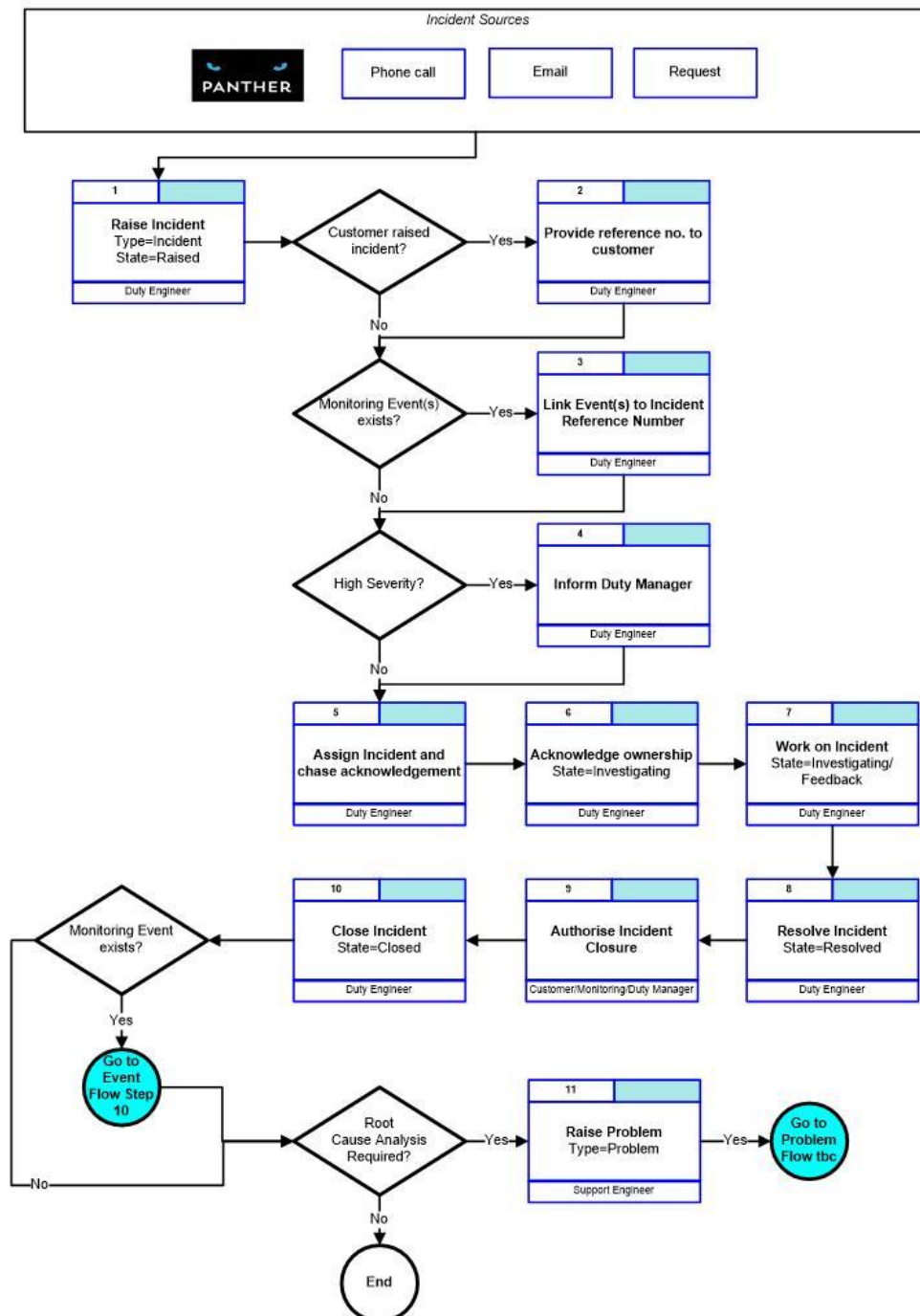
Support processes

Event Flow



Open Answers Service Management Event Flow

Incident Flow



Open Answers Service Management Incident Flow