



OPEN
answers

G-Cloud service definition
Cloud support

OA Managed Cloud

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G-Cloud service definition

What the service provides

OA Managed Cloud is a service offering that provides capabilities that ensure a successful cloud implementation.

What the service can help you achieve

- Accelerated delivery of cloud platforms through repeatable, proven approaches and solutions.
- Fully managed cloud platforms from test to production.
- Support for your technology stack, applications and movements of data deployed in PaaS or IaaS.
- Cloud platform design optimised for your needs.
- High service levels through proactive monitoring and responsive knowledgeable support.
- Cloud platforms and integration for up to 'OFFICIAL-SENSITIVE' data.

Key service capabilities

- PaaS, IaaS applications development enablement with full stack technology expertise.
- Integration best practices advice and guidance.
- Platform design and implementation.
- Development and test support.
- Support and customisation for your 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

- Authorised MuleSoft, Red Hat and UKCloud partners experienced in public sector implementations.
- By supporting your cloud deployment, your cloud 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.

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Key characteristics

An OA Managed Cloud package is typically comprised of a combination of professional services with the option of further managed services/support, depending on needs.

OA Managed Cloud 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	Preparation of technology architecture proposal, 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.

OA Managed Cloud support service

Activity	Description
Monitoring and Event Management	Sophisticated active monitoring of your platform and applications aligned with service KPIs. Monitoring and Business Events may be generated from a number of sources, including the platform infrastructure and applications. The OA Managed Cloud support 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 development teams. See https://www.openanswers.co.uk/services/panther

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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. 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 may optionally 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 OA Managed Cloud model. To facilitate agile development practices Open Answers will provide value-add tools and conventions to ensure smooth handover of supportable 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 applications software releases 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 applications release will be provided.
Backup/Recovery	OA Managed Cloud includes full support of the backup/recovery arrangements implemented in the chosen cloud.

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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 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.

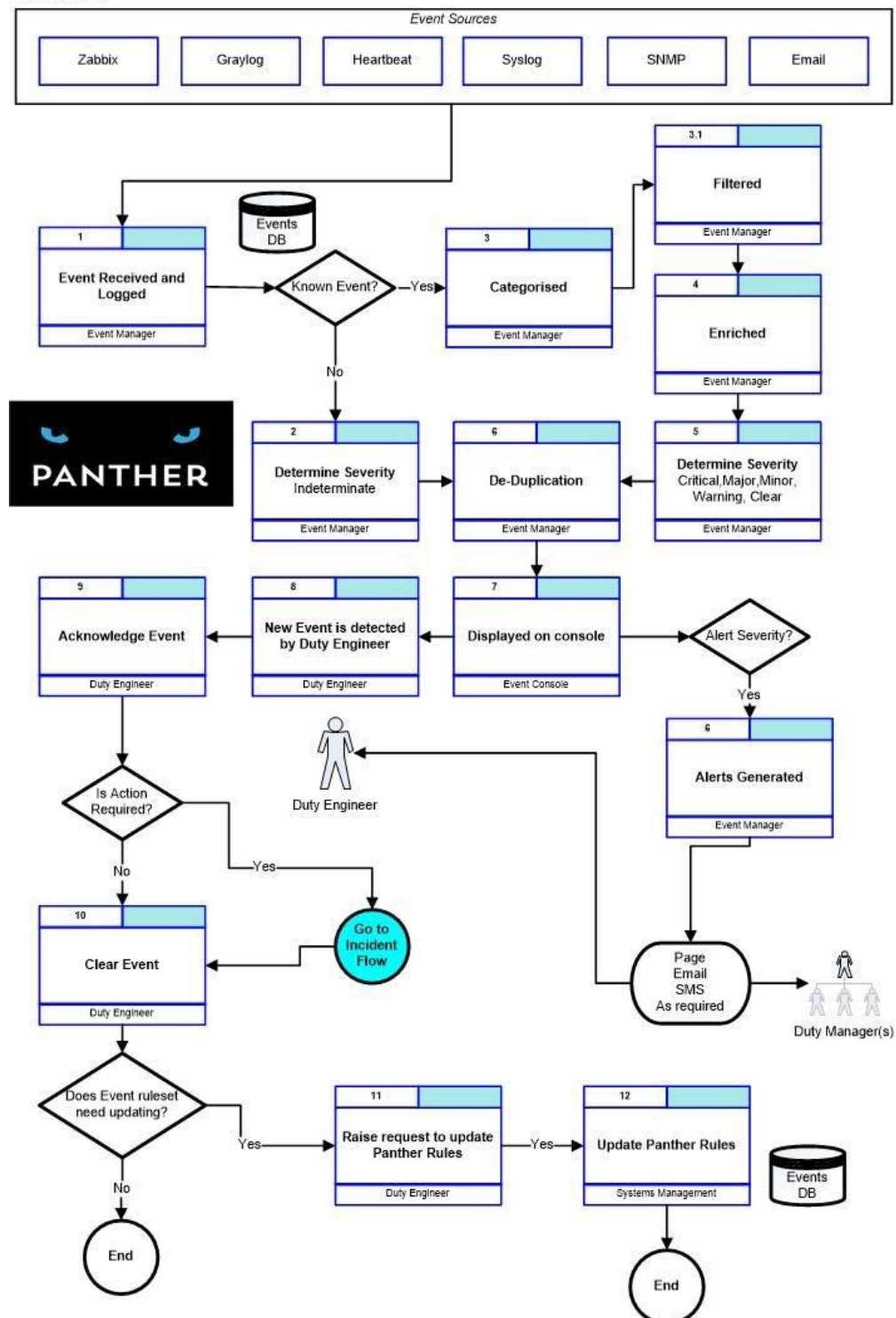
Support categories

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

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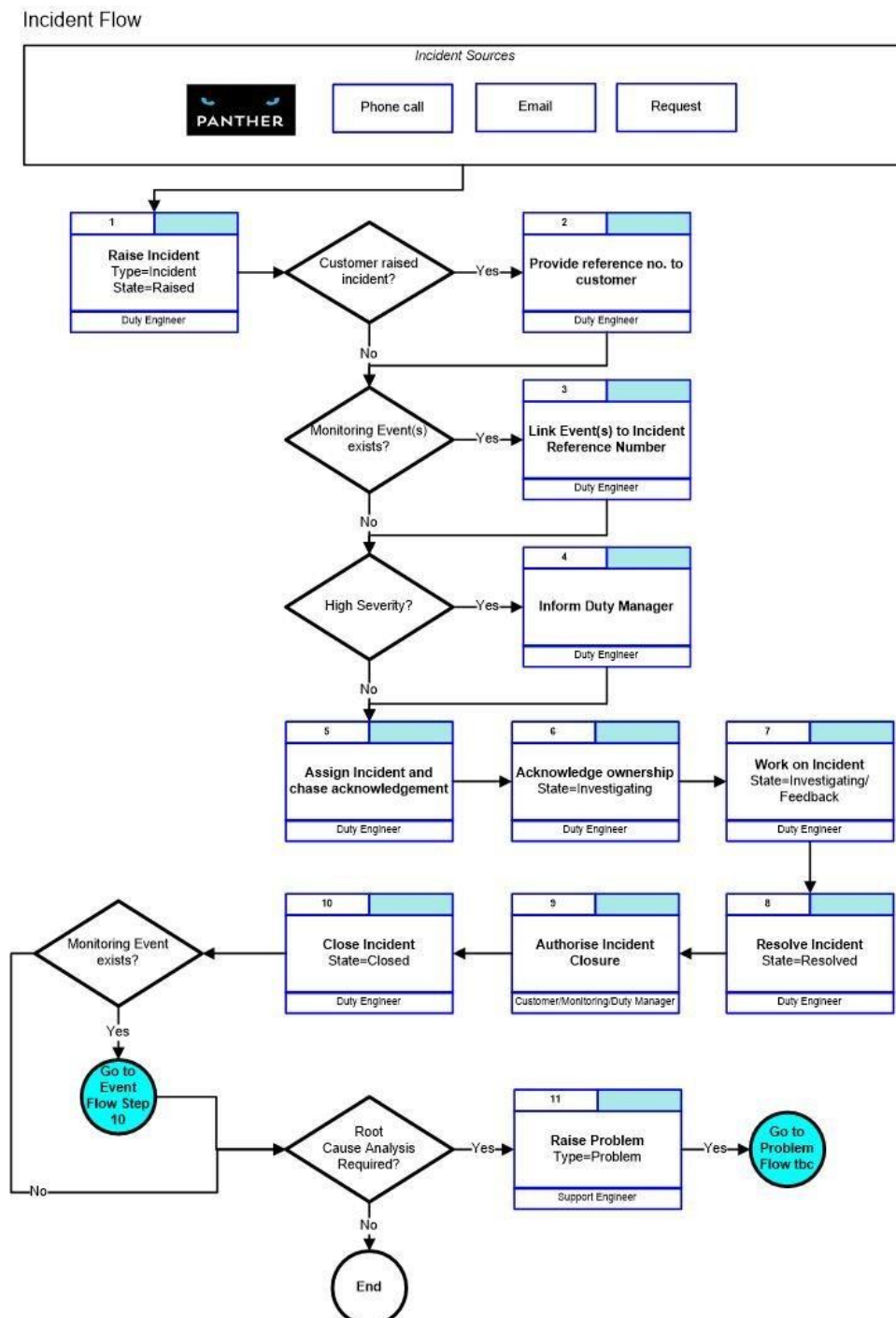
Support processes

Event Flow



Open Answers Service Management Event Flow

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Open Answers Service Management Incident Flow