

1.1 Service name

Service name

Trustmarque Cloud Readiness Assessment

1.2 About your service

Service description

Trustmarque's Cloud Readiness Assessment service allows the understanding of the suitability of moving to a public or hybrid cloud environment. This is understood by installing and deploying a range of diagnostic tools that can assess and baseline the existing IT environment, resulting in a report delivered based on this data.

Service categories

Cloud Support Services

Cloud Migration Planning

Capability analysis

- Capability analysis

Enterprise architecture

- Enterprise architecture

Cloud gap assessment

- Cloud gap assessment

Architecture options analysis

- Architecture options analysis

Delivery Road-mapping

- Delivery Road-mapping

Other

- Other

1.3 Service features and benefits

Service features and benefits

Service features

- Business Value Discovery Workshop
- Technical Discovery and Recommend
- Cloud Adoption Roadmap with migration tranches
- Options Analysis
- High Level Design
- Total Cost of Ownership Analysis
- Ongoing costs
- Options around private, hybrid and public cloud
- Creation of project-specific plans for prioritised workloads and cloud services

Service benefits

- Support/complement existing Digital and Cloud strategies
- Objective assessment of the most appropriate 'Cloud' operating model
- Understanding of organisational state of readiness to transition
- Integration into broader Government ICT strategy and standards e.g. PSN/CESG
- High-Level Design including clear technical, operational and commercial considerations
- Contribute towards and support the business case for required/desired change
- Training and strategy roadmap - who needs to be enabled
- Cloud strategy that fits the organisations target IT operating model
- Prioritise which applications and infrastructure is ready to transition
- Sustainable Cloud Architecture to support current and future workloads

1.4 Service scope

Service constraints

Particular constraints would need to be further understood as part of service scoping and project take-on.

1.5 Reselling

Supplier type

Supplier type

I'm not a reseller

1.6 User support

Email or ticketing support

Email or online ticketing support

Yes, at extra cost

Support response times

Subject to an agreed SLA.

User can manage status and priority of support tickets

Yes

Online ticketing support accessibility

WCAG 2.2 AA

Phone support

Phone support

Yes

Phone support availability

9 to 5 (UK time), Monday to Friday

Web chat support

Web chat support

No

Support levels

For professional services engagements, Trustmarque does not typically provide support. For any resultant managed service that may be needed subsequent to the professional services engagement, support levels will be discussed whilst scoping said service.

1.7 Staff security

Staff security clearance

Staff screening performed but doesn't conform with BS7858:2019

Government security clearance

Up to Developed Vetting (DV)

1.8 Pricing**Discount for educational organisations**

Yes