

## 1.1 Service name

### Service name

Trustmarque Cloud DevOps Services

## 1.2 About your service

### Service description

Increase the efficiency of operations and do more with less. Trustmarque can help you to use technologies such as Azure DevOps, Infrastructure as Code, Terraform ARM templates and scripts to manage the deployment of both applications and infrastructure in the cloud.

### Service categories

Cloud Support Services

### Set Up and Migration

Data auditing and organising

- Data auditing and organising

Data/information structure design

- Data/information structure design

Engagement and communication planning

- Engagement and communication planning

Project management and governance

- Project management and governance

Service optimisation/right sizing

- Service optimisation/right sizing

Mobilisation coordination

- Mobilisation coordination

Other

- Other

## 1.3 Service features and benefits

### Service features and benefits

Service features

- Deploy resources and Infrastructure as code (IaC)
- Define and run large batch / scheduled processing tasks
- Manage app deployment via Azure DevOps and CI/CD Pipelines
- Highly scalable managed web applications on open-source platforms

- Variety of data stores (SQL, NoSQL, managed search and more)
- Integration via, Service Bus Queues, Topics and Relays
- Traffic Manager, load balancing, content distribution and distributed caches
- Ingest, persist and process events, orchestrate data transformation and movement
- Securely publish and host scalable mobile application services and APIs
- Leverage DevSecOps to secure your CI/CD

#### Service benefits

- Understand the benefits, opportunities and drawbacks of Azure cloud solutions
- Lower costs by paying only for compute resources you use
- Enable hybrid solutions incorporating cloud and on-premises IT services
- Focus effort on meeting organisation needs, not IT management
- Leverage a range of Azure capabilities to deliver business value
- End-to-end planning, agile build, test and deployment capabilities
- Automate the provision of cloud assets, enabling rapid scale
- Minimise your cloud spend by removing unused IT resources
- Integrate with SaaS offerings including Office 365 and Dynamics Online

### 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

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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

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### **Phone support**

Phone support  
Yes

Phone support availability  
9 to 5 (UK time), Monday to Friday

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### **Web chat support**

Web chat support  
No

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### **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**

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### **Staff security clearance**

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

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### **Government security clearance**

Up to Developed Vetting (DV)

## 1.8 Pricing

### Discount for educational organisations

Yes