

1.1 Service name

Service name

Trustmarque Well architected framework Review (WAF)

1.2 About your service

Service description

The Well Architected Frameworks assessment is a process that will help rationalise your cloud (Azure) estate, prioritise technical efforts and identify and mitigate against security and compliance risks.

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

- Cost Optimisation - visualise, control and reduce costs
- Performance efficiency - Faster time to deployment
- Operational Excellence - maximise automation and efficiency
- Security - Ensure you are compliant and secure
- Reliability - ensure that key systems are resilient

Service benefits

- Cost effective and secure cloud operations
- Reduces exposure to various forms of risk
- Helps proactively manage costs

1.4 Service scope

Service constraints

Support is restricted to the Azure platform and not to any third party software installed in this environment. Additional support to build on the Well-Architected Framework, and support the customer in interpreting the Well-Architected Framework against wider Cloud strategy and operational needs can be provided. This would be scoped using the Rate Card provided against the customer specific requirements.

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

No

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