

1.1 Service name

Service name

Trustmarque AWS Well-Architected Review

1.2 About your service

Service description

Review for customers looking to audit their AWS environment against industry best practices for security, compliance and operational excellence. By applying the AWS Well Architected Framework general design principles, you will:

- Optimise your workloads
- Mitigate risks
- Accelerate decision-making and its processes
- Firm up security and compliance

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

- Protect information, systems, and assets
- Update unsupported platforms and applications
- Recover from infrastructure or service disruptions
- Identify cost savings
- Use computing resources efficiently to meet system requirements
- Find best blend of IaaS, PaaS and SaaS
- Identify unused resources, and rationalise workloads

Service benefits

- Plan on prem and cloud roadmaps holistically
- Increase operational efficiency with automation
- Find best value for operations
- Recover easily and quickly from failures and increase resilience
- Become compliant and maintain compliance with regulatory requirements

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 a reseller providing extra support

Organisation whose services are being resold

Mover

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