

1.1 Service name

Service name

Trustmarque Enterprise Architecture and Project Management Services

1.2 About your service

Service description

Trustmarque's service will allow the identification of target technical architectures or design patterns in support of adoption of cloud computing and then, supported by Trustmarque's project management and technical consultancy capability, implement the recommend architecture or design.

Service categories

Cloud Support Services

Set Up and Migration

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

- Create a private-cloud environment to deliver internal infrastructure/platform or SaaS
- Define/deliver a hybrid-cloud solution, mixing private/public cloud patterns
- Migrate internal systems or applications to a public cloud service
- Application & infrastructure consolidation/server virtualisation/app re-design
- PRINCE2 trained PMs will run all projects on PRINCE2 principles
- Skilled staff also utilise Waterfall/RAD/Extreme/Agile principles
- Cloud Application Readiness Assessment
- Cloud Transformation

Service benefits

- Full lifecycle view, from initial conception to final production running
- Access to library of previous business cases/designs/service propositions
- Highly structured and auditable process to limit cost
- Cloud cost rationalisation

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

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

24 hours, 7 days a week

Web chat support

Web chat support

Yes

Web chat support availability

24 hours, 7 days a week

AI chatbot

No

Web chat support accessibility standard

WCAG 2.2 AA

Web chat accessibility testing

None

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