

Defence Information Management Portal

**General Dynamics United
Kingdom Limited (GDUK)**

Service Definition Document

**G-Cloud 15 Cloud Software
(Software as a Service)**

G E N E R A L D Y N A M I C S
United Kingdom Limited

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ACRONYMS

Acronym	Definition
C4I	Command, Control, Communications, Computers, and Intelligence
CAB	Change Advisory Board
CESG	Communications Electronics Security Group
CMMI	Capability Maturity Model Integration
DFTS	Defence Fixed Telecommunications System
DII	Defence Information Infrastructure
DIMP	Defence Information Management Portal
DNS	Domain Name Server
DV	Developed Vetting
FSC	Facility Security Clearance
GDUK	General Dynamics United Kingdom Limited
ITIL	IT Infrastructure Library
ITSHC	IT Security Health Check
LAN	Local Area Network
MOD	Ministry of Defence
RLI	Restricted LAN Interconnect
SaaS	Software as a Service
SC	Security Cleared
SFIA	Skills Framework for the Information Age
SLA	Service Level Agreement
SMI	Service Managed Interface

1.0 INTRODUCTION

1.1 About General Dynamics United Kingdom Limited (GDUK)

General Dynamics United Kingdom Limited (GDUK) is a leading defence prime contractor and complex systems integrator working in partnership with government, military and civil forces and private companies around the world.

GDUK has 50 years' experience in technical leadership, manufacturing expertise and prime contract management skills to deliver C4I communications solutions, Armoured Fighting Vehicle (AFV) technology, security systems for critical national infrastructure and deployable infrastructure.

GDUK has several world-class facilities across the UK and internationally with over 700 highly skilled members of the team.

1.2 GDUK Cloud Services

GDUK has over 20 years' experience building secure on-line communities aimed at defence support programmes. These communities are built around management information portals that provide a single access point for support information and contract performance data.

All GDUK customers with Defence Information Infrastructure (DII), MODNET or Restricted Local Area Network Interconnect (RLI) network connections can take advantage of our secure Defence Information Management Portal (DIMP). This cloud-based Portal can be designed and tailored to meet our customers' specific needs.

1.3 Purpose

This document provides full details of the G-Cloud DIMP service offered by GDUK. This service is listed within the G-Cloud catalogue and is available for purchase through the Digital Marketplace.

1.4 Audience

The GDUK DIMP and associated cloud services are relevant for any government service entity but are primarily aimed at those departments and project teams that are engaged within the defence industry and are pursuing performance-based contracting for support opportunities.

1.5 Scope

This document covers the GDUK core Cloud Software (SaaS) offering, and the associated service options as described.

2.0 APPROACH

Customers will receive a core Portal offering that can be supplemented with additional service options as described in Table 2.

3.0 DELIVERY BODIES

GDUK will provide all elements of the services described in this document.

4.0 QUALITY ASSURANCE & ACCREDITATIONS

GDUK is accredited to the following standards: -

- BS EN 9100, ISO 9001 in accordance with EN 9104:P1- Quality Management System
- BS EN ISO 14001 - Environmental Management System
- OHSAS18001 - Occupational Health and Safety Management System
- Defence Security and Assurance Services (DSAS) – Accreditation to IL3
- Capability Maturity Model Integration (CMMI) – Maturity Level 3
- ISO/IEC 20000-1:2018 Information technology - Service management

5.0 SERVICES

Cloud Software (SaaS)	
Defence Information Management Portal	This core service provides the basis for a customizable support Portal that is aimed at MOD and government departments involved in security, resilience and C4I related programmes.
Service Desk	A full ITIL conformant service desk is available for customers to manage Incidents and record and route calls.

Table 1: Core Service
Cloud Software provides the core service offering.

Service Options	
Portal Applications	Customers can select applications from those listed in Table 3.
Service Desk (additional call packages)	GDUK provide for up-to 10 Service Requests per month as part of the base service offering, this can be supplemented in blocks of 10 additional calls per month.
Additional Secure Storage Space	Additional secure storage space is available in blocks of 100GB.

Table 2: Service Options
These options are additional to the core service.

6.0 SERVICE DEFINITION DETAILS

6.1 Service Overview – Base Provision

GDUK will provide a secure DIMP that is accessible to all MOD staff with a DII, MODNET or RLI network connection. The Portal provides a single point for delivering management and programme information. This core service is provided with the following base features that can be enhanced with the service options detailed in Table 2.

- **Defence Information Management Portal**

This is provided in standard form and set-up within the MODNET domain. Customers are provided with unlimited access to the RLI public level-one of the Portal and ten user accounts to access their own secure community area. The secure community area is typically used by customer administrators to access the performance dashboards and securely transmit documents to the GD Knowledge Management team

- **Secure document publication and delivery environment**

The collaborative area is configured to meet customers' initial requirements and includes 20GB of IL3 secure storage space.

- **Service Desk**

All customers have access to the Portal support team via a dedicated number. Customers can make up to ten service requests and unlimited incident calls per month via the service desk.

Requests for support are made through the GDUK Service Desk using the dedicated telephone number or via email. Normal working hours for the Service Desk are Monday to Friday 08:30 to 17:30 excluding Bank Holidays and the Christmas shutdown period.

The GDUK Service Desk aims to respond to all support requests within one hour. Each call is logged and prioritized and routed to the appropriate team for resolution or fulfilment. An automated call logging service is provided for when the helpdesk operators are already busy answering a prior call.

Any services provided externally of the GDUK Portal infrastructure will be outside of the scope of Service Desk for the purposes of recording System Reliability including, but not limited to, Network availability, MOD Helpdesk response times and loss of Service Management Interface (SMI) and RLI connection.

The Service Desk aim to fulfil 95% of all standard document Service Requests within three working days. Requests for portal enhancements will be developed, tested and transitioned to the live environment at the end of each month in line with the monthly patching policy. All delivery timescales and dates will be agreed with the customer.

All Incidents reported through the Service Desk will be logged and prioritized and routed to the appropriate 1st or 2nd line IT support team. GDUK aim to resolve all incidents within three working days excluding data restore operations involving data that is stored at our off-site secure storage location.

- **Performance dashboard**

Each management Information Portal is provided with a performance dashboard area that details basic contractual performance data including number of support calls, requests, and Portal usage statistics.

- **Secure document transmittal**

Each management Information Portal has a secure file transfer area in-built. This feature allows customers to transfer documents with a security designation of up to and including “Official-Sensitive” to other community members without regard to geographical location providing the recipient has access to a DII or MODNET connection.

6.2 Service Options

GDUK offers several service options to compliment the DIMP. These service options are described below: -

- **Service Desk (additional call packages)**

GDUK provide for up-to 10 Service Requests per month as part of the base service offering, this can be supplemented in blocks of 10 additional calls per month.

- **Secure Storage Space**

Storage space is provided that is accredited to IL3 and can be used for data that has a security designation of up to and including “Official-Sensitive”. All storage space is provided on high availability infrastructure.

- **Portal Applications**

GDUK can provide a number of portal applications that can be installed as required. Details and pricing can be found in Table 3: Service Pricing.

6.3 Underlying Infrastructure

The GDUK DIMP is hosted on DII and utilises industry standard hardware including equipment from Dell, HP, and Cisco.

Figure 1: Portal Infrastructure Overview provides details of the main system components that provide the core portals services.

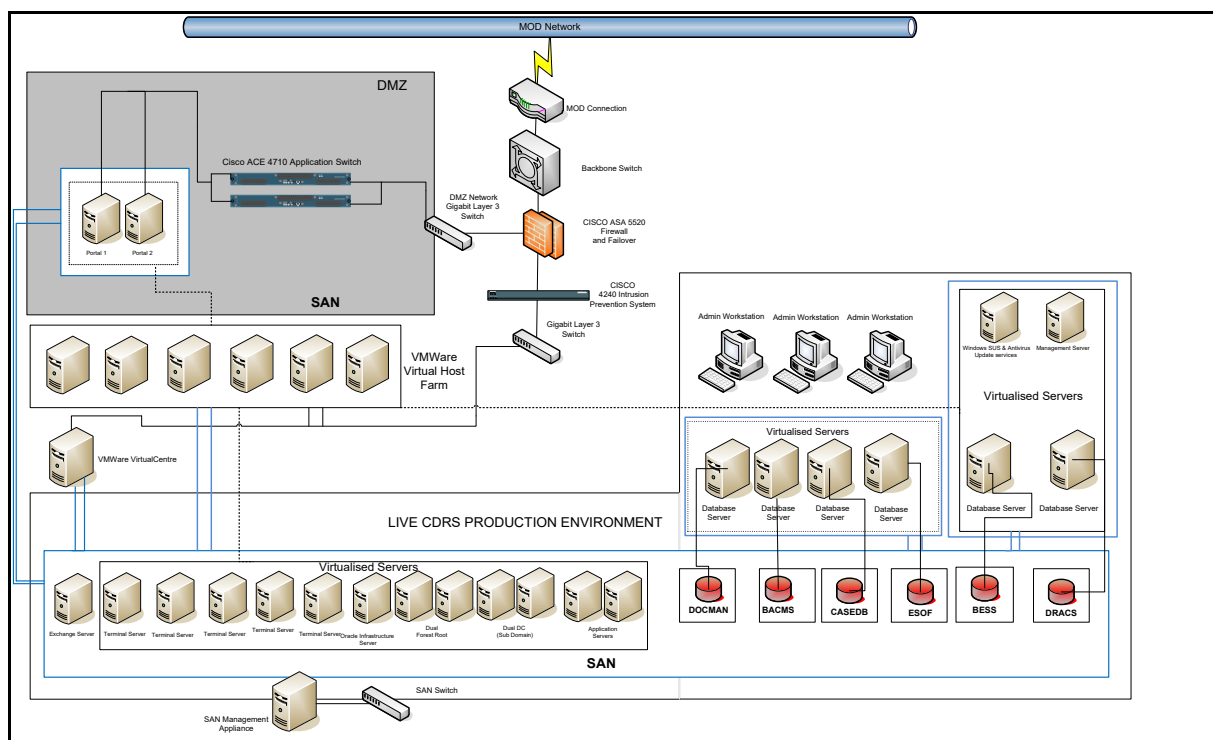


Figure 1: Portal Infrastructure Overview
The fully virtualised environment provides resiliency and elasticity

6.4 Information Assurance

The DIMP is hosted on DII and is cleared and accredited to hold information up to and including “Official-Sensitive” (IL3). It is accessible to all DII users and MOD industry partners who have an RLI Service Delivery Point (SDP).

The DIMP hosting facility is located within a type 1 MOD data centre. The infrastructure at the hosting site is subject to a biannual IT Security Health Check (ITSHC). ITSHC activities and schedules have been agreed with the CESG RLI/DFTS Accreditor.

It is important to note that all users of the system must abide by the RLI code of connection. All customers and end users requesting use of any of the services offered must be appropriately Security Cleared and evidence provided to GDUK before service delivery can commence.

In addition, the Customer must possess Facility Security Clearance (FSC) premises and ensure that information derived from the DIMP is properly protected. The customer and end user are responsible for the protection and control of any data output produced during the service duration. Data output including all reports will be marked “Official-Sensitive”.

All outputs are the responsibility of the customer and end user to manage. GDUK will take no responsibility for the handling of classified material outside of their control.

6.5 Level of Backup, Restore and Disaster Recover

GDUK has adopted a layered approach to data backup with virtual systems providing disk to disk backup supplemented with disk to tape systems allowing for secure off-site storage. Log files and

transaction logs are all mirrored to enable data to be restored easily and effectively within the response times quoted for the Service Desk.

Where customers require data to be restored from tapes held off-site GDUK will aim to complete this activity within four working days.

6.6 On-boarding and Off-boarding Processes

GDUK will provide full on-boarding as part of the DIMP core service. On-boarding of customers will involve a customer liaison engineer developing a plan that is designed to reduce the risks and complexity of moving to a cloud-based service.

The on-boarding plan will involve the following activities: -

- Assessment of the customer specific technical requirements
- Design of Portal elements
- Managed migration or import of customer data into Portal applications.

Service Off-boarding is initiated by the customer through a request to the Service Desk. The process will usually occur after expiration of the service agreement. If the customer requires that their data is returned, then a data extraction service will be required. This service can be requested at any time during service provision.

GDUK will make the required data available using media provided by the customer and in line with the data security classification.

After the customer has notified GDUK that data has been successfully recovered, GDUK will purge and destroy all data from any compute or storage device and media that remains.

6.7 Service Pricing

Service Element	Price
DIMP set-up, on-boarding, and installation	£24,000 one-off charge
DIMP Service charge 12 months	£15,600
DIMP Service charge – additional months	£1,300 per month
Service Desk additional 10 calls per month	£1,000 per month (£100 per call per month)
DIMP level 2 secure area - additional user	£100 per annum
Additional Secure Storage Space	£2,000 per annum for each 100GB
Portal Application - small functional block Current applications available are: - a) Action tracker b) Document register c) On-line calendar d) Value proposition tracker e) Programme deliverables tracker f) Platform Certification report register g) Security register	£3,000 one off charge for each application
Data Extraction - non-database	Free of Charge for customer data not stored in a database. Customer to provide media e.g. flash, CD etc.

Government Procurement Service

Service Definition Document for G-Cloud - Cloud Software (SaaS)

Service Element	Price
Data Extraction – database or table storage	£600 one-off fee. Customer to provide media e.g. flash, CD etc.

Table 3: Service Pricing
Pricing is fixed for the duration of the specific G-Cloud framework.

6.8 Service Management Details

GDUK provides a full support service and has a dedicated Service Management team for each DIMP. All support team members have SC level security clearance with DV staff and crypto custodians also available on site. The team covers the full range of ITIL service management processes and project leads are ITIL V3 expert qualified. Customers will receive: -

- A dedicated Service Delivery Lead and specialist support analyst for all customers
- Incident Management via a dedicated service desk with additional online incident logging and tracking facility available to customers via the portal.
- A first and second-line support team whose focus is to maintain the service capability and ensure the smooth running and operation of the Portal.
- A system engineering and problem management team responsible for on-going product improvement and defect resolution
- A Change and Release Manager responsible for working with customers to agree and prioritise all changes.
- A Continual Service Improvement team dedicated to identifying areas for product or process improvement.

The GDUK DIMP also contains a range of features and functions that provide real time feedback on the state of applications and services. This feedback is consolidated within the performance dashboard areas for each Portal community and is supplemented with an automated alerting system for both business users and the support teams.

Any emerging or potential issues that are identified by support staff are raised through the service desk and resolved using the standard Incident and Problem management processes.

6.9 Service Constraints

Although each management information Portal is fully customisable and built to meet customer requirements, they are based on core infrastructure components that are shared between all user communities. The DIMP infrastructure and feature set has its own agreed maintenance and release schedules.

GDUK will publish a roadmap setting out a schedule for future baseline updates and will ensure all customers are informed. All changes that impact customer services or business processes will be approved by the GDUK Change Advisory Board (CAB).

6.10 Service Levels

The GDUK DIMP is specified for 98% system availability within standard business hours (08:30-17:30). To date there have been no service outages and the Portal has achieved 100% availability since 2008. In addition, GDUK aims to meet the following performance targets: -

- 90% of automated requests to receive a response within 60 seconds
- 100% of automated requests to receive a response within 30 minutes

In terms of Portal availability, the GDUK network infrastructure is designed to be fault-tolerant and is load-balanced in a high availability configuration.

System Availability is calculated using the following formula:

$$\%Availability = \left(\frac{ActualNumberofHoursachievedinany4weekperiod}{TotNumberofworkinghoursDuringPeriod} \right) * 100$$

The target percentage availability for all users of this service will be 98%. All measurements are taken over a rolling 4-week period and excluding the following: -

- Downtimes due to Planned Maintenance.
- Non-availability of supporting MOD based remote Services
e.g. RLI Services, Network availability, DNS, SMI etc.

The service desk will provide weekly statistics for all calls logged and these will be published within the performance dashboard area of the customer portal.

6.11 Financial Recompense Model

The financial recompense model is based around service credits. The model is agreed with the customer for each service deliverable and will typically consist of a service credit of up to 100% of the individual service element depending on the duration, cause, and impact of the breached Service Level Agreement (SLA).

6.12 Training

GDUK recognises that training plays a critical part when implementing change. GDUK will provide support guides for business users that can be fully customised for each customer to include:-

- Specific reference to any supporting business processes
- Coverage of customer configuration (request types, approvals, roles etc.)

- Agreed support processes (e.g. how incidents are managed)
- Technical coverage of interfaces and applications.

6.13 Ordering and Invoice process

The Ordering process for the core Portal set-up and implementation is as follows: -

1. MOD Project Officer emails the GD Commercial Officer using the contact details on the G-Cloud DIMP webpage requesting that GD provide a DIMP service, quoting the service ID and enumerating the service options required.
2. GD Commercial Officer completes, signs, and returns the G-Cloud call-off agreement to MOD Project Officer.
3. MOD Project Officer provides additional project related information on DIMP requirements and forwards to MOD Commercial Officer.
4. MOD Commercial Officer signs G-Cloud call-off agreement and returns to GD Commercial Officer.
5. MOD Commercial Officer creates purchase order on CP&F system.
6. GD Project Officer and MOD Project Officers collaborate to agree DIMP design. Expected timescales as per Table 4: Provisioning Milestones
7. MOD Project Officer confirms delivery of DIMP and requests MOD Commercial Officer receipt purchase order, enabling payment of initial set up costs.

Milestone	Comment	Typical Elapsed Time
High Level Design Complete	Can include feedback from customer trial	2 – 4 weeks
Detailed Design Complete	Functional and user interface design	2 – 6 weeks
Programme Acceptance	Customisation complete and ready for user test and acceptance within sandpit area	1 – 2 weeks
Deployment to live	Service in full production ready state	1 – 2 weeks
Commence Managed Service	Monthly payments	

Table 4: Provisioning Milestones
Typical elapsed times for each milestone stage

6.14 Termination terms

a) By consumers

The GDUK DIMP requires a minimum of twelve months' commitment and a minimum of three months' notice.

There are no additional fees for extracting and handing over basic customer data that includes such items as documents and individual files from within a storage area.

Where a database or table is part of the service, a separate data extraction service will be required due to the potential complexity and volumes of data involved. Please see section 6.6 On-boarding and Off-boarding Processes.

b) By the Supplier

GDUK commits to provide the service for the period of the contract. Should GDUK wish to terminate a service offering then affected customers will be given at least three months' notice. It should be noted that this Service is based on equipment owned and provided by MOD and that access to the underlying infrastructure is not controlled by GDUK.

6.15 Data Restoration

In the event of a major failure at the hosting site a synchronised copy of the data will be available either immediately or within minutes and therefore no specific data restoration request from the customer is required.

Daily backups are available to the customer with a restoration service being a standard function that can be requested through the Service desk and will be carried out in line with agreed service levels. The availability of a sand-pit environment ensures back-ups can be trialled and tested and any data corruption issues safely resolved before a full production restore.

6.16 Consumer Responsibilities

The customer will be responsible for the following activities: -

- Executing the business process and dealing with business questions
- Standard administration tasks (running management reports, managing invoicing)
- Provisioning new service users
- Business configuration of any application including standard user and authority maintenance
- User acceptance testing

GDUK will be responsible for the following activities: -

- Technical and other support issues
- Lower-level configurations (e.g. new data connections, automated report formatting)
- All administration tasks.
- Service Desk support

6.17 Technical Requirement

The GDUK DIMP is accessed using the standard DII or MODNET accredited web-browser. For customers wishing to access specific services hosted on the Portal then GDUK has an accredited DII plugin that can be downloaded from the DII application factory. The Portal is currently being used over several government networks and no bandwidth or other network constraints on performance have been experienced.

Because the DIMP service is fully cloud based there are no on-site infrastructure requirements other than: -

- Access to a DII/RLI/MODNET Service Delivery Point (SDP)
- DII/RLI/MODNET approved workstation, PC, or laptop.

There may be other solution specific requirements that will be identified during the full technical design stage relating to protocols or bandwidth and these will be reviewed with the customer.

7.0 TRIAL SERVICES

Although GDUK does not provide a standard trial service for the DIMP a reduced functionality system can be provided for a short trial period.

8.0 SFIA RATE CARD

The DIMP development and support activity will be delivered under a fixed price, fixed scope contract.