



Service Definition

Cloud Data Migration and Integration

G-Cloud 15



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Service Catalogue

The Cloud Data Migration and Integration service has a range of features that can be requested individually or together as a combined Cloud Data Migration and Integration Service.

Data Migration

Services for migrating data from legacy to new cloud, on-premises, or hybrid systems.

Data Integration

Services to assist with integrating data between legacy and new cloud, on-premises, or hybrid systems.

Data Enrichment

Services to assist with the thematic identification, isolation and/ or demarcation of data pre- or post-migration and, integration between legacy, cloud, on-premises or hybrid systems, or, as an ongoing managed service within live systems.

Data Quality

Services and software for defining quality measures, undertaking data quality assessments and cleansing information on legacy systems; either prior to migration to new cloud systems or as post-migration data treatment.

This service may be alternatively or additionally used to enhance data quality by utilising natural language processing to identify qualitative or validation errors in live systems and correcting them.

Data Analytics

Services to offer insight and structured interpretation of data through natural language processing and causal inference modelling.

Migration Infrastructure and Secure Transport

Provides infrastructure and physical transport of data to facilitate the secure migration of data from legacy to new cloud, on-premises, or hybrid systems.

Delivery and Specialist Roles

Provision of specialist roles such as data migration project managers, scrum masters and database administration, to support the migration of data from legacy to new cloud, on-premises, or hybrid systems.

Data Architecture

Comprehensive data analysis and discovery, modelling, and design service to inform and develop data and information architecture for cloud, on premise or hybrid data sources.

Security, Assurance and Compliance

Undertake all aspects of security, assurance and compliance to obtain approval for the data migration and integration, data quality and discovery activities.

Infrastructure / Environments / DevOps

Provide a capability and capacity to configure, build, manage and support Integration, migration and data discovery environments.

Testing / Quality Assurance

Service for undertaking the full scope of testing within data migration and integration.

Data Management Support Live Service

Provision of services to support the ongoing governance and management of data including:

- Monitoring
- Alerting
- Reconciliation

All within support frameworks such as ServiceNow, to ensure robust, accurate and timely incident management and resolution.

Overview

We are a leading provider of data management support services to the Public Sector. Established in 2002, Datalynx has a strong track record in delivering cloud data management support services.

Our specialised focus combined with proven processes and extensive experience means we will provide the data management service that is right for your needs and deliver this for you on time and within budget.

All our people hold existing government and police security clearance, so can be deployed rapidly.

Our business philosophy is centred on working with our customers to understand their challenges and deliver the solutions and guidance they need to solve them.

Accreditation

Datalynx have the following accreditation / certifications:

- ISO/IEC 27001 BSI Certified - Information Security Management
- ISO 9001 Certified - Quality Management Systems

Cyber Essentials PLUS - Datalynx has been externally assessed by CREST approved assessors; certifying that Datalynx has implemented a sensible baseline of organisational cyber security.

All employees and supplier staff undergo Baseline Personnel Security Checks (BPSS) and then National Security vetting to minimum Security Check (SC) level in addition to Non-Police Personnel Vetting procedures level 3 (NPPV3). Some staff – where required – are also cleared up to Developed Vetting (DV) level.

We also have experience with BS10008 audit review and, understand what is required for continuous compliance to uphold accreditation.

Service Definition

Overview

The service provides a complete, secure, end-to-end data migration and integration service for cloud and on-premise data sources.

The scope of services covers the end-to-end migration from determining the data migration requirements, developing the data migration strategy through the development & testing of the migration, to executing the live migrations and achieving post migration acceptance.

The service is suitable for classified data including OFFICIAL, SECRET and TOP-SECRET and can also meet the standards for migrating evidential data (BS 10008).

The services cover the range of activities required to successfully migrate information to new platforms. These may be taken as a package or individually, and include:

- Data migration & enrichment
 - Requirements analysis (User/Business/System)
 - Strategy/approach
 - Architecture/design
 - Development, ranging from native cloud services, leveraging industry standard COTS products and tools and, bespoke code as appropriate
 - Development, management and on-going support of API interfaces to enable data enrichment
 - Quality assurance
 - Reconciliation/ reporting
- Security, assurance and compliance
 - Security, assurance and compliance to obtain approval for the data migration and integration, data quality and discovery activities
- Infrastructure/ environments/DevOps
 - Build, manage and support integration, migration and data discovery environments
 - Administration and security of cloud environments for cloud-based systems (e.g. National Data Quality Improvement Service (NDQIS))
- Testing/quality assurance
 - Serviced for undertaking the full scope of testing within data migration and integration
- Data Management Support Live Service
 - Provision of services to support the ongoing governance and management of data including supporting and monitoring errors or

- conflicts which may arise from integration or migration of data between the cloud, on-premises, or hybrid systems
- Tools to enrich, enhance or otherwise improve data as part of an ongoing management service
- Data quality
 - Data quality business analysis
 - Data quality assessment
 - Data quality improvement
- Data analytics
 - Analysis and interpretation of data using advanced techniques such as large language models, natural language processing and causal inference modelling
- Migration infrastructure/ secure transport
 - Data migration infrastructure engineering
 - Security architecture (for migration)
 - Security controls and media transport plans
 - Provision of secure development, test and execution environments
 - Secure physical transport via secure device and secure courier
- Secure data erasure and de-commissioning to HMG standards
- Data architecture services
 - Data modelling and database design
 - Data analysis
- Database administration
- Project management and scrum leaders

Data Migration

Diverse Data Sources

Regardless of the data migration challenge you face, we have the experience and service offerings to be able to help you overcome:

- Multiple source or legacy systems
- Data quality challenges
- Sensitive or confidential data
- Complex transformations
- Business critical systems

Please refer to the Service Definition Summary Section of this document for additional service definition.

Complete End-to-End Service

Using our tried and tested methodology, Datalynx can analyse your data migration requirements and deliver the solution you need. We can manage the entire migration process from development of the initial strategy through to reconciliation of the migrated data sets.

Our approach begins with a pre-migration assessment where we undertake a high-level analysis of your source and target systems and identify the major challenges that the migration needs to address. From this we can produce and inform you of project cost estimates, a high-level project plan and identify the necessary project resources.

Supporting Software

We can use a range of software and cloud solutions to migrate, or integrate, data in real-time and undertake data quality analysis.

For more information, please refer to the software section.

Experienced Consultants

Our experienced consultants have successfully performed, large scale migrations into critical business systems including operational systems where the cost of failure is high.

Standardised Data Migration

Methodology

Datalynx utilise a proven methodology for every migration. This methodology ensures your migration will follow best practise whilst also being adaptable to client requirements.

The major phases are:

1. Pre-migration planning and project initiation
2. Landscape analysis/ discovery
3. Solution design
4. Development and configuration cycle
5. Execute and validate

Cost effective and low risk

Our consultancy rate card is highly competitive and our methodology, tools and processes significantly reduce both cost and risk to your projects.

Cyclical development

The cyclical migration process we employ delivers regular early milestones and test points. This drives out issues allowing quick resolution whilst building confidence and providing you with regular progress milestones.

Each iteration offers the opportunity for us to perform trial migrations for you which can then be tested. Any issues found are corrected and incorporated into the next cycle of development.

This cyclical phased approach has many benefits for your project including:

- Reduction of risk as issues are identified and resolved earlier in the project
- Measurable progress - as each iteration is completed the progress is real and tangible
- Early delivery of migrated data to support development and test teams
- Agile - the migration can be responsive to changes fed back from the development and test teams
- Flexible - additional phases can be initiated to migrate sources not yet in scope

Tested, repeatable migration

The migration is performed as a fully tested, repeatable process allowing trial migrations to be carried out quickly and reliably; significantly reducing risk at the implementation phases.

Data Quality Services

We have experienced data quality consultants to undertake your quality improvement program, together with administrative staff who can perform manual data cleansing should it be required.

Please refer to the Service Definition Summary Section of this document for additional service definition.

Complete End-to-End Service

Using our standard methodology Datalynx can run a complete data quality assessment for you. From helping to define and categorize the data quality measures that are important to you to data analysis and data cleansing.

These data quality assessments can then be undertaken by clients on a regular basis at no additional cost.

Standardised Data Quality

Methodology

Datalynx follows a standardised process for data quality assessment which ensures you focus on the data quality improvements that matter to your business. The standard process includes:

- Initial data quality analysis
- Data quality rules discovery
- Full data quality assessment using the expanded data quality rules
- Develop and agree a “Data Quality Management Specification” (DQMs) which defines how
 - each issue should be addressed
 - Data Quality Improvement

Data quality improvement

We can help you resolve data quality issues and, where required, suggest modifications to applications and business processes to avoid data quality issues in the future.

The three data quality cleansing points are:

- Cleanse in source
- Cleanse during migration using coding logic or transformation
- Cleanse on target

We choose the most appropriate cleansing point to meet the client needs and the type of issue identified.

Data Integration

Complete service to integrate data between cloud, on-premises, or hybrid systems to support your transition to the cloud. The service covers:

- Requirement gathering/ elicitation
- Data discovery, evaluation and analysis
- Design
- Architect
- Build
- Test
- Transition to live
- Support

Producing:

- Information insights
- Architecture artefacts
- Design documentation
- Build documentation
- Deployment artefacts
- Support artefacts

Supporting Software

We can use a range of software and cloud solutions to migrate, or integrate, data in real-time and undertake data quality analysis.

Open-Source Solutions

We can partner with any industry vendor of the client choice. Where the client has no preferred tool then Datalynx can recommend the most appropriate option based on their experience and the findings of any pre-migration discovery work.

Enterprise Solutions

Enterprise solutions include (these require additional subscription or licensing):

- Confluent Cloud (licensed)
 - Confluent Cloud is a fully managed, cloud-native service for connecting and processing all of your data
- Confluent Platform (subscription)
 - Connect, process, and react to your data in real-time with the foundational platform for data in motion. Confluent Platform offers a complete, self-managed platform for continuously streaming data from across your organization to power rich customer experiences and data-driven operations

Service Definition Summary

Information Assurance

Datalynx holds ISO 27001 accreditation via a UKAS accredited organisation.

Cyber Essentials PLUS - Datalynx has been externally assessed by CREST approved assessors.

All consultants undertake regular training in Information Assurance including the Data Protection Act, Freedom of Information Act and handling sensitive material.

We have secure development and test migration environments.

Disaster Recovery

Cold-standby disaster recovery is provided for development, test, and where applicable, live migration environments.

Business continuity and disaster recovery are integral parts of our information security management system (ISMS).

Software Licensing

Some or all of the services may require specific software and associated licensing such as CuteFTP Pro, Power BI etc. As per the pricing document, these licensing costs can be variable and difficult to predict over the course of a contract. For this reason, these costs are excluded from the services above and would be billed on an expenses basis.

Data Backup and Restore

Consideration of backup and restore processes can be within the scope of the required service definition.

On-boarding and Off-boarding processes

Datalynx will comply with all reasonable client standards when on-boarding and off-boarding.

The on-boarding and off-boarding costs are subject to the SFIA Rate Card and Pricing Documentation.

Implementation Plan

Datalynx will comply with all reasonable client requirements when implementation planning.

Where there are no additional client requirements, we would follow a standard management and planning phase with your project team where we define and produce:

- Service scope
- Service definition
- High level resource profile
- High level implementation plan

Implementation planning is subject to the SFIA rate card and pricing documentation.

Pricing

As per Pricing Documentation.

Service Management Details

A Service management key point of contact will be provided for all engagements.

Service Constraints

Not applicable.

Service Levels

For consultancy delivery please refer to the SFIA Rate Card, terms and conditions, and pricing documents. Performance service levels will be agreed on a per project basis.

Availability and support hours will be agreed on a per project basis.

Financial Recompense Model

As per agreed terms and conditions.

Training

Training is not a requirement of consultancy services, however, where training is required, it will be subject to the SFIA rate card and pricing documentation.

Ordering and Invoicing Process

For specialist cloud services the volume and level of resource(s) required may vary dependent upon your project requirements.

You may select one of the standard service offerings listed in the pricing document or engage with us to agree resource levels appropriate to your requirements.

To do this, the standard ordering process would usually include the client issuing a Work Package or Project Requirements Brief to Datalynx and a short requirements elaboration period would be undertaken by us.

The ordering process would then be:

1. Proposal to meet the requirements and costed in-line with the SFIA rate card issued by Datalynx to the client
2. G-Cloud order form completed by the client to place the order
3. Call-off contract agreed and signed by both parties
4. Purchase Order (PO) raised and issued by the client

Time and Materials (T&M) invoicing would be based on the submission of monthly resource allocation spreadsheets and any expenses (where agreed in the order form) for the consultants providing the service, along with our invoice in arrears.

Payment terms as per SFIA rate card and Terms and Conditions.

Termination Terms

Project dependent - as per agreed in Terms and Conditions.

Consumer Responsibilities

Project dependent - as per agreed Terms and Conditions.

Technical Requirements

Project dependent - as per agreed Terms and Conditions.

Trial Service

Not available