

GENERAL GUIDANCE ON G-CLOUD SERVICE DEFINITIONS

1 Preamble

This Document provides an overview service definition for Panlogic's best practice cloud set-up and migration services included within G-Cloud. This document should be read in conjunction with the pricing, and/or terms and conditions and/or service level information for the specific service, or services required.

2 Who we are

Panlogic provides public, private and hybrid cloud hosting, support and implementation. We are a Public Sector and Public Sector Solution Provider partner helping the public sector embrace the cloud as part of their digital transformation strategies and deploy Digital First public services in line with Government strategy.

Our teams of certified Solution Architects, DevOps Engineers, SysOps Administrators, Certified Developers and Cloud Practitioners work with customers to find the optimum balance of availability, security and affordability for AWS, Azure and other cloud hosted applications.

Our expertise in AWS and Azure and other cloud hosting, along with associated pricing and service models underpins our ability to make recommendations ranging from strategic advice to tactical delivery that both improve performance and improve efficiency whilst saving cost. Whether you are looking to begin your cloud journey or take it to the next level our unrivalled insight and experience will help you innovate and evolve cloud hosting delivery and support.

3 Portfolio

Our portfolio of Cloud services include best practice Cloud set up and migration Services

Professional Services covering:

- Generalised cloud hosting consultancy and support services
- Design Services
- DevOps Consultancy, Implementation and Release Management
- Other Professional Services as required
- Architecture reviews
- On Boarding and Up-skilling/training of your staff

4 Service definitions

Panlogic offers a comprehensive suite of cloud set up and migration services designed to ensure a seamless and efficient transition to the cloud. Our services cover every stage of the migration process, from initial data auditing and planning to project management, service optimisation, and mobilisation.

4.1 Data Auditing and Organising

Before any migration, a thorough audit of your existing data is crucial. We conduct a detailed analysis of your data to understand its structure, quality, and dependencies. This includes:

- **Content Inventory:** Creating a complete inventory of your data assets.
- **Data Quality Assessment:** Identifying and addressing any issues with data quality, such as inconsistencies or inaccuracies.
- **Dependency Mapping:** Understanding the relationships between different data sets and applications.

4.2 Data/Information Structure Design

- Based on the data audit, we design a new information architecture that is optimised for the cloud environment. This involves:
- **Schema Design:** Creating a new database schema that is scalable, flexible, and meets your future needs.
- **Taxonomy and Metadata:** Defining a clear taxonomy and metadata strategy to ensure that your data is well-organised and easily searchable.
- **Content Modelling:** Developing content models that support your business processes and user needs.

4.3 Engagement and Communication Planning

- A successful migration requires clear and consistent communication with all stakeholders. We develop a comprehensive engagement and communication plan that includes:
- **Stakeholder Identification:** Identifying all key stakeholders and their communication needs.
- **Communication Strategy:** Defining the key messages, channels, and frequency of communication.
- **Feedback Mechanisms:** Establishing channels for stakeholders to provide feedback and ask questions.

4.4 Project Management and Governance

- We provide end-to-end project management and governance to ensure that your migration project is delivered on time, within budget, and to the highest quality standards. Our approach includes:
- **Project Planning:** Developing a detailed project plan with clear milestones, deliverables, and timelines.

- **Risk Management:** Identifying and mitigating potential risks and issues.
- **Governance Framework:** Establishing a clear governance framework with defined roles, responsibilities, and decision-making processes.

4.5 Service Optimisation/Right Sizing

- We help you to optimise your cloud services to ensure that you are getting the best possible value for money. This includes:
- **Performance Analysis:** Analysing the performance of your applications and infrastructure to identify opportunities for optimisation.
- **Cost Management:** Implementing cost-saving measures, such as right-sizing your resources and using reserved instances.
- **Scalability Planning:** Ensuring that your cloud environment is able to scale to meet your future needs.

4.6 Mobilisation Coordination

- We coordinate all aspects of the mobilisation process to ensure a smooth and seamless transition to the cloud. This includes:
- **Team Mobilisation:** Assembling and managing a multi-disciplinary team of experts.
- **Resource Allocation:** Allocating the necessary resources to ensure the success of the project.
- **Transition Planning:** Developing a detailed transition plan to minimise disruption to your business operations.

5 Service Features

Our cloud set up and migration service includes the following key features:

- Data auditing and organising
- Data/information structure design
- Engagement and communication planning
- Project management and governance
- Service optimisation/right sizing
- Mobilisation coordination
- Three-stage approach: Discovery, Design, Transition
- Review existing documentation and inspect current systems
- Prepare test plans and scripts
- New solution design and build
- Data migration and replication

6 Service Benefits

By leveraging our cloud set up and migration services, the following benefits are delivered

- Reduces business risk and costs
- Ensures GDPR compliance and system performance
- Minimises service downtime during migration
- Provides responsive maintenance and support
- Diagnoses and rectifies faults swiftly/accurately
- Future-proofs delivery with expert support
- Increases value and impact through digital mapping
- Reduces errors through controlled, audited identity creation
- Simplifies and improves organisation through centralised management
- Automates manual processes, optimising resource use