

GENERAL GUIDANCE ON G-CLOUD SERVICE DEFINITIONS

1 Preamble

This Document provides an overview service definition for Panlogic's best practice cloud 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 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 comprehensive cloud migration services encompassing capability analysis, enterprise architecture, cloud gap assessment, architecture options analysis and delivery road-mapping. This structured approach ensures seamless transition to cloud environments, focusing on understanding existing systems, designing new solutions, and managing the service transition with minimal disruption whilst adhering to compliance requirements

4.1 Cloud Migration Planning

Our cloud migration planning begins with a thorough understanding of your current IT landscape and business objectives. We develop a strategic roadmap that aligns with your organisational goals, ensuring a smooth and efficient transition to the cloud. This involves a three-stage approach: Discovery, Design, and Transition.

4.2 Capability Analysis and Enterprise Architecture

We conduct a detailed capability analysis to assess your existing systems, applications, and infrastructure. This includes reviewing current documentation and inspecting systems to understand their functionalities, dependencies, and performance characteristics. Our enterprise architecture specialists then design a robust framework for your future cloud environment, ensuring it meets your strategic needs and integrates seamlessly with your operations.

4.3 Cloud Gap Assessment

Our cloud gap assessment identifies the discrepancies between your current state and the desired cloud environment. We analyse your infrastructure, applications, data, and security posture to pinpoint areas that require modification or enhancement for a successful cloud migration. This assessment forms the basis for developing tailored solutions and mitigating potential risks.

4.4 Architecture Options Analysis

We provide a comprehensive analysis of various cloud architecture options, evaluating their suitability based on your specific requirements, performance needs, security considerations, and cost-effectiveness. This includes exploring different cloud models (IaaS, PaaS, SaaS) and deployment strategies (public, private, hybrid) to recommend the optimal solution for your organisation. This also includes new solution design and build.

4.5 Delivery Road-mapping for Seamless Migration

Our delivery road-mapping service outlines a clear, step-by-step plan for your cloud migration. This includes defining project milestones, resource allocation, timelines, and risk mitigation strategies. We

focus on ensuring a seamless transition with minimal disruption to your business operations, incorporating data migration and replication strategies, and preparing test plans and scripts for functional, performance, and load testing.

4.6 Data Integrity and Security

Maintaining data integrity throughout the migration process is paramount. We employ robust validation and verification procedures at each stage of data transfer to ensure accuracy and completeness. Our approach includes checksums, data reconciliation, and post-migration audits to confirm that all data remains unaltered and consistent with its source. We also implement version control and backup strategies to safeguard against data loss or corruption.

To avoid data leaks, we recommend and implement best practices such as data encryption at rest and in transit, strict access controls based on the principle of least privilege, and regular security audits. We also advise on data masking and anonymisation techniques for non-production environments to protect sensitive information. Our solutions are designed to comply with relevant data protection regulations, including GDPR.

Metadata handling is a critical aspect of our migration strategy. We ensure that all metadata associated with your data, such as creation dates, modification histories, and access permissions, is accurately preserved and migrated. This guarantees that the context and usability of your data are maintained in the new cloud environment, facilitating efficient data governance and management.

For best practice data security, we integrate a multi-layered security approach. This includes implementing strong authentication mechanisms, network segmentation, intrusion detection and prevention systems, and continuous security monitoring. We also provide guidance on establishing a comprehensive security policy, conducting regular vulnerability assessments and penetration testing, and developing incident response plans to proactively address potential threats.

4.7 Service Features

Our cloud migration service includes the following key features:

- Functional, performance, and load testing
- Transition to service management
- Capability analysis and enterprise architecture
- Cloud gap assessment and options analysis
- Delivery road-mapping for seamless migration
- 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

4.8 Service Benefits

By leveraging Panlogic's cloud migration services, you can expect the following benefits:

- 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