

*Transition to
Microsoft Cloud*

Architecture & Security

GCloud Service Description Document

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1. Architecture and Security

Our architecture and security practice optimises the design and configuration of the Microsoft Cloud Platform combining both private cloud and hybrid designs. Our services include:

- **Reference / Target architecture design:** in which we establish and set out a clear blue print for a Microsoft Cloud platform implementation and transition plan, including public and hybrid Cloud models.
- **Solutions Architecture:** we specialise in formally architecting Microsoft Cloud designs at a solution level. This typically involves a number of related infrastructure components and design artefacts.
- **Applications Architecture:** CoreAzure advocates an applications-driven approach to Cloud migration. Focusing on infrastructure alone tends not to be cost effective as latent capacity on the legacy estate need not be migrated. Our application architecture service considers and defines the opportunities to re-architect applications in order to optimise the transition to Cloud.
- **Technical Architecture:** Our technology specialists and practice leads specialise in all aspects of the Microsoft Cloud Platform and incorporate formal technical architectures as part of the overall solutions design.
- **Security Architecture:** Our security architecture practice leads work closely with our clients to optimise all aspects of security in architectural design. This avoids the risks associated with under-protection and guards against the unnecessary cost of over-protection. We ensure that the design of security controls achieves an acceptable level of risk.
- **Data Architecture:** data migration is a key element of any Cloud transition and therefore our services focus on optimising the design of the target data architecture, including data-warehousing and business intelligence components.
- **Security Services:** a lifecycle service that works alongside our delivery teams to ensure that Microsoft Cloud implementations are fully compliant with the overarching security architecture and our client's Information Security policies and standards.



The CoreAzure Cloud Architecture and Security services are set out below:

Service	Definition
Microsoft Public Cloud Architecture, Design, Advice and Guidance	CoreAzure provides a range of co-ordinated architecture consultancy services designed to optimise the design of, and migration to, the Microsoft Public and Private Cloud, based upon System Center and virtual infrastructure architecture and design services. Architecture services include all elements of the Microsoft Cloud Platform, including (but not limited to) Azure, SharePoint, Dynamics 365, Office 365, SQL Server, Data Warehousing and Business Intelligence hybrid integration.
Hybrid Desktop Infrastructure Architecture, Design, Advice and Guidance	CoreAzure provides design, advice and guidance for hybrid desktop design including Remote Desktop Services and Virtual Desktop Infrastructures.
End User Computing (desktop, laptop and mobile) including Mobile Device Management Architecture, Design, Advice and Guidance	CoreAzure provides design, advice and guidance for End User devices (desktop, laptop and mobile) and Enterprise Mobility, including System Center Configuration Manager, Microsoft Intune, Azure Active Directory and Azure Rights Management. CoreAzure also offers Information Security and compliance review and remediation, including Antivirus, Software Updates, security baselines and policies to protect company data and assets. Other services available are advice and guidance around desktop deployment strategies. Using the latest toolkits including System Center Configuration Manager and Microsoft Deployment Toolkit with App-V, MBAM and System Center Orchestrator (automation). CoreAzure is also able to assist in the most dynamic deployment solutions for BAU requirements or large platform migration projects, working with you through the solution lifecycle.
Cloud Application Architecture, Advice and Guidance	CoreAzure provides Cloud application architecture and design services for applications which are built specifically to leverage the Microsoft Cloud Platform, including IaaS and PaaS.



Microsoft Cloud Platform Security Architecture and Risk Management	The CoreAzure Information Security architecture practice leads work closely with our clients to optimise all aspects of security in architectural design. This avoids the risks associated with under-protection and guards against the unnecessary cost of over-protection. We ensure that the design of security controls achieves an acceptable level of risk.
Hybrid Integration Services Architecture, Design, Advice and Guidance	CoreAzure provides BizTalk Server infrastructure, application architecture and design services. This includes virtual infrastructure architecture for on premises and cloud BizTalk Server deployments. Advice/guidance is provided for BizTalk Server, including enterprise application integration strategy, planning, product upgrades and Cloud migration.
Cloud Integration Services Architecture, Design, Advice and Guidance	CoreAzure provides cloud integration architecture and design services. This includes application architecture PaaS integration solutions using Logic Apps. Advice/guidance is provided for Logic Apps, including cloud application integration strategy, design planning and migration.

Our Architecture and Security services are always undertaken by accredited professionals including our Cloud Information Security practice lead. They are able to understand and appreciate public sector information security policies, standards and best practice guidelines, the nature and type of services being provided as well as being technically proficient and conversant with Microsoft Cloud products and services. They are formally trained and can confidently operate in the context of all Cloud delivery paradigms including Public, Private and Hybrid models.

Although our services are individually specific, they combine to help formulate formally architected Cloud solutions. CoreAzure always advocate an applications-driven approach to Cloud migration. Focusing on infrastructure alone tends not to be cost effective as latent capacity on the legacy estate need not be migrated. Our application architecture services consider and define the opportunities to re-architect applications in order to optimise the transition to Cloud. Establishing the right architecture is an obvious consideration for any Cloud migration, but, capitalising on the opportunities to re-engineer applications and business processes built upon genuine open standards are equally important. Lowering the cost of supply has, and always will be, a major driver for cloud but CoreAzure also maintains that the principal driver is creating the potential to exploit the shared infrastructure of the internet to achieve genuine digital transformation. An architected approach is key to unlocking these transformational capabilities.



CoreAzure advocates that architectural reference models must be routinely refreshed to reflect changing organisational requirements and advancements in underlying technology. We recommend the use of formal tools and that architectural design processes are incorporated into organisational and IT governance. A key feature of our architectural service is knowledge and skills transfer to ensure that client delivery teams fully participate and assume ownership of architectural design processes and that they feel fully empowered to update and administer the reference models that we help to establish.

Our architecture and security specialists are able to contrast and compare the benefits of different Cloud delivery models and, more importantly, how these compare and contrast with more traditional delivery techniques and information risk profiles including private cloud and co-location scenarios.

Consulting and Delivery Methodology

CoreAzure uses a standard consulting and delivery methodology to ensure that:

- Our solutions are always aligned to the requirements, and the unique challenges and opportunities faced by the organisations that we work with.
- Our understanding of requirements and unique organisational and IT characteristics are always tested.
- Prior to forming design recommendations, we always consider a full range of options including a formal consideration of costs and benefits to ensure that we future-proof solutions and maximise value-for-money.
- Prior to making any formal commitments to proceed, our recommendations and approaches are fully and formally socialised with stakeholders.
- Knowledge and skills transfer is always incorporated into everything we do.
- Implementation stages are shaped by architectural and design principles.



Discovery and Understand: Our approach is to work closely and collaboratively with our clients to develop a deep understanding of their IT and the challenges and opportunities they face, with a view to providing an understanding of how to optimise cloud migration designs and detailed project proposals. Our approach is always tailored to meet the specific requirements of our clients to ensure that we provide the answers clients are looking for in respect of their preferred cloud service designs.

Analyse and Assess: This stage collates and analyses information gathered from across the organisation and IT stakeholders in order to objectively assess different design and implementation options. We formally assess solutions and improvements within the context of agility, value, efficiency and risk.

Design: This phase brings together our experience and knowledge of best practice alongside the information and conclusions reached in previous stages. Formal design principles will be agreed and used to develop options, based upon discussions with the client team. At this point, the design will be a conceptual “blueprint” describing how the client can achieve their service vision. Early views and engagement with key stakeholders during this development process is an integral part of the approach – so that by the time the preferred option(s) are produced there is already a good understanding of what they are, and what they might mean for the organisation.

Justify and Evolve: Prior to build, test and deploy, this phase socialises the design with key stakeholders to ensure understanding and generate organisational buy-in to change. This is a key stage in the process of communicating findings and outcomes. However, as part of each previous phase we ensure that stakeholders are fully briefed and that findings and the formation of recommendations are routinely socialised. We operate on the principle that there will be ‘no surprises’ when we present the ‘justify and evolve’ outputs. These will typically aim to move the organisation through one or more transition states, on the change journey to full implementation.

Build, Test and Deploy: In this final phase, we execute the chosen design, following a carefully planned implementation programme to build, test and deploy the solution into live service.



Additional Information

Onboarding and Offboarding Process

Every assignment is different, but we have processes in place to bring our experts onboard quickly and effectively without disrupting your existing work programmes.

- **Properly understand the requirement**—so that we provide the right resources with directly relevant experience at an appropriate level of seniority.
- **Protect team availability**—ensuring our team have committed time for the assignment and will deliver the outputs in the desired timescales.
- **Work synergistically and innovatively**—based on our previous experience, we can often suggest alternative solutions or additional areas of scope which will deliver greater benefits (or cost-savings) over time.
- **Service scope**—ensuring that the scope of the service to be delivered is properly quantified. This means not only agreeing the logistics (e.g. deliverables, timescales, quality criteria, etc.), but understanding your constraints, sensitivities and key drivers to ensure the outputs we provide fully match your expectations.
- **Review/agree engagement.** After the initial discussions and planning, our clients have the opportunity to review and amend the proposed engagement. This includes reviewing the proposed technical and non-technical consultants and, if appropriate, meeting for an initial discussion in order to feel comfortable that the chemistry works.

We adopt a similar philosophy when off-boarding members of our team. The process is highly consultative to ensure that you are fully aware of the exit plans. Ultimately we want you to be satisfied all objectives have been met (including mentoring and transfer of knowledge to relevant stakeholders, where appropriate) before concluding the project.

Ordering and Invoicing

CoreAzure is an experienced framework contractor and orders through the G-Cloud framework will be treated in the same way as orders through our other many frameworks across Government. This will involve discussion of requirements and scope of work, agreement and completion of a Call Off contract, and submission of a Purchase Order. We will then set up a mutually acceptable start date and commence work.



Invoicing will typically be based on the submission of monthly timesheets and any expenses for the consultants providing the service, along with our invoice. Payment terms are 30 days.

Termination Terms

Since there is no licencing agreement for the services we are offering, there are no additional termination terms, which would be in accordance with the Framework Agreement and the Call Off contract.

Customer Responsibilities

For any given call-off requirement, we will identify any dependencies on the customer (e.g. access to key stakeholders, inputs to critical review processes, etc.) and agree these at the start of the work.



2. About CoreAzure

2.1 Introduction

CoreAzure is an established Microsoft UK Gold Partner providing leading edge technical consulting, design, build and support services to help Public Sector customers maximise their investment in Microsoft technologies.

We specialise in a full range of infrastructure disciplines and Microsoft Technologies including Azure, Microsoft's Cloud platform, and we pride ourselves on being experts in our chosen field. We ensure that our customers receive the highest levels of expertise in order to deliver solutions that accelerate business productivity.

We are part of the Methods Group, which comprises companies specialising in the following services:

- **Methods:** supporting customers in developing sustainable technical and organisational capability in digital platforms and solutions advice, architecture, service design, commissioning and procurement underpinned with change management
- **Methods Analytics:** provision of strategic and operational intelligence concerning the quality and safety of healthcare services

2.2 Our Services

CoreAzure provide a full range of Cloud and infrastructure services. We are organised into 5 expert practices, including;

- Architecture and Security
- Cloud deployment and Data Centre Migration
- DevOps services
- Hybrid Cloud services
- Consulting services
- Managed services
- Digital Transformation Services

As a leading Microsoft UK Gold Partner all of our staff are accredited Microsoft Certified Professionals, but in addition hold many other industry recognised accreditations from vendors such as Cisco, VMWare, Citrix, and Oracle.



Our customers see us as the “go-to experts” when it comes to technology, and time and again we prove to them that our knowledge, skills, scope of expertise and experience are second to none. On many occasions we have exploited our broad understanding of infrastructure technologies and modernization / consolidation techniques to undertake a range of successful infrastructure and service model assessments within medium-sized and large public sector organisations as a precursor to transitioning them to the Cloud. In this capacity, we work with a range of organisations across all areas of the public sector including:

- Staffordshire University
- Ofqual*
- National College for High Speed Rail*
- The Home Office
- The Food Standards Agency*
- The Construction Industry Training Board*
- The Parole Board*
- Midlands and Lancashire Commissioning Support Unit
- Nottinghamshire County Council
- Versus Arthritis*
- Plymouth University
- Sheffield Hallam University
- Kings College London
- The Foreign and Commonwealth Office
- Public Health England
- Office of Rail and Road
- National Heritage Lottery Fund*
- University of Bath
- Kingston University
- University of Bournemouth
- Cornwall County Council
- Walsall Council
- University of Nottingham
- Devon County Council
- The Pensions Regulator

***indicates clients where we provide a Managed Service**

These assessments have provided our clients with opportunities to improve the value of technology, achieve greater strategic alignment between capability and organisational objectives; reduce levels of operating and delivery risk and reduced both OpEx and CapEx costs of IT.

We pride ourselves on our integrity and professionalism and our expert people set out to please our customers in everything we do. We aim to be the partner that goes that extra mile and our highly collaborative approach helps to build the capability and where necessary the capacity within ‘in-house’ teams so that they are able to support and leverage the benefits of a Public Cloud infrastructure.



2.3 Why Work with Us

Increasingly CoreAzure is recognised by the organisations we support as industry specialists and leaders in our chosen fields, namely Azure and Office365. We achieved Microsoft Gold Partner status in the fastest time ever which reflects the high calibre of our people, the depth of our technical knowledge and understanding; and our passion for exploiting the benefits of Public Cloud infrastructures to assist Public Sector organisations. Organisations choose to work with us because:

- Of our experience of transitioning to the Microsoft Cloud Platform (Azure, Office365 and EMS);
- We are an accredited Gold Partner for Microsoft Cloud Platforms;
- Will draw on our partnership with Microsoft to ensure the latest knowledge and technical insights are integrated into our projects. We routinely work closely with lead architects within Microsoft to add greater depth and forethought to our infrastructure assessments and Cloud transition planning, particularly in the areas of licence modelling;
- Of our broad range of skill sets and services which combine to deliver successful full and Hybrid Cloud implementations e.g. products such as the Microsoft Operations Management Suite (OMS) and the Azure Stack provide important common infrastructure management environments to streamline Service Models. Azure, Office365 and EMS are highly inter-related products and it is vital that feasibility assessments are conducted by organisations that possesses this this rich and varied set of technical credentials;





2.4 ISO & Related Standards and Accreditations

CoreAzure's work is carried out in accordance with the applicable industry-standard quality standards, accreditations and governance processes which include:

- ISO9001-2008 Quality Management Standard
- ISO27001 Information Security Management Standard
- ISO14001 Environmental Management Standard
- Cyber Essentials

In addition, CoreAzure holds Investors In People (IIP) accreditation which is subject to annual audit and reaccreditation. All of our accreditations are built into an internal Quality Management System which defines the control systems and quality procedures used throughout the company to ensure that we provide an excellent quality service. It is managed by our Operations Manager and is regularly audited internally throughout the year and externally on an annual basis by ISOQAR.



Our internal governance processes provide robust controls on:

- Communication and reporting
- Work package definition, assignment and progress monitoring
- Stakeholder engagement and accountability
- Risk and issue management
- Change control
- Exception processes



The Methods Group of Companies

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