FORDWAY

Service Description
Microsoft Azure Assessment

Microsoft
Solutions Partner

Infrastructure
Azure

Who needs this?

As organisations and vendors embrace cloud services, the actual footprint increases, along with the intricacies and inter-system dependencies. What starts out as a simple migration from on-premise virtual machines, quickly turns into a complex multi-cloud and hybrid sprawl.

Cloud system administration is not the same as on-premise. To get the best out of cloud, staff will either need to be re-trained or allow third parties such as Fordway to manage their multi-cloud environments.

The additional necessity to ensure security, governance and compliance, whilst controlling costs, provide a real problem for traditional IT teams. The tools do exist, but to get the best out of their operation and management, needs the requisite experience and capabilities.

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Organisations end up basing their cloud usage on 'case by case, per application' basis as this is dictated by each vendor. No two vendors use cloud services in exactly the same way, leading to security and integration concerns. The actual enterprise adoption of multi-cloud services in 2021, was 93%, with the average use by a mid-size organisation of 2.6 public and 2.7 private clouds.

Fordway's Azure Assessment service will perform an end-to-end review of an organisation's entire IT environment, including multi-cloud, hybrid and on-premise. Checking on all the major components, including:

- Compute
- Storage
- Databases
- Security and Authentication
- Networking
- Monitoring
- Web Services Mobile Services

02 How can Fordway help?

Fordway's Azure Assessment service will review the current Azure environment, plus other cloud and hybrid elements. It will provide recommendations on how to unlock the full potential of what capabilities exist. Fordway will use their 30 years of experience in delivering tailored, optimised solutions to provide business centric IT recommendations,

IT personnel spend most of their time performing BAU tasks and rarely get the chance to look into new services. Additionally, they necessarily have a very narrow view of application usage, depending on the organisation they are working for. Fordway have worked with multiple business types and sectors, have a detailed understanding of the entire breadth of the Azure cloud and hybrid solutions. With our business and technical expertise, can ensure the latest technologies are unlocked.

As part of the service Fordway can also plan and create business cases for the use of certain features, yet to be implemented within the organisation. Using our strategy and business orientated consultants, working alongside technical resources, Fordway will provide detailed reports on the business benefits, both projected and realised at the end of any deployment/migration.

Fordway's Microsoft Azure Assessment service will deliver the capability your organisation needs to enhance your cloud commitment and realise the full value of the Azure, multi-cloud and hybrid solutions. This service is part of our Azure suite that can transform a business, by:

- Assess
- Migrate
- Optimise
- Operational Management

03

Service Overview

A typical scope for a mid-sized enterprise for 20 –100 Azure instances will include:

Data collection

- Initial workshop with Customer IT team to understand current Azure environment, application, server and storage configuration and dependencies. Estimate 2 – 4 hours required; any documentation of the environment Customer can provide will be extremely helpful.

- Following this Fordway will initially require read-only access via Azure AD into Customer's Azure tenancy/subscriptions to understand the current environment, see what is installed and how it is configured.

- If not already implemented in Customer Azure tenancy, Fordway will set up Azure Monitor to measure servers, storage and network performance, and Azure Sentinel to undertake a security analysis. Both these tools require an Azure Log Analytics account, which if not already in place will need to be set up.

- Please note Log Analytics, Monitor and Sentinel are chargeable services so there will be additional Azure costs for running these tools for the duration of the analysis – we normally recommend for 2 – 4 weeks.

- Once implemented, at the end of the analysis Customer can continue to use these tools if desired, subject to costs/budget). We estimate additional Azure costs will be £500 -1000 for the analysis period.

Analysis

- Once we have a minimum of 2 week's data in Log Analytics we will run the analytics using Fordway developed Kusto scripts and the standard capabilities of Monitor and Sentinel. These tools will provide:
- Performance, utilisation and sizing assessment of the current servers.
- Performance, utilisation and sizing assessment of the current storage accounts.
- Review of server and environment design resilience against desired SLAs with analysis of environment backup and recovery capabilities in place.
- Review of tenancy network configuration, Network Security Groups, network access controls and configured security.
- Review of environment security against Microsoft Secure Score plus detail of recommended remedial actions.
- Review of authentication and access controls configured in Azure AD.
- Analysis and recommendations for key Cloud Adoption Framework Governance principles:
- Cost analysis of current spend and Azure licensing options in place (PAYG or Reserved instances).

Documentation

- Report and presentation detailing findings, recommendations and rationale for the recommendations.
- Detail of any change proposals we recommend from the analysis, together with budgetary costs, timescales and dependencies to implement them.
- HLD for any changes we recommend need to be implemented .

04   Key Benefits

- **Increased Business Understanding** – the business will understand where improvements/ changes are required to assist with operation and security.

- **Take Advantage of the Latest Technologies** – use Fordway's experience of the new tools and applications available to improve business performance.

- **Independent** – Fordway will provide independent feedback on the benefits and limitations of the Azure solutions as well as enhance them

- **Experienced Personnel** – From business, project management and technical viewpoint, Fordway have multi-years of experience of real-world deployments and operational requirements

- **Comprehensive Azure Assessment** – Fordway will perform a detailed analysis against the current configuration, how to incorporate the new technologies and where real business benefits can be gained. Provide full set of options and recommendations

- **Collaboration** – Fordway's personnel will work alongside your IT staff and any third parties collaboratively, as each has skills necessary.

- **Detailed Knowledge of Management Tools** – Fordway have extensive knowledge of the Microsoft management tools, including Lighthouse, Monitor, Sentinel and Arc. These can be configured to deliver the necessary statistics and dashboard for each organisation and used as part of the assessment.

- **Understand Legacy** – Fordway know companies have legacy systems with potential integrations that cannot just be ignored

- **Clear Recommendations** – Fordway will produce a set of costed recommendations and options, on how to get the best out of the Azure cloud and any additions needed

05   Key Features of Fordway's Approach

Fordway's approach, is ultimately flexible but the generic steps taken for every engagement are:

- Create and sign off Project Initiation Document
- Discuss requirements with business and technical personnel
- Review existing Azure and multi/hybrid cloud environments
- Collate information from various tool sets (as required)
- Produce report with recommendations and options
- Deliver report to agreed personnel

The duration and complexity involved in each of the high-level steps listed above, is dependent on the nature of the engagement. If needed, full project controls and documentation will be supplied as part of the engagement (Project Manager, RAID, Exception, Highlight logs/reports).

06   About Fordway

Fordway offers over 30 years' experience advising and delivering strategic IT infrastructure and IT service delivery change to complex enterprises. We've been providing this service in all iterations of G-Cloud since the first iteration in 2012 and it has been enhanced with each iteration to support market needs.

Fordway's consultancy helps inform your strategy and review the options relevant for your organisation. Our advice will be aligned to your business requirements. We then assist with the ongoing operational management and optimisation of the resulting cloud service, based on best practice defined by the ITIL service management framework.

07   Service Terms

Service Initiation (on-boarding)

The service is a consulting engagement. The following procedure will be used to provide the service:

- Provide a combination of Project Manager, Account Manager, Relationship Manager, Lead Consultant and appropriate consultancy team, depending on the scope of the engagement
- Fordway will generally seek to provide a peering alignment with the customer.
- Agree and formalise Non-Disclosure Agreements
- Review the customer requirements and determine the contractual requirements
- Agree the scope of the engagement with the customer and provide a Project Initiation Document which will define the engagement.
- Schedule work
- Commence engagement
- Provide deliverables
- Complete engagement

All engagements are run to Fordway's PRINCE2 Agile processes.

Termination Dates

The service is a consulting engagement. Termination terms will be defined in line with G-Cloud contract terms and conditions.

Service Levels

As this service is a consultancy engagement there are no specific SLAs to be applied.

Service Constraints

There are no specific constraints to this service.

Financial Recompense

As this service is a consultancy engagement there are no specific recompense structures provided.

Service Connectivity

Required connectivity to access the Customer's Azure environment will be defined as part of the Project Initiation Document.

Trial of Service

Not applicable to this service.

Data Security

Any information processed by Fordway will be transitory in nature and Fordway will comply with the customer's data security procedures during the engagement and off-boarding.

Training

Fordway will provide skills transfer as part of the engagement where applicable.

Customer Responsibilities

Fordway will comply with data access restrictions and other information security policies as mandated by the customer and required within Fordway's own organisational security controls; these are defined as part of the project scoping. The customer is required to provide the necessary resources and information to allow Fordway to achieve the service deliverables agreed.

Change Management

As the engagement will be project managed, any changes in requirement will go through the process identified in the Project Initiation Document.

Technical Requirements

There may be a need to install and configure tools, agents and updates to support the service which will be defined within the Project Initiation Document if appropriate. All changes will be applied

08 Ordering

Fordway services can be ordered by contacting your Fordway account manager or other members of our team on **01483 528200**, emailing **sales@fordway.com** or using the contact form on www.fordway.com.

Public Sector customers can order Fordway Cloud services through the G-Cloud Framework, please go to **www.digitalmarketplace.service.gov.uk**, search on

Our Accreditations

ISO 9001
ISO 14001
ISO 27017
ISO 27018
ISO 20000
ISO 27001

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