Cloud Architecture Management Service Description

Why you need this?

Fordway's Cloud Architecture Management service delivers secure operational control of ever-expanding cloud complexity. As organisations and vendors embrace cloud services, their footprint increases, along with the intricacies and inter-system dependencies.

Fordway's service provides both a consolidated view of all elements of your cloud services, with proactive planning, review and impact assessments made for any planned changes.
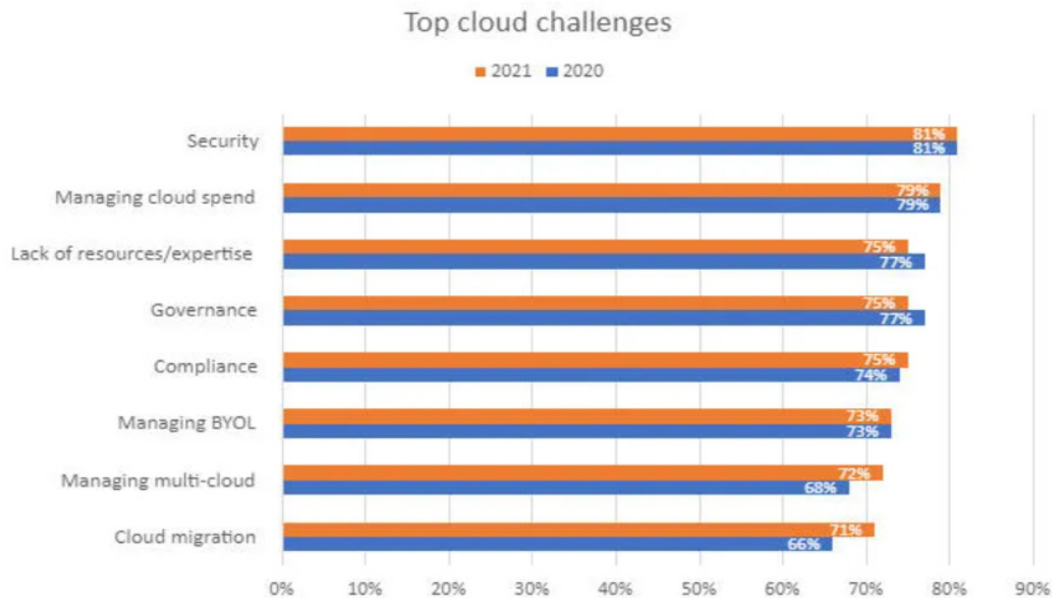We then help with the change process and implementation, providing consistency and management to the organisation.

Organisations are having to base their cloud usage on 'case by case, per application' basis as this is dictated by each vendor. Each cloud services has its own operating model, which are not always compatible with other providers, leading to security and integration concerns. The actual enterprise adoption of multi-cloud services in 2021, was 93%. With the average use by an organisation of 2.6 public and 2.7 private clouds.

Fordway's Cloud Architecture Management reduces the overhead of operating and managing cloud, multi-cloud and/or hybrid systems from your existing IT team, who may not be specialists in this area. As cloud system administration is different from on-premise, to get the best out of cloud, staff will either need to be re-trained or allow Fordway manage this.

The additional necessity to ensure security, governance and compliance, whilst controlling costs, provide a real problem for traditional IT teams. Fordway provide the knowledge and skills to provide comprehensive dashboards and reporting to meet even the most stringent of requirements and have been running these for over ten years. All using in-house personnel.

The graphic below shows the top cloud challenges:

Top cloud challenges

■ 2021 ■ 2020

Challenge	2021	2020
Security	81%	81%
Managing cloud spend	79%	79%
Lack of resources/expertise	75%	77%
Governance	75%	77%
Compliance	75%	74%
Managing BYOL	73%	73%
Managing multi-cloud	72%	68%
Cloud migration	71%	66%

Data: Flexera / Chart: ZDNet

What the service provides

Fordway's Cloud Architecture Management offers the following:

- ⊘ Vendor independent, customer specific advice and guidance on the appropriate cloud environment for the supported organisation

- ⊘ Scheduled architectural reviews and discussion of forthcoming and planned developments and changes with Fordway Cloud Architects, discussion frequency set according to customer requirements

- ⊘ Assistance with requirements definition, scope and impact of cloud change

- ⊘ Financial, risk and impact assessment provided for change and configuration management

- ⊘ Service covers cloud infrastructure, platforms, SaaS services, identity, security and cloud management and support

How it is provided

The service is consultancy based, customers contract for a set number of days per year which can either be taken as scheduled meetings or drawn down when required from the balance.

Key Benefits

- Comprehensive cloud architecture management – Fordway will operate and manage the environment producing real-time dashboards and reporting

- Improved security – included within the operation capabilities are specialised cloud security products. Delivering automated and adaptive responses

- Granular compliance and governance – Full search and audit processes, to ensure only the appropriate information is stored for the correct duration. Includes legal hold.

- Reduced issues – With complete visibility of the environment and proactive monitoring, there will be less issues

- Independent – Fordway do not have a one-size fits all solution to cloud management or a single vendor. Every situation is unique

- Experienced personnel – From business, project management and technical viewpoint, Fordway have multi-years of experience of real-world situations

- Varied toolset – Fordway have a lot of different tools that can be utilised to operate and integrate different cloud and on-premise solutions

- Collaboration – Fordway's personnel will work alongside your business, IT staff and any vendors/third parties collaboratively, as each has the understanding and skills necessary for optimal management and reporting.

- Cloud Skills – as a managed cloud provider and deliverer of privately hosted solutions, for many years, Fordway have a detailed understanding of operating and managing solutions across any portfolio.

As stated, it is not just about the applications with its own management console. It is about getting the global view for the entire estate so problems can be spotted and remediated across multiple clouds/applications at the same time.

Service Terms

Service Initiation (on-boarding)

The service onboarding is a professional services engagement. The following procedure will be used to commence the service:

- Understand the work requirements
- Sign Non-Disclosure Agreements
- Provide a combination of Project Manager, consultants and engineers relevant for the work profile
- 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

Suitable resources are likely to be required from the customer and potentially third-party organisations to initiate the service, working alongside Fordway staff. The actual roles and responsibilities will be finalised and agreed in the Project Initiation Document.

Service Levels

As the service is hosted and run from Microsoft Azure, the service levels will be defined by the underlying Microsoft SLAs for Azure, in line with the resilience configured in the environment

Service Management

Service Management is provided as part of the service. Customers will have an assigned Service Delivery Manager, access to Fordway's Customer Portal for service incidents and request management, plus monthly service reports and scheduled service reviews. All service is delivered to ISO20000 and aligned to the ITIL best practice framework.

Financial Recompense

Fordway offers service credits if the Fordway provided elements of the service do not consistently meet the SLA. Interruption or failure of underlying Azure infrastructure is covered by Microsoft's Service Credits.

Service Connectivity

The Service is Internet based, the customer will need suitable capacity and quality Internet connectivity to allow VPNs to be created to access the Azure resources.

Fordway's Azure Lighthouse/Azure Resource Manager tenancy management framework for the duration of the service.

Trial of Service

Not applicable to this service, although elements of the transition will be tested and can be implemented as a pilot. These requirements will be determined as part of the Project Initiation Document.

Data Security

Fordway is Cyber Essentials Plus accredited. Customer data is managed to ISO27001, 27017 and 27018 certified procedures. All data is stored, processed and managed in Azure. Where applicable Fordway will recommend, implement and operate suitable Azure Backup and Recovery procedures for the environment. Azure costs for these will be charged to the customer's Azure accounts.

Training

Fordway will provide skill transfer where applicable and documentation as part of the service onboarding. Formal training and courses can be provided if required.

Customer Responsibilities

Fordway will apply data access restrictions and other information security policies as mandated by the customer and required within Fordway's own organisational security controls. The customer is required to provide the necessary resources and information to allow Fordway to achieve the service deliverables as agreed within the Project Initiation Document.

Change Management

All changes will be delivered through the Change Management process defined and configured in Fordway's Customer Portal. The process and toolset can interface with the customers Change Management processes.

Data Migration

Where data migration is required, this can either be done as a chargeable element of the service onboarding by Fordway or undertaken by the customer as part of their responsibilities.

Backup and Restore

Where Fordway have the responsibility for maintaining and managing the customer backups, this will be included in the service. Where the customer chooses to manage their own backups, they will be accountable for this function.

Key Features

- Create and sign off Project Initiation Document
- Review existing environment(s), operation, management, licence and toolset information
- Vendor independent
- Design new management capabilities
- Agree on optimisations and align with vendors/third parties
- Assist with install and configure
- Define processes and policies
- Migrate from any existing tools
- Monitor and analyse new capabilities
- Create dashboards and reporting
- Manage and operate solution

About Fordway

Fordway offers over 30 years' experience advising and delivering strategic IT infrastructure and IT service delivery change to complex enterprises.

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 can then assist with the ongoing migrations, operational management and optimisation of the resulting cloud service, based on best practice defined by the ITIL service management framework.

Ordering

Fordway's 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**

Our Accreditations

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

HSCN HEALTH & SOCIAL CARE NETWORK COMPLIANT

CYBER ESSENTIALS PLUS

Microsoft Partner
Gold Cloud Productivity
Gold Cloud Platform
Gold Datacenter
Silver Security
Silver Small and Midmarket Cloud Solutions
Microsoft

PSN Public Services Network

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