FORDWAY
A zenzero COMPANY

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Service Description

AWS Tenancy Assessment

Microsoft Solutions Partner
Infrastructure
Azure

Who needs this?

If your organisation is currently using AWS IaaS and PaaS and do not believe you are getting the best return from your investment then you need this service from Fordway.

Fordway's AWS Tenancy Assessment service performs an end-to-end review of an organisation's AWS environment, optionally including multi-cloud, hybrid and on-premises elements as part of the scope.

The assessment reviews all the major components, including:

- Compute
- Storage
- Connectivity and internal tenancy networking
- Databases and other PaaS services
- Environment security
- Authentication and access controls
- Monitoring, alerting and reporting
- Web services access and controls

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02

What does it provide?

Fordway's AWS Assessment service reviews all or defined subsets of an organisations' current AWS environment to identify where cost savings and efficiency gains can be made from optimising environment. Examples of the elements we review are the following:

- Check for appropriate EC2 instance family selection and sizing for assigned instance workload
- Performance analysis of servers and storage to ensure that data is on appropriate storage tier
- Review VPC configuration and inter-VPC routing and security
- Understand access, authentication and management for operations staff and users
- Identify transaction based PaaS services, current charging tiers and validity
- Understand server and environment workload patterns to review automation, scaling and suspend/shutdown options

Most of our customers' IT staff spend the majority 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 AWS offerings 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.

03 Service Overview

A typical scope and process for an AWS Tenancy review for a mid-sized enterprise with 20 – 100 AWS instances and associated storage will include:

Data collection

- Initial workshop with Customer IT team to understand current AWS 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 AWS IAM into Customer's AWS tenancy/subscriptions to understand the current environment, see what is installed and how it is configured.
- If not already implemented in Customer AWS tenancy, Fordway will set up AWS Cloudwatch to measure servers, storage and network performance, and Amazon Guard Duty, Inspector and AWS Config reporting into AWS Security Hub to undertake a security analysis.
- Please note if the free tier for each is exceeded Cloudwatch and Guard Duty are chargeable services so there may be additional AWS 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 AWS costs will be £500 -1000 for the analysis period for the example size environment.

Analysis

Once we have a minimum of 2 week's data in we will run the analytics using Fordway developed scripts and the standard capabilities of Cloudwatch, Guard Duty and Security Hub. These tools will provide:

- Performance, utilisation and sizing assessment of the current EC2 servers.
- Performance, utilisation and sizing assessment of the current EFS, EBS, FSx, S3 and Glacier 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, VPCs, CloudFront, Route 53, VPN and network access controls and configured security.

03 Service Overview (continued)

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 emerging technologies – use Fordway's experience of the appropriate 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 staff – From business, project management and technical viewpoint, Fordway have 100s of man-years of experience of real-world deployments and operational requirements.

Collaborative approach – we work to help your organisation improve, Fordway's assigned staff will work alongside your IT staff and any third parties collaboratively, to use existing skills to ensure the best outcome.

Detailed knowledge of management tools – Fordway have extensive knowledge of the AWS management tools, including CloudWatch, Guard Duty and Security Hub. 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 core and key legacy systems with potential integrations that cannot just be ignored which need to be able to exist and be migrated to Cloud.

Clear Recommendations – Fordway will produce a set of costed recommendations and options, on how to get the best out of your AWS cloud investments and any changes needed.

05 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 Terms

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

Service Connectivity

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

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.

05 Service Terms (continued)

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 through change control with relevant communication and scheduling.

06 Ordering

Fordway's services can be ordered by contacting your Fordway account manager or other members of our team on 01483 528200, or please email **sales@fordway.com** or use 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 Fordway and browse the catalogue.

Our head office is located at:
Charterhouse Suite
Ground Floor
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Our Accreditations

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

HEALTH & SOCIAL CARE NETWORK COMPLIANT

CYBER ESSENTIALS PLUS

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Azure

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