SERVICE INTEGRATION - SERVICE DEFINITION

Provided in response to the Government Procurement Service G-Cloud Services IIII Procurement Vehicle Invitation to Tender

Reference RM1557/iii V4.0
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1 Introduction

Cloud can provide significant cost savings, enhance agility, eliminate technology bottlenecks, and enable rapid business innovation. Having worked with a range of public and private sector clients supporting the implementation of their Cloud objectives, Novosco can share its knowledge, expertise and experience to assist with the successful realisation of your Cloud ambitions. Novosco has been responsible for the successful delivery of numerous Cloud orientated programmes and projects within the public sector.

As public sector organisations move towards adopting Cloud computing strategies, a realisation becomes apparent that the market contains multiple vendors, multiple service level agreements and systems that, by default are not integrated with one another.

Novosco Service Integration services help organisations successfully implement their Cloud strategy on-time and on budget by effectively integrating these disparate elements to form a single coherent solution. Our Service Integration services have helped organisations:

- Deploy Cloud based solutions for their business;
- Add or remove services from the Cloud;
- Integrate multiple application technologies across multiple vendors; and
- Create User Interfaces and Single Sign-On services.

To be successful in delivering improved services to their customers, organisations will need professional and experienced Service Integration services to maintain a consistent data and application stack. Novosco uses professionally qualified and experienced Architects, Developers, Consultants and Project Managers to ensure effective integration and deployment of Cloud services.

This service is ideal if you have a specific Cloud deployment project that you wish to complete that involves multiple technologies and vendors. The resource can be utilised as a project where appropriate consultants will be assigned to achieve the desired outcome within the time and budget limits agreed with the customer.
2 Service Definition

2.1 Overview of the G-Cloud Service – Service Integration

Successful delivery of cloud projects are significantly enhanced by using experienced and expert Service Integration services.

Novosco’s Service Integration expertise has enabled our clients to:

- **Integrate Cloud and hosted applications** – business critical applications may be deployed across a number of platforms and use different types and standards in technology;
- **Infrastructure Consolidation and Aggregation** – your business may need to make the most of Cloud through consolidation and aggregation of key infrastructure although still require flexibility for additional capacity as and when the business dictates;
- **Migration to Cloud services** – to migrate legacy applications and data to SaaS Cloud based services, and back again if required; and
- **Aggregation of systems** – enable seamless access for individuals across a range of Cloud and hosted services.

2.1.1 The Novosco Approach to Service Integration

Novosco regularly delivers Systems Integration services as part of its normal Managed Services and systems deployments to our clients. From experience we have found that successful Service Integration depends on effective Due Diligence undertaken to gain a full understanding of the interfaces between the related services and supporting systems.

Our primary goal during Service Integration is always to ensure that the integrity of the operational environment is protected and that the correct components are integrated so that the confidentiality, integrity and availability of data are not compromised.
To this end, Novosco appoints a team of skilled personnel to manage the integration of client systems. This team will be responsible for developing:

- Transition and Integration Plans;
- Design Documentation;
- Technical Documentation;
- Testing Documentation; and
- Project Control Documentation.

**Service Introduction**

Novosco will perform comprehensive integration testing prior to introducing a new service into live operations. Using Test scripts agreed with the client, we test each of the necessary interfaces and integration points with the new solution and existing systems.

Novosco has a proven Service Introduction process, which we use to transition systems from implementation states to an operational steady-state. This requires the identification of dependencies on existing services, both internal and external, and managing them to ensure a seamless transition to operational readiness.

### 2.1.2 Summary

Our customers across public and private sector organisations, including Healthcare, Education, Policing, Criminal Justice, and Local Government, rely on Novosco for the smooth operation and timely development of their business critical systems. The Service Integration service is critical to this success.

Engaging Novosco Service Integration services brings the following benefits:

- Practical experience of managing the design, development, deployment and transition of complex integration projects;
- Minimising the disruption to the user community and improving the quality of application services; and
- Delivering within agreed timescales and to budget, to realise business efficiencies and improve services.
## 2.2 Our Specialist Cloud Services Experience

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Liverpool Women’s Hospital</th>
<th>Department Finance and Personnel (Northern Ireland Civil Service)</th>
<th>North Down Borough Council</th>
<th>Northern Ireland Ambulance Service</th>
<th>Belfast Health and Social Care Trust</th>
<th>Queens University Belfast</th>
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<tbody>
<tr>
<td>Design Authority</td>
<td>✓</td>
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<td>Project Specification and Selection</td>
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<tr>
<td>Transition Management (e.g. inter cloud service migration)</td>
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</table>
2.3 Lot 4 Service Integration - Example Use Cases

Many public sector bodies may need Service Integration services to:

- Manage legacy application integration with the Cloud – understanding which applications are ready to be migrated into the Cloud, the dependencies on other systems, 3rd party vendors and partner organisations;
- Manage the integration of Platform as a Service and Software as a Service applications into enterprise systems;
- Establishing and implementing the governance arrangements for the cloud transformation programme, which defines how it is set up, managed, and controls how stakeholders will be involved in and make informed decisions; and
- Infrastructure consolidation and aggregation when your business may need to make the most of Cloud through consolidation and aggregation of key infrastructure and burst out for additional capacity as and when required.
2.4 Novosco Accreditations

**Professional Accreditations**

- Novosco is registered with ISO9001
- Novosco is registered with ISO27001
- Novosco is registered with the Information Commissions Office under the Data Protection Act 1998 – DPA No. Z8322782
- Novosco is registered with www.sid4health.nhs.uk
- Novosco is registered with Investors in People

**Technical Accreditations**

- TOGAF Enterprise Architecture Framework
- PRINCE2 Project Management
- ITIL Service Management
- VMware Enterprise Solution Provider Partner
- Cisco Premier Certified Partner
- Citrix Platinum Solution Advisor Partner
- EMC Velocity Signature Partner
- Fortinet Gold Partner
- Microsoft Gold Certified Partner
- Riverbed Certified Partner

2.5 Information Assurance

N/A for Lot 4 Specialist Cloud Services – Service Integration.

However, the Service Integration service can be used to ensure that controls are included within the project to manage Information Assurance during the integration by all parties involved in delivering the service.
2.6 Details of the Level of Backup/Restore and Disaster Recovery That Will Be Provided

N/A for Lot 4 Specialist Cloud Services – Service Integration.

However, the Service Integration service can be used to ensure that any Backup/Restore solutions and Disaster Recovery solutions are integrated with the existing technology, applications and data. The Service Integration service may also include testing of this functionality within the implementation plan, and assurance of complete and accurate documentation of the configuration.

2.7 On-Boarding and Off-Boarding Process/Scope

N/A for Lot 4 Specialist Cloud Services – Service Integration.

However, the Service Integration service will be particularly concerned with the process of On-Boarding/Off-Boarding as this is critical to the successful establishment of integration between systems and services. The Service Integration process will look at activities such as:

- **On-Boarding Activities** - The scope of on-boarding activities will vary depending on client requirements and the type of service being transitioned. Example activities may include:
  - Ensuring data connectivity is established from the customer’s sites to the service provider sites, or third party sites;
  - Defining data migration requirements and identify the data transfer plan – for example, physical data transfer, logical transfer, replication, backup/restore, or export/import:
  - Identify user training requirements – such as how to access new systems, use new applications, or contact the Service Desk;
  - Defining a security policy;
  - Incident, support and escalation procedures;
  - Change Management procedures;
  - Service Levels agreed; and
  - Service Performance monitoring and reporting.

- **Off-Boarding Activities** – It is common that at the termination of an existing contract, that there is a seamless handover to a new supplier or indeed back to the customer in order to ensure service continuity. Novosco will provide support and assistance at the end of the contract term for customers leaving the service, which can include:
- Appointing an Exit Manager as the primary contact in relation to contract termination and transfer of operations activities;
- An exit plan will be developed to identify the required tasks and activities to be completed; and
- All data, licenses and other assets owned by the client will be returned.

2.8 Service Management Details

N/A for Lot 4 Specialist Cloud Services – Service Integration.

Where the project is of a sufficient scale, a dedicated project manager will be assigned. They will be the customer’s primary point of contact during the engagement. They will be responsible for assigning and allocating resource to ensure the project is delivered in line with agreed service levels.

However, Service Integration services can be used to transition the project from an implementation status to a support status, whereupon it will move to a steady state and service management controls will be applied.

2.9 Service Constraints

(E.g. maintenance windows, level of customisation permitted, schedule for deprecation of functionality/features etc.)

N/A for Lot 4 Specialist Cloud Services – Service Integration.

2.10 Service Levels

(E.g. performance, availability, support hours, severity definitions etc.)

N/A for Lot 4 Specialist Cloud Services – Service Integration.

These services are performed according to the service levels and quality standards set-out in Novosco’s ISO:9001 registered Quality Management System.
Our Service Integration service is flexible and hence service levels are bespoke to the needs of each client and project. We work with the customer to agree service levels, availability and outcomes at the initiation of a project.

Performance of our consultancy resource is measured through a customer feedback process. We encourage our customers to give us a formal review of our service, highlighting any strengths and weaknesses and areas for improvement so that we can continue to offer a high quality and competitive service.

2.11 Financial recompense model for not meeting service levels
N/A for Lot 4 Specialist Cloud Services – Service Integration.

2.12 Training
N/A for Lot 4 Specialist Cloud Services – Service Integration.

However, the Novosco Service Integration consultants will work collaboratively with the Client to ensure effective knowledge sharing during the term of the contract.

2.13 Ordering and invoicing process
The customer should liaise with their sales contact or Account Manager within Novosco to agree the amount of resource required to complete their project. Once this has been agreed the customer should send a signed order form (in the general form of Schedule 2 of the Framework Agreement) as the method of placing Orders under the G-Cloud Catalogue. Orders can be placed by sending the completed signed Order Form to Novosco at:

G-Cloud@novosco.com

2.14 Termination terms
The Client may cancel the service at any time prior to the end of Novosco’s engagement by giving not less than four (4) weeks written notice.
2.15 Data Restoration / Service Migration

N/A for Lot 4 Specialist Cloud Services – Service Integration.

However, the Service Integration service can be used to ensure that any Data Restoration and Service Migration solutions are integrated with the existing technology, applications and data. The Service Integration service may also include testing of this functionality within the implementation plan, and assurance of complete and accurate documentation of the configuration.

2.16 Consumer Responsibilities

1. The Customer has responsibility for providing office accommodation and facilities (including software tools where these relate directly to the service being procured by the Customer) without charge where work is required to be conducted at the Customer's premises.

2. It is the Customer's responsibility to provide Novosco with such access, information and staff cooperation as Novosco may reasonably require for the proper performance of any Services.

3. The Customer shall advise a Novosco consultant or subcontractor working at a Customer location of rules, procedures and information relating to matters such as health and safety and security that are relevant or necessary for working at that site.

4. The Customer shall perform its other responsibilities as identified in the Service Definition for the Specialist Cloud service.

2.17 Technical Requirements

(E.g. service dependencies and detailed technical interfaces, e.g. client side requirements, bandwidth/latency requirements, etc.)

N/A for Lot 4 Specialist Cloud Services – Service Integration.

However, as part of the Service Integration services, the Novosco Service Integration consultants will help identify and define these requirements on behalf of the client when engaging with external Service Providers.
2.18 Details of any trial service available.

N/A for Lot 4 Specialist Cloud Services – Service Integration.

Where appropriate, we can provide clients an opportunity to discuss their challenges or specific projects and we can provide guidance on how a particular issue can be addressed, or to better help you understand the options open to you.

In addition, for more complex client requirements, we frequently conduct a small scoping study to provide a baseline for any wider project or programme. This also enables us to demonstrate our expertise and ability to work effectively with the client and their key stakeholders.

2.19 Data Extraction/Removal

G-Cloud requires support services to transfer data/configuration between G-Cloud providers, management and support of applications (workloads) operating on G-Cloud services, multi supplier service integration services and cloud strategy and implementation services together with agile development activities in support of cloud deployment. However, it is not expected that Novosco will be required to store or process Customer data that will require Extraction or Removal in the delivery of Lot 4 – Service Integration Services. The Service Integration service will work on behalf of the Client to determine the appropriate processes and standards to apply to Data Extraction/Removal to meet the Client needs.

2.19.1 Data Standards

The Service Integration service provided by Novosco will seek to determine and recommend standards that should be applied to Customer data. Standards will be recommended that ensure the integrity of the data, and the portability of data between Cloud suppliers, 3rd party service providers and internal Customer systems.

2.19.2 Commitment to returning all consumer generated data

Novosco do not expect to store or process Consumer data as part of Lot 4 – Service Integration Services. Any data provided by the Consumer to Novosco will be returned upon request, or at the end of the contract period.

2.19.3 Formats / standards into which data will be extracted

Novosco do not expect to store or process Consumer data as part of Lot 4 – Service Integration Services.
2.19.4 **Price for extraction of consumer generated data**
Novosco do not expect to store or process Consumer data as part of Lot 4 – Service Integration Services.

2.19.5 **Confirmation that the Supplier will destroy Consumer generated data.**
Novosco do not expect to store or process Consumer data as part of Lot 4 – Service Integration Services. Any data provided by the Consumer to Novosco will be destroyed upon request, or at the end of the contract period. Novosco will follow data destruction techniques applicable to the IL level assigned to the data.

2.20 **Data Storage and Processing Locations**
Novosco do not expect to store or process Consumer data as part of Lot 4 – Service Integration Services. Lot 4 services will be delivered either directly on the Consumer sites or at Novosco UK based offices.

2.21 **Deployment Models**
For Lot 4 - Specialist Cloud Services, Novosco will be providing Service Integration Services. Novosco staff will be deployed based on the Consumer requirements using a skills matching approach.

2.22 **Service Models**
Lot 4 includes services to transfer data/configuration between G-Cloud providers, management and support of applications (workloads) operating on G-Cloud services, multi supplier service integration services and cloud strategy and implementation services together with agile development activities in support of cloud deployment. The Service Integration consultants will work on behalf of the client to determine the most appropriate Service Model that meets the Client business needs.
2.23 Burst v. Elastic Resources
N/A for Lot 4 Specialist Cloud Services – Service Integration.
However, Novosco can supply additional Service Integration consultant resources to a project if required by the Consumer.

2.24 Guaranteed and Non-Guaranteed Resources
N/A for Lot 4 Specialist Cloud Services – Service Integration.
However, Novosco can supply additional Service Integration consultant resources to a project if required by the Consumer.

2.25 Persistence of Storage
N/A for Lot 4 Specialist Cloud Services – Service Integration.

2.26 Service Provisioning
N/A for Lot 4 Specialist Cloud Services – Service Integration.
However, Novosco will seek to facilitate the rapid deployment of Service Integration consultant resources in response to Consumer requirements.

2.27 Utilisation Monitoring/Reporting
Novosco will monitor the utilisation of Service Integration resources assigned to a Consumer project and provide the required management information reporting.

2.28 Data Centre(s)
N/A for Lot 4 Specialist Cloud Services – Service Integration.
2.29 Network
N/A for Lot 4 Specialist Cloud Services – Service Integration.

2.30 Use By Other Suppliers
N/A for Lot 4 Specialist Cloud Services – Service Integration.
However, Novosco recognises the need to work with other suppliers in order to provide services to our clients. We currently work with a range of partner and third party organisations to deliver successful services to our clients.

2.31 Standard Configurations
N/A for Lot 4 Specialist Cloud Services – Service Integration.

2.32 Service Roadmaps
N/A for Lot 4 Specialist Cloud Services – Service Integration.

2.33 PaaS Types
N/A for Lot 4 Specialist Cloud Services – Service Integration.

2.34 Information Principles for the UK Public Sector
N/A for Lot 4 Specialist Cloud Services – Service Integration.
However the Novosco Service Integration Services can be used to identify and document the Information Principles that can be applied to the Client’s organisation.

2.35 Government ICT Strategy and Greening Government ICT Strategy
N/A for Lot 4 Specialist Cloud Services – Service Integration.
However the Novosco Service Integration Services can be used to identify and document the key principles that can be applied to the Client’s organisation in relation to the Government ICT Strategy and Greening Strategy.
Typical staff roles to deliver this service would include:

<table>
<thead>
<tr>
<th>High Level SFIA Job Family</th>
<th>SFIA Job Family</th>
<th>Relevant SFIA Levels</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strategy and Architecture</td>
<td>Solution Architecture</td>
<td>5-6</td>
</tr>
<tr>
<td>Solution Development and Implementation</td>
<td>Systems Development Management</td>
<td>5-7</td>
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<td>Solution Development and Implementation</td>
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<tr>
<td>Solution Development and Implementation</td>
<td>Requirements Definition and Management</td>
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<tr>
<td>Solution Development and Implementation</td>
<td>Systems Design</td>
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</tr>
<tr>
<td>Solution Development and Implementation</td>
<td>Programming / Software Development</td>
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<tr>
<td>Solution Development and Implementation</td>
<td>Testing</td>
<td>2-6</td>
</tr>
<tr>
<td>Solution Development and Implementation</td>
<td>Systems Integration</td>
<td>2-6</td>
</tr>
</tbody>
</table>

This service and Novosco’s other Specialist Cloud Services are ideal if you have a specific Cloud deployment projects that you wish to complete that involves multiple technologies and vendors. The resource can be utilised as a project where appropriate consultants will be assigned to achieve the desired outcome within the time and budget limits agreed with the customer.

Alternatively the customer can utilise these services on a rate card basis. The customer then pays for what they use and can use the consultancy resource as they wish. This is ideal for
routine maintenance, fault discovery and resolution, upgrades and consultancy advice around technology areas and future strategy.

Please contact us to discuss your requirements at G-Cloud@novosco.com

For the associated day rates for these and other roles, please see the Novosco SFIA Rate Card. Please also see our Service Terms for the commercial information in support of this service.
4 About Novosco

Novosco is a leading provider of Cloud technologies, Managed Service and Consulting. We specialise in helping organisations utilise the unique aspects of emerging technologies to solve business challenges in new and dynamic ways. We operate under managed service or strategic partnership contracts with our major clients.

Novosco has established partnerships with the very best hardware and software vendors in our areas of specialisation and we are committed to assisting our customers in the evaluation of all potential solutions, including the optimisation of current IT systems. Our main technical partners include:

This approach combined with our proven engagement methodology enables us to develop and deliver cost-effective solutions that are an asset to your business. We offer a unique consulting talent and technical support expertise to companies wanting to realise the benefits of their IT investment. This is verified by our customers:-

“Novosco engineers are on site on a daily basis as a professional ICT resource. Belfast Trust IT professionals and Novosco staff work together as a team to deliver systems that enhance patient care”-

Paul Duffy, Co-Director for ICT & Telecommunications, BHSCT

“Novosco has a firm grasp of our business processes and drivers combined with in-depth knowledge of current and future technologies, with the ability to advise us on the best operational and strategic paths for our IT infrastructure. This, combined with an honest and open approach makes Novosco a core part of our team.”

Jim Cunningham, Assistant Director of Information System, Queens University
History

We have been successfully trading since 1994. We recently enjoyed our twelfth successive year in the Deloitte FAST50, an award which recognizes successful revenue growth for technology companies. We were also awarded Cisco Datacenter Partner of the Year and EMC Partner of the Year in 2012. Both awards were based on the volume and calibre of work delivered.

For more information visit www.novosco.com