



# Service Description Cloud & User Connectivity Assessment

## Why do you need this?

The Fordway Cloud and User Connectivity Assessment service is specifically aimed at helping organisations transition from traditional fixed networks, normally with VPN access into central datacentres for remote users and centralised Internet breakout, to borderless, Internet based connectivity using a combination of Zero Trust Network Access (ZTNA), Secure Access Service Edge (SASE) and Software-Defined wide area networks (SD-WAN).

This is a fundamental change, and impacts both connectivity and security. The Zero Trust security model describes an approach to the design and connectivity to IT systems. The main concept behind the zero trust security model is “never trust, always verify,” which means that devices should not be trusted by default, even if they are connected to a permissioned network such as a corporate LAN and even if they were previously verified.

SASE combines SD-WAN with computer security functions, including cloud access security brokers (CASB), Secure Web Gateways (SWG), antivirus/malware inspection, virtual private networking (VPN), firewall as a service (FWaaS), and data loss prevention (DLP), all delivered by a single cloud service at the network edge.

Software-defined networking (SDN) technology is an approach to network management that enables dynamic, programmatically efficient network configuration in order to improve network performance and monitoring, making it more like cloud computing than traditional network management.



Infrastructure  
Azure

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## Key Benefits

- ✓ **Comprehensive Coverage of Components** - Fordway utilise a suite of tools to review all elements
  - ✓ **Understand the issues** - Having technical skills in all the areas of cloud, servers, networking and end user devices. Fordway can quickly and easily determine the cause and any remediation required
  - ✓ **Independent** - Fordway do not have a one-size fits all solution to user connectivity 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
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- ✓ **Collaboration** - Fordway's personnel will work alongside your IT staff and any third parties collaboratively, as each has skills necessary to resolve any issues
  - ✓ **Understand Legacy** - Fordway know companies have legacy systems with potential integrations that can not just be ignored
  - ✓ **Clear Recommendations** – Fordway will produce a set of costed recommendations on how to resolve any issues

## What the assessment delivers:

Fordway's Cloud and User Connectivity Assessment uses Fordway's Network Transformation Model, which helps organisations move from 'traditional' fixed link and MPLS networks to flexible, software defined networks using SD-WAN overlays, SASE technologies and Zero Trust network access controls such as Conditional Access, Role Based Access Control and Privileged Identity Management. The assessment covers the following elements:

- Discuss, define and agree the customer's ideal outcome for the new organisational Cloud connectivity service. These will be referenced against the following criteria:
  1. Functionality
  2. Capacity
  3. Security
  4. Implementation overhead, risk and cost
  5. Ongoing/operational cost
  6. Operational management overhead
  7. Customer staff capability
- Understand Customer's future working practices, staff accommodation and premises plans and align them with their IT strategy.
- Review and understand Customer's current network governance process(es), network device ownership and network management processes.

- Undertake high level review of Customer network staff capabilities.
- Review and understand Customer's security policies, procedures and enforcement for user logon and authentication, remote access and flexible working, end user device security and management.
- Be provided with access to Customer/Service Provider's current network monitoring, mapping and performance analysis tools to understand and map current network traffic volumes, traffic type, active connections and latency across network links plus measure the bandwidth requirements of current services. If suitable tools are not implemented or we are unable to gain access to them to undertake this analysis we can provide and implement suitable tools on a one-off licence for the analysis; this will be at additional cost.
- Analyse and discuss findings, options and recommendations for new Customer network with Customer to collectively agree most appropriate approach. Factor these findings into the Future Customer Network HLD, Customer Target Operating Model and outline migration plan.
- Create report detailing recommendations, HLD for Customer's next generation WAN and remote connectivity with budgetary costs and outline implementation plan for the migration from the current WAN and contract to the new service.



## Our Accreditations



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## 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

### 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 through change control with relevant communication and scheduling.

## Key Features

- ✓ Create and sign off Project Initiation Document
- ✓ Review existing information
- ✓ Agree on areas to be investigated
- ✓ Review systems and causation with in-house and third party IT
- ✓ Install and configure tools
- ✓ Monitor and analyse tool outputs
- ✓ Discuss findings and issues with in-house IT and third parties
- ✓ Produce draft recommendations
- ✓ Finalise and present recommendations to senior management

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).

## 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](mailto:sales@fordway.com) or using the contact form on [www.fordway.com](http://www.fordway.com)



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