



Service Description

Microsoft Azure IaaS Operations and Management



Infrastructure
Azure

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Why you need this?

Fordway's Azure IaaS Operations and Management service ensures that all operational requirements for the virtual machines, storage and networks are managed in a cohesive manner.

Dashboards and reports are used, to keep the organisation apprised of status, along with regular meetings to review and update the infrastructure. Fordway believe in pro-active maintenance, rather than waiting for a component to fail and then worrying about the consequences.

Fordway's Azure IaaS Operations and Management covers all the main components of Azure:

- **Virtual Machines**
- **Storage**
- **Networking**

Fordway also offer services for SQL Server, for these please see Fordway's Azure SQL Operations and Management service description. Fordway can support any size deployment, and have expertise in multiple server types and network devices (e.g. Firewalls, NSGs, VNets, VPN gateways). We also provide expertise in Azure Arc, which extends the Azure management capabilities to on-premise and servers hosted in other cloud providers, offering comprehensive coverage across cloud and hybrid environments. For all components the operational management includes the following services:

- **Support:** Break/fix of any components and associated applications
- **Backups:**
 - Configuration of backup policies and jobs
 - Creation and monitoring of metrics with success/failure alerts
 - 24 x 7 support for the backup service
- **Monitoring:** Management and alerting on 5 pre-defined conditions, relating to agreed thresholds (generally around):
 - Availability
 - Device performance
 - Errors/Alerts
- **Patching:**
 - Patched to an agreed patching schedule
 - Includes Microsoft and 3rd Party applications
- **Security:**
 - Monitor & combat anti-malware and other virtual machine threats
 - Review Secure Score

Note: The actual alerts to be monitored are dependent on the devices and will be agreed prior to service implementation and set up

02

Service Overview

02.1 Virtual Machine Operations and Management

This service includes the following services which can also be purchased individually:

1. Virtual Machine Support Service
2. Virtual Machine Backups (using Azure Backup Service)
3. Virtual Machine Monitoring Service (using Azure Monitor)
4. Virtual Machine Patching
5. Virtual Machine Security Service

Virtual Machine Support Service

- 24 x 7 support for qualifying events and incidents

Virtual Machine Backups (based on Azure Backup Service)

- We will configure the backups
- We will run and monitor the backups and configure success\failure alerts
- We will provide a break/fix service for backup failures

Virtual Machine Monitoring Service

- Alerts (5 predefined condition and action alert rules)
 - CPU thresholds
 - Memory thresholds
 - Disk thresholds
 - Up\Down
 - Another (customer defined)

Virtual Machine Patching Service

- We will patch the Virtual Machine operating system based on the agreed patching schedule
- 3rd Party and Microsoft applications are priced separately

Virtual Machine Security Service

- Monthly review of the Secure Score service
- Monitor Microsoft Antimalware for Azure Cloud Services and Virtual Machines
 - Microsoft Antimalware for Azure | Microsoft Docs

02.2 Storage Account Operations and Management

This service includes the following services which can also be purchased individually:

- Storage Account Support Service
- Storage Account Backups
- Storage Account Monitoring Service
- Storage Account Security Service

Storage Account Support Service

- 24 x 7 support for qualifying events and incidents

Storage Account Backups

- We will configure the backups
- We will run and monitor the backups and configure success\failure alerts
- We will provide a break/fix service for backup failures

Storage Account Monitoring Service

- Alerts (5 predefined condition and action alert rules)
 - Capacity thresholds
 - Disk I/O thresholds
 - Data replication
 - Up\Down
 - Another (customer defined)

Storage Account Security Service

- Monthly review of the Secure Score service
- Monitor Microsoft Antimalware for Azure Cloud Services and Virtual Machines
 - Microsoft Antimalware for Azure | Microsoft Docs

02.3 Network Security Group Operations & Management

This service includes the following services which can also be purchased individually:

- Network Support Service
- Network Monitoring Service
- Network Security Service
- Azure Firewall Service

Network Security Group Support Service

- 24 x 7 support service

Network Security Group Monitoring Service

- Alerts (5 predefined condition and action alert rules)
 - Connection availability
 - Disk I/O thresholds
 - Traffic Analysis
 - Up\Down
 - Another (customer defined)

Network Security Group Security Service

- Monthly review of the Secure Score service
- Response to security alerts

Firewall

- Includes monitoring, backups & break fix support for the Azure Firewall service

02.4 Azure Tenant Management

- Network Support Service
- Network Monitoring Service
- Network Security Service
- Azure Firewall Service

02.5 Azure Service Management

- Assigned Fordway Service Delivery Manager
- Monthly Service Review
- Service Charter
- Monthly Reports
- SPOC for the escalation of issues relating to service
- Service Improvement Plan

02.6 Azure Identity and Access Management

- 24 x 7 support service for the following:
- File Management Active Directory
 - User, Computer and Group Management
- Azure Files
- Azure Active Directory Domain Services
 - User, Computer and Group Management
- Certificate management
- Azure AD
 - User, Computer and Group Management
- ADFS
- Conditional Access
- Privileged Identity Management (PIM)
- just-in-time (JIT) access
- Multifactor Authentication
- Please note: This service does not include Azure Files management (part of Storage Account Management)

02.7 Azure SQL Database Operations and Management

This service includes the following services which can also be purchased individually:

- SQL Database Support Service
- SQL Database Backups (pricing based on ABS)
- SQL Database Standard Monitoring Service
- SQL Database Security Service

SQL Database Support Service

- 24 x 7 support service

SQL Database Backups (pricing based on built-in Azure capabilities)

- We will configure the backups
- We will monitor these metrics and configure success\failure alerts
- We will provide Break-fix service for backup failures

SQL Database Monitoring Service

- Alerts (5 predefined condition and action alert rules)
 - Performance
 - Transaction integrity
 - Customer defined
 - Capacity
 - We will monitor these metrics and configure these alerts

SQL Database Support Service

- Monthly review of the Secure Score service

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Key Benefits

- **Get the best out of Azure** – Ensure critical infrastructure remains operational with proactive management.
- **Independent** – we work on the customer's behalf, providing independent operation and management, insights and recommendations.
- **Experienced personnel** – From business, project management and technical viewpoint, Fordway have 30 years of experience of assisting organisations real-world deployments and operational requirements
- **Comprehensive assessment** – as part of service initiation Fordway will perform a detailed analysis against the current configuration and where real benefits can be gained
- **Collaboration** – Fordway's personnel will work alongside your IT staff and any third parties collaboratively, as each has skills necessary to achieve desired outcomes.
- **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.
- **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 on how to get the best out of each component and its operational management

04 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
- Review existing virtual machine environment
- Confirm cloud, licence and toolset information
- Agree on operational management requirements and SLA's
- Install and configure management agents/tools
- Migrate from any existing tools
- Monitor and analyse new capabilities
- Create dashboards and reporting
- Provide agreed reporting against SLA's

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).

05 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.

06 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

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

Termination Terms

Termination terms are per G-Cloud framework contract terms and conditions.

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. The customer's Azure tenancy will be managed through 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 run through the Change Management process defined and configured in Fordway’s Customer Portal, which can interface with the customers Change Management processes.

Data Migration

Where data to be accessed by the Azure IaaS Storage Accounts needs to be migrated into Azure 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 is part of the service. Where the customer chooses to do this themselves it is the customer’s responsibility.

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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 Fordway and browse the catalogue.

Our Accreditations

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



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