

**GCloud12**  
**ServiceDescriptions**  
**Managed AppServers**  
**for Cloud Solutions**

July 20

V1.0



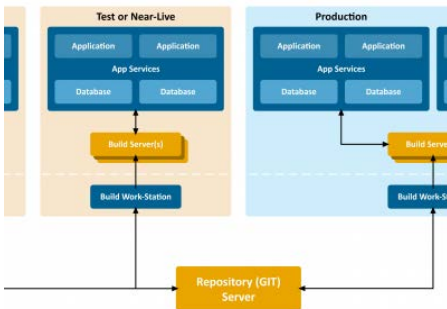
## Secure Application Server Service



Managed application hosting, providing delivery of an extensive range of native or 3rd party applications in a patched, secured, container service. Supporting a wide range of technologies under a fully configured DevOps environment, with integrated Monitoring, Event Management and Service Management Functions. Can be secured to elevated/secure for verticals.

### Features

- A fully configured, managed software hosting service, UK managed option.
- DevOps based Build service, to ensure simple, repeatable, secure deployments.
- Secured, audited, managed, and under configuration control to reduce threats.
- Flexible and Elastic to provide quality and performance
- Resilience and Highly Available configurations, to support service levels.
- Self administer via Web interface, or via a managed service.
- Perl, Python, PHP, Ruby service based on Linux platform.
- Works with UKCloud, AWS, Azure and private cloud architectures.
- Support packaged, Archive, or configured deployments of standard service.
- Service monitoring, Event Logging, Security auditing providing a fully managed service.



### Benefits

- Using DevOps to Ensure repeatability in deployment of your application.
- Enables the move of deployment through Development, Test and Production
- Supports Digital Service delivery process (Discovery, Alpha, Beta, Live).
- Suitable as a migration path, and IT estate rationalisation.
- Available for Web and Tier 1 services.
- Scaled to meet business needs, flexible and elastic
- Swift and simple roll-out of server changes to multiple servers.
- Simplifies and ensures solution consistency through automated Build, Test & Deploy
- Standardised Secure Server build, using DevOps to meet compliance needs
- Suitable for Public, Private and Shared Cloud environments.

### Service Description

The Secure Application Server Service is a fully managed virtual software solution to provide an environment for your applications to run in a managed, secured, audited, patched environment. During the on-boarding process, application components that are suitable are added to the Build service, and integrated into a controlled



environment to provide a simple and managed application delivery capability. The Service includes 2nd or 3rd line support of the service and integrates the service desk function into any third party resolver group (i.e. application related support tickets are managed/handed off to your nominated application provider/maintainer).

The service supports standard packages either in auto-configuration, scripted/tar balls, apt/yum Package formats, etc. This enables them to be easily integrated into the auto deployment services. Integration and auto deployment from GIT based services is also supported. Services based on Perl, PHP, Python, Ruby, Python Go are supported.

## Secure Linux, Apache, MySQL and Php (LAMP) Application Service

Managed Web Software service, delivering a LAMP (Linux, Apache, MariaDB, PHP) application Service. Supports wide range of web based applications in a patched, secured container service. Provides a range of security features to provide a resilient platform, plus managed, monitored and backup services. Can be secured to elevated/secure for verticals.



### Features

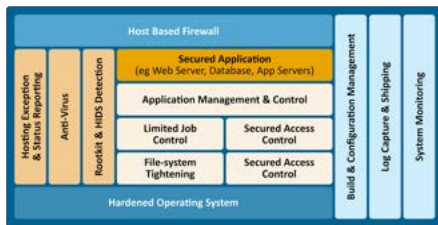
- A complete configured, managed LAMP based application service.
- Build Server/DevOps configuration, to ensure simple, repeatable, secure deployments.
- Provides additional Apache2 hardening including modsecurity, modevasive.
- Range of sizes and configurations to support Development, Test, production.
- Resilience and Highly Available configurations, to support service levels.
- Self administer via Web interface, or via a managed service.
- Debian/Ubuntu based platform for easy management, configuration and flexibility.
- Service includes regular patches, daily backups, support.
- Includes optional MariaDB databases support.
- Works with UKCloud, AWS, Azure and private cloud architectures.

### Benefits

- Ensures repeatability in deployment of your application.
- Easy to move infrastructure deployment through Development, Test and Production.
- Remove repeated manual steps from Infrastructure build, test and deployments.
- Enables easy to scale up and out of Cloud services.
- Secure Server platform, production ready for Public, Tier1 Services.
- Swift, simple roll-out of changes to multiple servers through DevOps.
- Available for Web, Tier1 services and Tier2 via private clouds.
- Suitable for Public, Private and Shared Cloud environments.
- Hardened Tested stable platform.
- Supports the full digital delivery process (Discovery, Alpha, Beta, Live).

### Service Description

The Secure LAMP (Linux, Apache, MySQL, Php) Application Server Service is a fully managed virtual software solution to provide a service for your applications, in a managed, secured, audited and patched environment. During the on-boarding process, your application will be added to the Build service, and integrated into a controlled environment to provide a simple, managed application delivery capability. The Service includes 2nd or 3rd line support integration of the service and integrates



the service desk function into any third party resolver groups (i.e. application related support tickets are managed/handed off to your nominated application provider/maintainer).

The service supports standard web package (html, php, perl) sites . Integration and auto deployment from GIT based services is also supported.

## Secure Java Application Server Service

Secure managed Java Software service, delivering a production application Service. Supports a wide range of java based applications in a patched, secured container(s). Wide range of security features to provide a resilient platform, Integrates to Monitoring, Alerting, and Service Management functions.



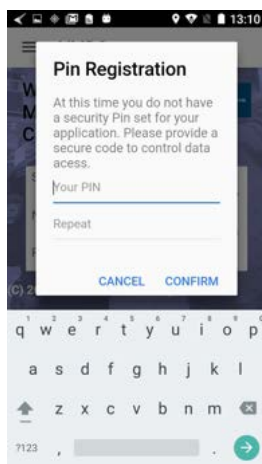
### Features

- Configured, managed production Java based application service.
- Build Server DevOps configuration, to ensure simple, repeatable, secure deployments.
- Secured, audited, managed, with configuration control simplifying management, integrated logging.
- Flexible sizes and configurations to meet capacity & demand
- Resilience, scaled and highly available configurations, to support service levels.
- Self administer via Web interface, or via a managed service.
- Debian/Ubuntu based platform for easy management, configuration and flexibility.
- Managed Development, Test and Production environments.
- Optional Tomcat or JBOSS. Oracle or OpenJDK Java.
- Works with UKCloud, AWS, Azure and private cloud architectures.

### Benefits

- Easy to move infrastructure deployment through Development, Test and Production
- Supports Agile Digital Service delivery process (Discovery, Alpha, Beta, Live).
- Suitable as a migration path, and IT estate rationalisation.
- Secure server platform, production ready for Public, Tier1 Services
- Can be deployed with supporting components (e.g. RDMBS, NOSQL)
- DevOps delivered for consistent, resilient, repeatable infrastructure that Self-Heals.
- Simplify your Service deployment with componentised Infrastructure build, test and deployments.
- Suitable for Public, Private and Shared Cloud environments.

## Service Description



The Secure Java Application Server Service is a fully managed virtual software solution to provide an environment for your Java applications to run in a managed, secured, audited, patched environment. During the on-boarding process, your application will be added to the Build service, and integrated into a controlled environment to provide a simple and managed application delivery capability. The Service includes 2nd or 3rd line support of the service and integrates the service desk function into any third party resolver group (i.e. application related support tickets are managed/handed off to your nominated application provider/maintainer).

The service supports Tar File, WAR based, or Debian PKG distributions. Java version can be chosen to suit, although it needs to be a supportable platform. Optional local Mysql or MariaDB Database Integration and auto deployment of your code from GIT based services is also supported.

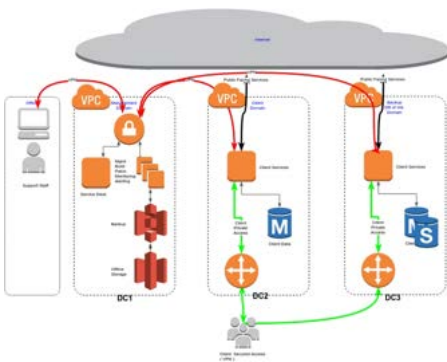


## Web Proxy Server as a Service

Secure managed Web Proxy service, delivering reverse proxy, Web Application Firewall capabilities and separation for web and micro services. Load balancing, resilience, and HA in n-tier architecture. Security enforcing through separating Application Hosts from direct user connections. Supporting Security features to give a resilient platform. Optional security enhancing configuration.

### Features

- A configured, managed Apache or Nginx based reverse proxy service.
- Build Server configuration, to ensure simple, repeatable, secure deployments.
- Provides additional security hardening including modsecurity, modevasive.
- Available in a range of sizes and configurations.
- Resilience and highly available configurations, to support service levels.
- Self administer via Web interface, or via a managed service.
- Debian/Ubuntu based platform for easy management, configuration and flexibility.
- Service includes regular patches, daily backups, support, monitoring and management.
- Web Application Firewall and DDOS capabilities.
- Works with UKCloud, AWS, Azure and private cloud architectures.



### Benefits

- Ensures repeatability in deployment of your application.
- Easy to move infrastructure deployment through Development, Test and Production.
- Remove repeated manual steps from Infrastructure build, test and deployments.
- Enables easy to scale up and out of Cloud services.
- Secure Server platform, production ready for Public, Tier1 Services.
- Swift and simple production support through DevOps/WebOps.
- Available for Web, Tier1 services and Tier2 via private clouds.
- Suitable for Public, Private and Shared Cloud environments.
- Hardened, extensively tested and stable platform.

### Service Description

The Secure Web Proxy Service is a fully managed virtual software solution to provide a service for your web solution, in a managed, secured, audited, patched environment. The reverse proxy service provides a DMZ solution to separate your applications from your front end, in a secure n-tier architecture. The Service includes 2nd or 3rd line support integration of the service and integrates the service desk function into any third party resolver groups (i.e. application related support tickets are

managed/handed off to your nominated application provider/maintainer).

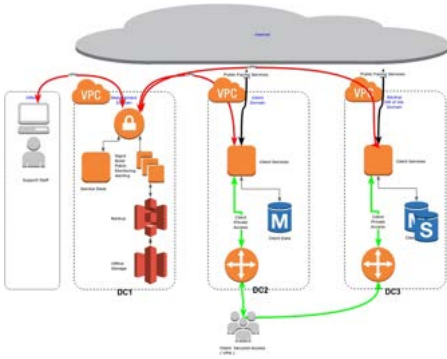
It can also support:

- Additional authentication or access control to individual pages, URLs and services.
- Caching and performance improvement.
- Load Balancing, Resilience and HA implementation, through a range of optimisation techniques.
- Filter and Transform Web Content.
- Supports HTTP, HTTPS and FTP.
- Port redirect from Web to AJP based services (like Tomcat etc.).

These services are suitable for Private, Community or Public Cloud hosting, on the Internet, and in Tier 1 or higher environments.

## Secure Nodejs Microservices Platform

Secure managed nodejs platform, delivering a production application service. Supports a wide range of node frameworks and microservice platforms, in a patched, secured container(s). Wide range of security features to provide a resilient platform, Integrates to Monitoring, Alerting, and Service Management functions.



### Features

- Configured, managed production nodejs based application service.
- Build Server DevOps configuration, integrates to you CDCI GitOps deployments
- Secured, audited, managed, and under configuration control to simplify management.
- Flexible sizes and configurations to meet capacity and demand.
- Resilience, scaled and Highly Available configurations, to support service levels.
- Self administer via Web interface, or via a managed service.
- Debian/Ubuntu based platform for easy management, configuration and flexibility.
- Optional managed Development, Test and Production environments.
- Node versions 6-14, Package deployment (npm or package.json).
- Works with Public, Private and Secure/elevated cloud platforms

### Benefits

- Secure self-healing compliant and secure production ready service.
- Can be deployed with range of supporting services (e.g. Redis).
- Elastic and Scalable to support demand.
- Reduce security and service testing with repeatable deployments.
- Optional support for CD/CI gitlab or docker capability.
- Supports Database connectivity to SQL NoSQL services.
- Optional messaging service (e.g. RabbitMQ) to provide full architecture.
- Deployable to Public, Private, Secure environments.
- Full log management, certificate and service management integration.

### Service Description

The Viewdeck Secure Nodejs Microservices Platform service, delivers a production application server that supports the full range of nodejs packages etc, in patched, secured container(s). It supports a wide range of nodejs microservice frameworks. The Service incorporates a wide range of security features to provide a resilient platform, Integrates to Monitoring, Alerting, and Service Management functions.

The Service contains a self-healing DevOps production ready service and can be deployed with a range of supporting services. It offers and elastic and scalable



configurations to support changes in demand.

Resilient and highly available, these services are suitable for Private, Community or Public Cloud hosting, on the Internet, and in Tier 1 or higher environments.

Viewdeck provides a secure managed application server, hosting a number of application server configurations delivered in a patched, secured container service. It supports a wide range of technologies under full configuration management control, with an integrated Support Desk function to resolver groups when required.

### Managed AppServers for Cloud Solutions

Control of application delivery and availability is essential for a business. Applications are of critical importance to a business and modern business cannot thrive without secure reliable applications. However the overhead of keeping a service secure and reliable is increasing with significant challenges resulting from keeping abreast of Cyber Security threats. The threat is growing with the sophisticated attacks becoming easier to undertake as the criminal underworld knowledge sharing perpetuates and tools become available on the Dark web. The Cyber Security Breaches Survey 2016, stated 65% of large UK firms detected a cyber security breach or attack in the past year. Cyber extortion and ransomware are widely expected to increase and the Internet of Things is also expected to increase the opportunity for the cyber criminal to gain access to a business's network.

Whilst there is much emphasis on the growing threat of cyber criminality and the increasing sophistication that is being used to undertake these attacks, it is also recognised that companies and organisations are often not keeping up with the known attacks. For instance a vulnerability identified in 2014 (Heartbleed) which was covered extensively in the media was still not addressed 2 years later in an estimated 200,000 websites. Addressing vulnerabilities is resource demanding. Often organisations do not have the organisational capabilities as their IT departments do have sufficient scale to address these.

Viewdeck provide a suite of services aimed at supporting businesses through this challenge in particular in the way they support critical applications. Viewdeck's secure server services allow an organisation time and space to focus on their business with the knowledge that their application servers are being securely supported and maintained in a reliable secure state. This brings the following benefits:

- **Reduced risk of service interruption due to cyber attack** - Viewdeck is dedicated to provide secure application server support and is focussed on ensuring services remain secure.
- **Problem and Incident resolution will be faster** - Viewdeck is dedicated to providing these services and will be focussed on resolving an issues experienced.
- **Proactive issue resolution** - Viewdeck resources are dedicated to ensuring

the services are operating at their optimum capability. Issues detected are addressed early often without the knowledge of the client.

- **Reduced impact on client staff** - utilising these services reduces workload on client staff for issues that can be stressful and resource intensive. The nature of security issues can often overload resource and by their nature incidents can be critical and cause working out of hours.
- **Lower costs** - utilising Viewdeck's services potentially is a lower cost solution than undertaking this service internally, also the service can be flexed to suit the needs of the business.

Related Service Specifications

| VSAS                           |  | Secure Application Server Service |                   |
|--------------------------------|--|-----------------------------------|-------------------|
| Summary                        | <b>Locked Down Application SaaS Server, supporting Shell, Perl, Python, PHP, Ruby, applications.</b>   |                                   |                   |
| Short Description              | Secure Application Server as a Service for hosting own applications.<br>Managed application hosting, providing delivery of an extensive range of native or 3rd party applications in a patched, secured, container service. Supporting a wide range of technologies under a fully configured DevOps environment, with integrated Monitoring, Event Management and Service Management Functions. Can be secured to elevated/secure for verticals. |                                   |                   |
| Key Component(s)               |  |                                   | Apache            |
| Minimum Period / Service Basis |  | 3 Months                          | Dedicated Service |
| Service Level(s)               | Brz 1st M-F9-5Slv 1st M-S9-5Gld 1st 24x7   |                                   |                   |
| Minimum Order / Initial Setup  |  | 1                                 | £2,685            |
| Range From/To Per Month        |  | £263                              | £263              |
| <b>Related Services</b>        |  |                                   |                   |
| VSLA                           | 26: Secure Web/LAMP Server as a Service.   |                                   |                   |
| VWPS                           | 28: Secure Web Reverse Proxy Server as a Service.  |                                   |                   |
| VSJA                           | 27: Secure Java Application Server as a Service.   |                                   |                   |

| VSLA                           |  | Secure LAMP Server Service |                   |
|--------------------------------|--|----------------------------|-------------------|
| Summary                        | <b>Secure Web, PHP, Database SaaS Server, PHP with MariaDB.</b>  |                            |                   |
| Short Description              | Secure Web/LAMP Server as a Service.<br>Managed Web Software service, delivering a LAMP (Linux, Apache, MariaDB, PhP) application Service. Supports wide range of web based applications in a patched, secured container service. Provides a range of security features to provide a resilient platform, plus managed, monitored and backup services. Can be secured to elevated/secure for verticals. |                            |                   |
| Key Component(s)               |  |                            | Apache            |
| Minimum Period / Service Basis |  | 3 Months                   | Dedicated Service |
| Service Level(s)               | Brz 1st M-F9-5Slv 1st M-S9-5Gld 1st 24x7   |                            |                   |
| Minimum Order / Initial Setup  |  | 1                          | £2,685            |
| Range From/To Per Month        |  | £263                       | £263              |
| <b>Related Services</b>        |  |                            |                   |
| VSJA                           | 27: Secure Java Application Server as a Service.   |                            |                   |
| VWPS                           | 28: Secure Web Reverse Proxy Server as a Service.  |                            |                   |
| VSAS                           | 25: Secure Application Server as a Service for hosting own applications.   |                            |                   |

| VSJA                           |  | Secure Java Application Server Service |                   |
|--------------------------------|--|--|-------------------|
| Summary                        | <b>Dedicated Locked Down Java Tomcat Server.</b>   |  |                   |
| Short                          | Secure Java Application Server as a Service.   |  |                   |
| Description                    | Secure managed Java Software service, delivering a production application Service. Supports a wide range of java based applications in a patched, secured container(s). Wide range of security features to provide a resilient platform, Integrates to Monitoring, Alerting, and Service Management functions. |  |                   |
| Key Component(s)               |  |  | Tomcat            |
| Minimum Period / Service Basis | 3 Months   |  | Dedicated Service |
| Service Level(s)               | Brz 1st M-F9-5Slv 1st M-S9-5Gld 1st 24x7   |  |                   |
| Minimum Order / Initial Setup  |  | 1                                      | £4,475            |
| Range From/To Per Month        |  | £486                                   | £486              |
| <b>Related Services</b>        |  |  |                   |
| VSAS                           | 25: Secure Application Server as a Service for hosting own applications.   |  |                   |
| VWPS                           | 28: Secure Web Reverse Proxy Server as a Service.  |  |                   |
| VNMP                           | 29: Secure Nodejs Micro-services Server Platform.  |  |                   |

| VWPS                           |  | Web Proxy Server as a Service |                   |
|--------------------------------|--|-------------------------------|-------------------|
| Summary                        | <b>Secure Apache2 or Nginx reverse Proxy SaaS Service.</b>   |                               |                   |
| Short                          | Secure Web Reverse Proxy Server as a Service.  |                               |                   |
| Description                    | Secure managed Web Proxy service, delivering reverse proxy, Web Application Firewall capabilities and separation for web and micro services Load balancing, resilience, and HA in n-tier architecture. Security enforcing through separating Application Hosts from direct user connections. Supporting Security features to give a resilient platform. Optional security enhancing configuration. |                               |                   |
| Key Component(s)               |  |                               | Apache            |
| Minimum Period / Service Basis | 3 Months   |                               | Dedicated Service |
| Service Level(s)               | Brz 1st M-F9-5Slv 1st M-S9-5Gld 1st 24x7   |                               |                   |
| Minimum Order / Initial Setup  |  | 1                             | £2,685            |
| Range From/To Per Month        |  | £254                          | £254              |
| <b>Related Services</b>        |  |                               |                   |
| VDOC                           | 40: DevOps Infrastructure Automation and Configuration.  |                               |                   |
| VSAS                           | 25: Secure Application Server as a Service for hosting own applications.   |                               |                   |
| VSLA                           | 26: Secure Web/LAMP Server as a Service.   |                               |                   |

| VNMP                           |  | Secure Nodejs Microservices Platform |                   |
|--------------------------------|--|--------------------------------------|-------------------|
| Summary                        | <b>Nodejs Micro-services Server, with optional npm, git and full stack services.</b>   |                                      |                   |
| Short                          | Secure Nodejs Micro-services Server Platform.  |                                      |                   |
| Description                    | Secure managed nodejs platform, delivering a production application service. Supports a wide range of node frameworks and microservice platforms, in a patched, secured container(s). Wide range of security features to provide a resilient platform, Integrates to Monitoring, Alerting, and Service Management functions. |                                      |                   |
| Key Component(s)               |  |                                      | NodeJs            |
| Minimum Period / Service Basis | 3 Months   |                                      | Dedicated Service |
| Service Level(s)               | Brz 1st M-F9-5Slv 1st M-S9-5Gld 1st 24x7   |                                      |                   |
| Minimum Order / Initial Setup  |  | 1                                    | £4,475            |
| Range From/To Per Month        |  | £263                                 | £263              |
| <b>Related Services</b>        |  |                                      |                   |
| VDOC                           | 40: DevOps Infrastructure Automation and Configuration.  |                                      |                   |
| VWPS                           | 28: Secure Web Reverse Proxy Server as a Service.  |                                      |                   |
| VSAS                           | 25: Secure Application Server as a Service for hosting own applications.   |                                      |                   |



## Terms and Conditions

1. In all products Support is calculated on the basis of a remote, off-site basis, and where necessary, a secure access service to the services is required at additional cost. For UKCloud Tier 1 Elevated services, the Secure Remote Access solution provides such a service.
2. Change Requests, Change Boards, and Change Management are not included and will be calculated at normal SFIA rates. As a service, patching and updates will be managed and coordinated by Viewdeck and, unless there is an impact to service, no notification will be provided. Regular, pre-approved change windows for minor outages will be agreed with the Client upfront.
3. Rates do not include ITHC activity. Most components have been checked previously, and where possible relevant information will be made available. Where possible, and as required, supporting an ITHC and the outcomes of the ITHC will be managed as a fixed price item (the cost will depend on the Client's accreditation requirements).
4. Regular Service Reviews are not included, but can be added as a fixed cost package. The cost will depend upon the level of integration required into the client's service architecture and federated service model. Standard 'out of the box' reporting from service management tools will be provided for 2nd and 1st line support packages only. 3rd line support functions are not included (assumed to be part of a 2nd line support function). Where tailored or alternative reporting is required, these will be provided as an additional item.
5. In accordance with our Security Policy, Patches will be applied when appropriate, and unless of High Priority (CESG or other body), at the discretion of Viewdeck. We aim to patch all systems within 30 days for Repository or packaged applications. Third party application software will only be upgraded if major failures or issues exist, impacting usability, or on annual renewals. Upgrades can be done at the client's request as a chargeable item.
6. 1st Line support assumes clients can self-serve via the Support Portal, and will always be directed towards email/online support functions.
7. 2nd Line support assumes interfacing and triage is handled by a separate (Client) Service desk, with Viewdeck acting as a Resolver Group. Email and Online Service portal will help manage and coordinate.
8. 3rd Line support assumes all end user management, and investigation is provided by the Client's ICT support function/organisation, and liaison is restricted to technical, authorised and available resources.
9. Additional Support tasks that are passed through to Viewdeck inappropriately will be charged at the normal SFIA Rates.
10. Viewdeck takes no responsibility for the functionality or the performance of

these applications, open source solutions or their components. Where possible, software functionality will be baselined and agreed at commissioning. Downstream operational issues will be fixed, and best endeavours used to maintain service, but responsibility for third party software does not lie with Viewdeck. Liability is limited to the Value of the Termination of the Contract.

## Viewdeck Support



The Viewdeck Support and Service Desk function provides a range of options to meet a clients specific requirements, based upon service and business need. Support channels include telephone, web, Slack (Chat) and email to users of the service. The service provides an ITIL aligned help desk, with standard reporting, incident management and problem management processes using an application tool-set, with SLA management and customer reporting.

Viewdeck support helpdesk is available, during UK working hours, to log support calls for any incidents. Standard support hours can be extended by agreement. Each customer call is logged in our remote management system which provides a unique call reference number enabling issue tracking and enabling ease of exchange of information during incident resolution process.

Our fully trained team work directly with our clients to manage and resolve support queries using telephone, chat, remote access and, if necessary, on-site visits.

Our Standard Support function provides monthly service level reports, remote problem management support and monthly client reporting to provide integration into the client’s service architecture and federated service models.

Our Service Desk can offer 1st, 2nd and 3rd line support depending upon client needs.

### Service Offerings

Viewdeck provides the following service offerings:

| Support Level | Hours   | Description  |
|---------------|---|--|
| <b>Bronze</b> | 9am -5pm<br>Weekdays<br>(UK Working Days,<br>Excludes Bank<br>Holidays) | Support aligned to UK working day. Telephone and email support as standard. Monthly reporting is provided.   |
| <b>Silver</b> | 9am – 5pm, 7<br>days a week<br>(Excludes Bank<br>Holidays)              | Support aligned to UK working day including weekends. Telephone and email support as standard. Monthly reporting is provided with quarterly service reviews. |

|             |                           |  |
|-------------|---------------------------|--|
| <b>Gold</b> | 24 hours, 7 days per week | Support function and Service Desk are aligned to global working. Chat also included via Slack as standard. Monthly reporting is provided with quarterly service reviews, plus a named service manager. |
|-------------|---------------------------|--|

The Viewdeck Service Desk can provide the following support options to suit the customers and business needs:

| Support Option  | Description   |
|---|---|
| <b>Managed Support Option</b><br>1 <sup>st</sup> , 2 <sup>nd</sup> and 3 <sup>rd</sup> line support     | Customer end/business users directly interface to Viewdek 1 <sup>st</sup> line Service Desk provided.<br><br>Viewdeck also provide: <ul style="list-style-type: none"> <li>• 2<sup>nd</sup> line service support providing configuration level remediation</li> <li>• 3<sup>rd</sup> line technical change and technical support to clients technical resolver groups</li> </ul>  |
| <b>Configuration &amp; Technical Support Option</b><br>2 <sup>nd</sup> and 3 <sup>rd</sup> line support | Customer Business users are managed by their own Support Desk function. Configuration and Technical issues are escalated to the Viewdeck Service Desk by the Client Service Desk.<br><br>Viewdeck only provides: <ul style="list-style-type: none"> <li>• 2<sup>nd</sup> line service support providing configuration level remediation</li> <li>• 3<sup>rd</sup> line technical change and technical support to clients technical resolver groups</li> </ul> |
| <b>Technical Support Option</b><br>3 <sup>rd</sup> line support only                                    | Customer Business users are managed by their own Support Desk function. Configuration level issues are resolved by client resolver teams. Technical issues are escalated to the Viewdeck Service Desk by the Client Service Desk.<br><br><ul style="list-style-type: none"> <li>• Viewdeck only provides 3<sup>rd</sup> line technical change and technical support to clients technical resolver groups</li> </ul>   |

## Incident Management

Viewdeck classifies incidents raised at its service desk using the following P1 - P5 Priority Code. Incidents raised with the Service Desk will be triaged and responded to

within 30 Minutes and then actioned accordingly in priority order.

- P1 Total loss of service to all users.
- P2 Some loss of critical service for some or all users.
- P3 Limited loss of service, or work around possible limiting loss experienced.
- P4 Tasks are made more difficult, but are not impossible to complete.
- P5 Interferes with non-operational use.

### Urgency of response

| Priority code | Urgency of response   | Target response (within core hours)  | Target resolution (within core hours) (M-F x 9-5) |
|---------------|---|--|---|
| P1            | Immediate, sustained effort using all necessary and available resources until service is restored.                    | Immediate response, action within 30 Mins (Enterprise 24x7) , 1 hour (Outside Support Hours).                                      | 4 hours   |
| P2            | Immediate response to assess the situation, staff may be interrupted and taken away from low or medium priority jobs. | Immediate response (within contracted Service Hours), action within 2 hours.   | 1 working day                                     |
| P3            | Response using standard procedures and operating within the normal frameworks.  | Email notification of call being logged (within contracted Service Hours) 1 hour. Response by email or phone within 1 working day. | 2 working days                                    |
| P4            | Response using standard procedures and operating within the normal frameworks as time allows.                         | Email notification of call being logged (within contracted Service Hours) 1 hour. Response by email or phone within 1 working day. | 5 working days                                    |
| P5            | Response using standard procedures and operating within the normal frameworks as time allows                          | Email notification of call being logged (within contracted Service Hours) 1 hour. Response by email or phone within 1 working day. | 10 working days                                   |

Our Service Level Objective aims to resolve 90% of incidents within the target resolution time.


All P1 and P2 events are allocated an Incident Manager to oversee and manage incidents through to resolution. Client help desks or Resolver Groups will be informed and updated as the incident resolution evolves. The Incident Manager will act as a SPOC for the client, providing regular reporting and will coordinate activity between various resolver groups as necessary to ensure successful resolution.

## About Us

### Why is Viewdeck Different?

- **Value** - As a specialist SME, we can bring big company/ex Big 4 consultancy experience with niche specialist value.
- **Insight** - Having delivered across the Public Sector, Client Side and Supplier Side, our senior team bring more than just delivery capability, they bring insight and a network of relationships.
- **Experience** - Wide range of technical delivery support to MOD, SIA, Cabinet Office, NCA, Home Office, DVLA, Department of Education
- **Win** - Our team have delivered £100m's of savings to HMG in the past few years by re-negotiating ICT contracts.
- **Diligence** - Our team worked regularly in secure government agencies. Our people, processes and capabilities support secure quality and assurable deliveries. ISO 27001 certified.
- **Energy** - Uplift your programme with new skills, new experiences and new insight.
- **Collaboration** - Proven client support, skills transfer. Delivery through client/Viewdeck joint collaborative working.
- **Knowledge** - Specialist in Architecture, Cloud Solutions, HMG Transformation, and Leaders in HMG ICT programmes.

### Offering Value for Money

|   | Approach  | Outcome  |
|---|---|--|
|   | <ul style="list-style-type: none"> <li>● Expert skills and resources, Real world experience, from inside and outside</li> <li>● Strong domain knowledge</li> <li>● Buddy/duplication of services/ capabilities</li> <li>● Where possible, use existing staff, skills transfer, Embed, upskill, collaboration</li> <li>● Iterative/Agile, rapid reaction to changes</li> <li>● Re-use where applicable</li> <li>● Strong Comms, Lasting legacy, easy to adopt, artifacts that exist beyond the project (More than Shelfware)</li> <li>● New Ways of working</li> </ul> | <ul style="list-style-type: none"> <li>● Efficient coherent delivery, with less time reworking or 'learning on the job'</li> <li>● Swift subject understanding for minimal learning time and erroneous assumptions</li> <li>● Risk reduction of delays through single points of knowledge and absence</li> <li>● Minimise spend on Consultants, ensure timely efficient handovers to client teams.</li> <li>● Speedy product creation, less time pursuing wrong directions</li> <li>● Less time re-inventing capabilities, best value for money in delivery</li> <li>● Investments reused create more downstream value for the client</li> </ul> |
| <p><i>Our team have provided skills and advice to a wide range of public and private sector clients. Here is a small selection of them.</i></p> |   | <ul style="list-style-type: none"> <li>● Enthused and interested workforce, more able to rapidly accommodate change and hence increased efficiency</li> </ul>  |

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