journey to cloud

SCS

Atos

Your business technologists. Powering progress

Atos Business-enabling Application Management SCS

In the context of Atos consulting, solutions and IT services portfolio, Atos' Right-Fit Application Management approach is a transformational approach to Application Management. It is not only the everyday 'lights on' support and maintenance of the customer's business systems, it is about progressively generating additional value in transformational stages based on the investment already made in the application and business process landscape.

Atos Business-enabling Application Management is offered as a value add component built upon an established Atos Application Management Foundation Service, where we already have an understanding of a customer's business needs and application landscape.

This is not a one-size-fits-all approach. We will apply our Right-Fit Strategy Model to structure a transformational journey that is tailored to the customer's unique goals and challenges. We work with our customers changing environments to support them as their business needs change, supporting them help grow their business and increase revenue whilst looking to help standardise processes across their markets, thereby reducing overall cost of support and maintenance.

Our partnership is designed to specifically improve the customer's position from the following perspectives:

► **Enhance IT performance and economics**

Reducing unit costs in all areas and optimising IT service operations to benchmark levels

► **Optimise IT management processes**

Enabling strong and sustainable transformation through strategic application rationalisation, integration, improved process control and performance, and ultimately what we refer to as 'Liquid IT'

► **Increase productivity**

Delivering a cost-effective approach that uses IT as a strategic enabler, to drive cost reductions and enhance operational efficiencies in dedicated transformational stages

► **Boost innovation**

Realise the full operational potential and cost-savings of strategic cloud computing

► **Drive availability and process improvement**

Implementing an end-to-end approach to managing all applications and infrastructure across process chains

We strive for ever-improving service quality, measuring our performance with SLAs and KPIs that inform our delivery model and a set of methods, processes and tools – to make sure we maximise customer satisfaction.

Benefits

Atos Business-enabling Application Management

Atos' Standardisation and Rationalisation services will help provide the customer with the following benefits:

► Reduced Total Cost of Ownership (TCO) – reducing the number of instances of the same or similar applications in the landscape, thus reducing the associated support and maintenance overhead; decommissioning applications that have reached 'end of life', replacing them with lower-cost alternatives for data retention purposes (where necessary); driving down CapEx and OpEx spend on building and maintaining complex custom (or bespoke) applications versus standard enterprise software solutions or cloud-sourced pay per use applications; shifting from physical to virtualised underlying infrastructure

► Reduced risk – eliminating end-of-life applications from the landscape, thus reducing reliance on the customer's 'local heroes' – specialist resources who have expertise that can be hard to recruit from the market – and third-party vendor 'lock in'; refreshing legacy technologies (application, platform, database, infrastructure), while taking the opportunity to re-architect or re-engineer the application itself with more 'future proofed' approaches

► Increased organisational performance – breaking down technological and organisational silos by implementing common integration platforms that enable better cooperation inside the customer's organisation and with associated suppliers, partners and customers; standardising around common enterprise software solutions with harmonised processes across organisational units.

Atos's Cloud Transformation and Ecosystem Management services will help provide the customer with the following benefits:

► A long-term partner incentivised to provide the right cloud advice and guidance, assuring business continuity for traditional applications while helping evolve the application landscape towards cloud at a pace that's right

► Flexible private, public and hybrid cloud solutions that enable the customer to balance the drive towards standardisation – in pursuit of IT cost reductions in the region 25% – with the need to meet regulatory and security compliance requirements, such as Data Protection and Information Security

► A technology-agnostic systems integrator, prepared to identify the cloud services and solutions right for the customer, supported by the breadth and depth of cloud experience of Canopy and Atos joint venture partners, EMC2 and VMware

► Increased flexibility in application sourcing and continually optimised process performance through the adaptation of traditional applications to 'cloud-ready' solutions, enabling processes to be executed, monitored and managed across applications deployed in both 'on premise' and 'on demand' models

► Enterprise-strength Service Level Agreements (SLAs) – not just covering traditional applications hosted in the data centre, but also for those deployed into Atos Canopy cloud platform

► A single partner, taking full end-to-end responsibility for the application ecosystem, ensuring service expectations are met and the entire application ecosystem is robustly governed and controlled

Atos' Business Process Chain Management will help provide the following benefits:

- ► Less disruption to business continuity with 'The Bridge' Monitoring Support Centre, operating up to 24x7, dedicated to incident, problem, change, configuration, and lifecycle management across entire process chains

- ► Reduced risk – eliminating 'end of life' applications from the landscape, thus reducing reliance on the customer's specialist resources or specialist third-party's

- ► Increased organisational performance – breaking down technological and organisational silos by implementing common integration platforms that enable better cooperation inside the customer's organisation and with associated suppliers, partners and customers; standardising around common enterprise software solutions with harmonised processes across organisational units

- ► Fewer incidents, with a typical reduction of up to 30% (see figure below)

- ► Less handover administration between different IT service partners, with Atos coordinating the entire process chain, including applications and infrastructure sourced from third-parties and in the cloud

- ► Up to 30% fewer personnel required to deliver service, thanks to economies-of-scale applied along the process chain, releasing the customer's resource to re-focus on enhancing value

- ► Reduced induction time for new joiners into the Application Management service operations team, by up to 15%

- ► Transparent process performance monitoring across all process chain components, no matter which IT service partner supports them

- ► Monitoring is aligned with process performance expectations, such as agreed Business KPIs (BKPIs), rather than purely IT SLAs;

- ► Service delivery is de-risked by removing the reliance on 'local heroes' and translating tacit knowledge into specific, explicit knowledge assets that are captured and managed in Atos knowledge management systems

- ► Mind-set change across the organisation from application-driven to process-driven service levels.

Service Summary

What is it?

Atos Business-enabling Applications Management is built upon an established Atos Application Management Foundation Service, where we already have an understanding of a customer's business needs and application Eco-System.

Ultimately, Atos focus is on enabling the transformation of the customer's organisation by optimising the IT landscape with Business-enabling Application Management.

Business-enabling Application Management provides:

- ► Standardisation and rationalisation services to modernise the customer's application landscape; for example:

  - • Encapsulating legacy application code and deploying a process orchestration platform to integrate and automate end-to-end business processes

  - • Replacing heritage applications with enterprise software solutions, often vertical-specific packages (deployed on premise or sourced on-demand in the cloud), and

retirement of the legacy application, including moving the application into an 'end of life' support state

► Cloud transformation and ecosystem management services to evolutionarily migrate the customer's 'classic' applications into the cloud and provide seamless governance and control around the end-to-end non-cloud and cloud ecosystem; for example:

- Cloud consulting services – tactical advisory

- Cloud transformation services – evolutionary migration

- Ecosystem management services – end-to-end responsibility and process transparency

► Business process chain management services, which take a business-oriented view of Application Management:

- Managing end-to-end business process flows

- Measured by Business KPIs

- Underpinned by outcome-based commercial models.

Business-enabling Application Management is delivered from either a Local Delivery Centre with the option, where appropriate, for off-shore delivery from Atos Global Delivery Centres transformation factories

Who Can Benefit

Business-enabling Application Management will provide benefits to different aspects of the customer's operations from a business and an IT perspective.

Whilst cost savings are made through rationalisation and stream lining the applications landscape, this benefits those responsible for the application landscape, by having a clear view of the business applications required, being monitored and measured with agreed SLA's and KPI's. In turn this ensures business users have robust and reliable applications specific to their needs.

Right-Fit Application Management will provide benefits to different aspects of the customer's operations from a business and an IT perspective:

Organisational Level	Stakeholder Types	Typical Benefits
Strategic	CIO, IT Director, CFO, Finance Director, Head of Applications	- Reducing the total cost of applications landscape ownership - Driving down Capex and Opex spend for applications - Use of enterprise or cloud based solution to reduce physical underlying infrastructure costs
Tactical	Business Process Owners, Application Owners	- Eliminating end-of-life applications - Use of common enterprise integration and software platforms to standardise processes across organisational units - Refreshing legacy technologies that rely upon specialist resources and move

		to open platforms that are easier to support
Operational	Key Users, End Users	- Provide "less confusing" reduced number of applications to achieve the same business tasks.
		- Simplified and robust end user support offerings
		- Removal of legacy applications with simpler to use, "up to date" applications

Atos Business-enabling Application Management delivers benefits through all levels of your organisation.

Atos

journey to cloud
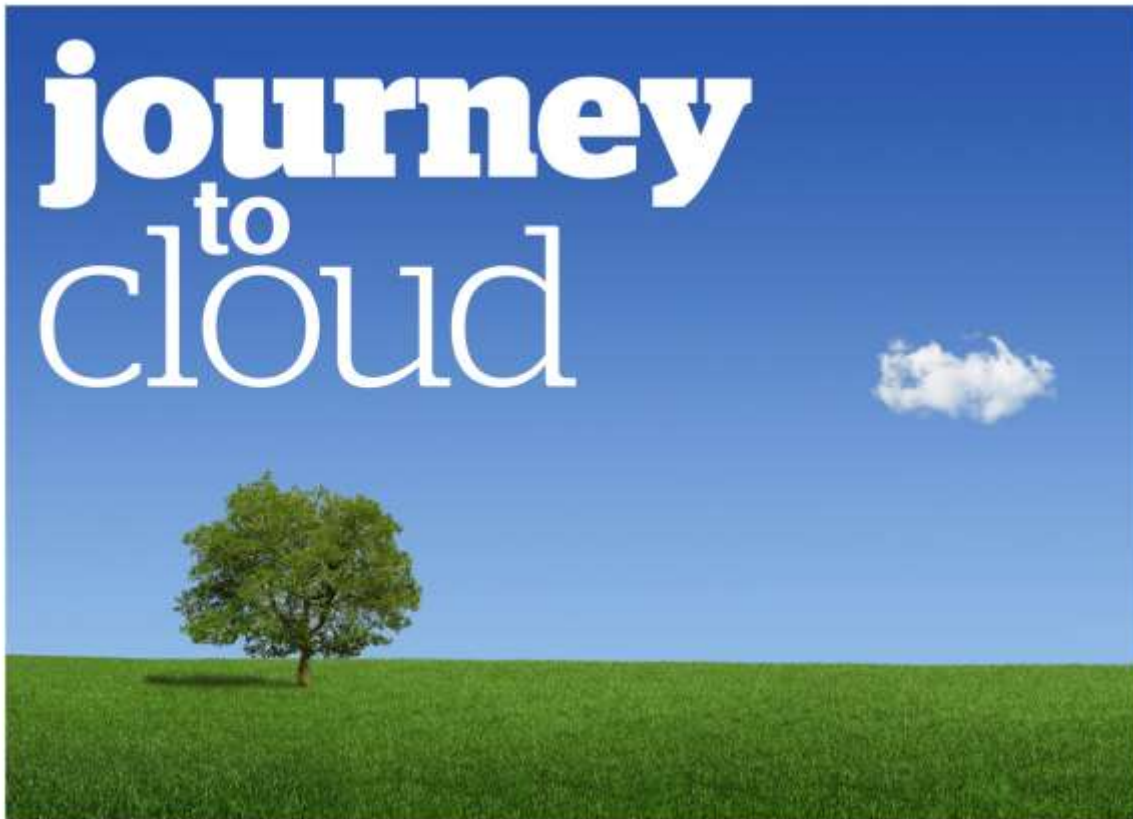
About Atos

Atos is trusted by Government to provide many cloud and digital services on its behalf to citizens. We deliver critical IT, Cloud and Consultancy services of all sizes across the whole spectrum of the Public sector from patient referrals, secure online environment for Identity Management and Mobile working in Local Government.

Atos is providing services through all four lots of the G-Cloud framework, offering flexible and innovate pricing structures to suit all needs.

Our focus is to unite people, technology and business to accelerate your journey to Cloud.

www.uk.atos.net/g-cloud

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1. Introduction

Atos partnership is designed to specifically improve the customer's position from the following perspectives:

- ► **Enhance IT performance and economics:** reducing unit costs in all areas and optimising IT service operations to benchmark levels

- ► **Optimise IT management processes:** enabling strong and sustainable transformation through strategic application rationalisation, integration, improved process control and performance, and ultimately what Atos refer to as 'Liquid IT'

- ► **Increase productivity:** delivering a cost-effective approach that uses IT as a strategic enabler, to drive cost reductions and enhance operational efficiencies in dedicated transformational stages

- ► **Boost innovation:** realise the full operational potential and cost-savings of strategic cloud computing

- ► **Drive availability and process improvement:** implementing an end-to-end approach to managing all applications and infrastructure across process chains.

Atos strive for ever-improving service quality, measuring Atos performance with SLAs and KPIs that inform Atos delivery model and a set of methods, processes and tools – to make sure Atos maximise customer satisfaction.

1.1   Atos Right-Fit Application Management approach

The Right-Fit Application Management service will meet key organisational challenges on two over-arching levels: Foundation Application Management and Business-enabling Application Management.

The focus here is to thoroughly address key drivers for success in terms of operational cost, quality, business continuity, flexibility, and ultimately organisational performance and agility.

Foundation Application Management

First, Atos leading Foundation Application Management services provide the core application support and maintenance functions. These include Support and Defect Resolution; Administration, Maintenance and Monitoring; Change and Enhancement Services; Upgrade Services; and Testing and Acceptance Management.

Foundation Application Management services are described outside the scope of this Service Definition.

Business-enabling Application Management

Ultimately, Atos focus is on enabling the transformation of the customer's organisation by optimising the IT landscape with Business-enabling Application Management. To do this, Atos will apply Atos Right-Fit Transformation Model to structure the right transformational journey to respond to the customer's unique organisational goals and challenges.

This Service Definition describes Atos Business-enabling Application Management services.

Key business benefits

Right-Fit Application Management will provide benefits to different aspects of the customer's operations from a business and an IT perspective:
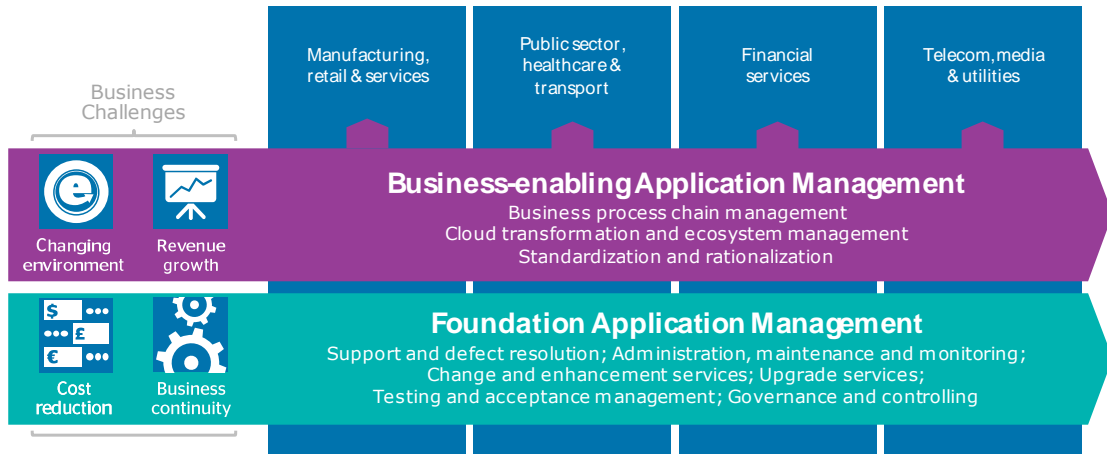
► **Changing environment**

- Dedicated platforms that enable new operating models and back-office optimisation

- Leading-edge skills and resourcing scale to support the customer's ecosystem and help realign the customer's services to address changing customer demands

- Transferring day-to-day operations to Atos helps you re-focus on delivering change

- As your trusted partner, we help you thrive in a changing environment

- We bring the leading-edge skills and resourcing scale needed to support your application ecosystem

- We operate the platforms that enable new business models and optimize your 'back office

- As the official worldwide IT partner for the Olympics, we know how to deliver flawless performance against stretching targets

► **Revenue growth**

- Automation and management of revenue-generating platforms

- Significantly increased organisational productivity and agility through an optimised application ecosystem

- Innovative capabilities to maximise revenue potential across service delivery

- Outcome-oriented commercial models aligning IT spend with organisational success

- You focus on growing revenue, while we take care of your business-enabling application ecosystem

- We operate the platforms that automate and enable your revenue-generating activities

- We help you maximize your revenue potential by targeting investment in change according to Business KPI performance

- Our solutions and services enable you to significantly increase business productivity

- Our business outcome-based commercial models align your IT spend to your business success

1.2 Business-enabling Application Management

Atos' Business-enabling Application Management, part of Atos Right-Fit Application Management portfolio, provides a wide range of Application Management services with the main goals of enabling greater IT and organisational agility in the face of a changing environment, and directly contributing to the success of the customer's organisation.

Atos' Right-Fit Application Management offering structure

In particular, Business-enabling Application Management services are primarily designed to address the following challenges.

Changing environment

► Clients are seeking to deliver change, re-focusing the workforce on their core mission

► They seek innovative and industry-specific solutions that give them a competitive edge in their market and/or enable them to meet the demands of regulatory compliance

► But the relative inflexibility of "legacy" applications and technologies can stand in their way

► Mergers and acquisitions in markets undergoing deregulation and consolidation are key drivers of change, which in turn drives IT standardisation and rationalisation

► Clients expect agility and responsiveness from their IT partners who must enable change through transformational outsourcing, not stand in its way

► To respond to continual change in their organisational environment, clients are demanding more flexibility from the IT service providers, exploring options like multi-sourcing, utility-based pricing, cloud/SaaS delivery.

Revenue growth

► Clients see outsourcing as a way to divest themselves of non-core functions, like IT, enabling them to sharpen their focus on revenue growth

► Growth requires resources to be released from the "back office", enabling smart investment in application and process landscape modernisation and integration, e.g. channel shift to online, mobile, social media

► Clients want the ability to flex their IT spend with operating volumes, aligning IT spend to overall performance

► As a result, clients are seeking providers willing to work in partnership on a risk-/gain-sharing basis, with "skin in the game".

1.3   Service summary

Business-enabling Application Management provides:

► **Standardisation and rationalisation services** to modernise the customer's application landscape; for example:

- Encapsulating legacy application code and deploying a process orchestration platform to integrate and automate end-to-end business processes

- Replacing heritage applications with enterprise software solutions, often vertical-specific packages (deployed on premise or sourced on-demand in the cloud), and retirement of the legacy application, including moving the application into an 'end of life' support state

► **Cloud transformation and ecosystem management services** to evolutionarily migrate the customer's 'classic' applications into the cloud and provide seamless governance and control around the end-to-end non-cloud and cloud ecosystem; for example:

- Cloud consulting services – tactical advisory

- Cloud transformation services – evolutionary migration

- Ecosystem management services – end-to-end responsibility and process transparency

► **Business process chain management services**, which take a business-oriented view of Application Management:

- Managing end-to-end business process flows

- Measured by Business KPIs

- Underpinned by outcome-based commercial models.

Business-enabling Application Management is delivered from either a Local Delivery Centre with the option, where appropriate, for off-shore delivery from Atos Global Delivery Centres transformation factories.

1.4   How this product can be used

Business-enabling Application Management is offered where Atos provides Foundation Application Management services.

Business-enabling Application Management services are technology-agnostic. Atos retains, manages, develops, or will ramp-up, as necessary, the competencies and resourcing required by Atos clients for comprehensive technology coverage.

In particular, Atos has key technology specialisms in:

► **Java solutions:** Hibernate, J2EE, JavaServer Faces, JSP, Servlets, Struts Framework

► **Mainframe and AS400 platforms:** CICS, COBOL, JCL, DB2, RPG, DB400, Adabas/Natural

► **Microsoft solutions:** .NET, ASP, ASP.NET, SharePoint, SQL Server, Visual Basic, Visual C#

- ► **Oracle solutions:** Application Express (APEX), Business Intelligence, E-Business Suite, E-Commerce, Forms, Fusion Middleware, Hyperion, PeopleSoft, PL/SQL, Reports, Siebel CRM, TOAD for Oracle, and bespoke Oracle applications & databases

- ► **SAP solutions**: ABAP, Business Intelligence (BI), Business Warehouse (BW), Business Objects, Customer Relationship Management (CRM), Enterprise Resource Planning (ERP), Human Capital Management (HCM), Product Lifecycle Management (PLM), Portal, Retail, Supplier Relationship Management (SRM), Supply Chain Management (SCM) , Workflow

- ► **Integration solutions:** IBM WebSphere, Microsoft BizTalk, Oracle WebLogic, SAP XI/PI, TIBCO, webMethods

Other technology competencies include Assembler, C++, Cognos, ColdFusion, content management services, COTS products, Crystal Reports, DB2, embedded software, EMC Documentum, HTML, Informix, Ingres, integrated PLM-ERP-MES environments, legacy systems, MicroStrategy, MySQL, open source platforms, OpenText ECM Suite, PHP, Progress, SAS, Siemens PLM Software, SQL*Plus, Wily, XML and others.

2. Service overview

2.1 Service descriptions

The following service descriptions – Standardisation and rationalisation; Cloud transformation and ecosystem management; Business process chain management – define the scope of Business-enabling Application Management.

2.1.1 Standardisation and rationalisation

The primary focus of Atos' Standardisation and Rationalisation service offering, part of Atos Business-enabling Application Management portfolio is application modernisation. Here, Atos key goal is to modernise the customer's heritage application landscape to increase IT agility and organisational performance.

The market defines application modernisation as 'efforts to replace, simplify, or rationalise existing application systems through the use of more modern technologies.'

As budget and decision-making power moves away from 'the IT team' to 'the business' – as part of the move towards IT consumerisation, on-demand computing, and enterprise application stores – so the focus of application modernisation shifts from 'old technology to new technology' towards '[old] technology to new functionality and business capability'.

With the accelerating trend towards sourcing applications in Software-as-a-Service (SaaS) models from the cloud, or from an organisations' own enterprise application store on a pay per use model, the threshold to migrating to a new application is greatly reduced.

Therefore, Atos favour two modernisation approaches:

► Encapsulating legacy application code and deploying a process orchestration platform to integrate and automate end-to-end business processes

► Replacing heritage applications with enterprise software solutions, often vertical-specific packages (deployed on premise or sourced on-demand in the cloud), and retirement of the legacy application, including moving the application into an 'end of life' support state.

In some cases, the customer may require a 'three-in-one' approach:

► Implementing required functionality and organisational capability in a new enterprise software solution (whether classic or cloud-sourced)

► Transforming the legacy application to the modernised environment

► Maintaining the heritage application – or simply its data – for historical reporting or regulatory compliance purposes.

But whatever the scenario, what is clear to Atos as business technologists, is that there must be a 'burning issue' to drive the customer's application modernisation program.

Without a profound driver and a powerful owner, such a transformation program will not fly. For us, modernisation is all about change, not technology.

Aims and objectives

The aims and objectives of these Standardisation and Rationalisation services are to:

► Modernise the application landscape, enabling new functionality and organisational capabilities, ensuring that the customer has:

- A clear vision of the target architecture to enable alignment of the technology to the ultimate strategic goal, the customer's objectives

- A well-structured modernisation roadmap, following a well-defined strategic model, considering both business and technology perspectives to inform decision-making

- An evolutionary execution plan that periodically rechecks and refreshes the customer's modernisation strategy, to make sure it is plotting the optimum course to meet the organisation's priorities and needs

- A continual improvement process embedded in day-to-day Application Management service delivery, not a 'big bang' one-time transformation.

Delivery approach

For delivery of rationalisation and modernisation services, Atos method is structured in four stages executed in an iterative cycle:

1. **Portfolio Analysis** – leveraging the insight into the customer's application landscape that Atos derive from being an Application Management service partner; Atos evaluate the application estate from business and IT perspectives using Atos Right-Fit Strategy Model.

    Using Atos strategy model, Atos will segment the application landscape into four quadrants, enabling us to identify candidate applications for transformation and the appropriate transformation type:

    ► *Innovate* – the focus for applications in this quadrant will be on modernising applications to enterprise software solutions, sourced in either 'classic' or cloud models; migrating applications to Enterprise Application Stores, deployed in SaaS pay per use models; decomposing and componentising monolithic applications into web services with functionality exposed via Web APIs; integrating and re-combining services through a process orchestration platform

    ► *Stabilise* – the focus for applications in this quadrant will be on deploying business process-oriented monitoring and management of the application landscape, leveraging Atos Business Process Chain Management service; integrating applications, end-to-end, through a process orchestration platform

    ► *Optimise* – the focus for applications in this quadrant will be on consolidating the applications to a set of 'cornerstone' applications, identifying and eliminating redundancy and overlap of functionality based on an analysis of the opportunity to improve the application and the fit of the application to the business and IT strategies

    ► *Sustain* – the focus for applications in this quadrant will be on managing the application in a steady-state mode, supporting and maintaining them through Atos Foundation Application Management services; transitioning applications into 'end of life' mode, ramping down service tiers, planning for retirement, and eventual decommissioning.

Typically, Atos will further segment the application landscape by various criteria such as organisational function/process, organisational unit, technology, etc. in order to cluster related applications, engage with the customer's organisation on a cross-silo basis, and evaluate transformation options holistically.

2. **Roadmap Design** – steered by the outcomes of the portfolio analysis stage, in the roadmap design stage Atos will:

   ► Evaluate 'to be' target scenarios for each application:

   - Consolidating multiple instances of the same application into a single global instance, or a reduced number of regional instances

   - Decommissioning applications, phasing them out of the landscape if they are nearing 'end of life' or putting them in an end-of-life model

   - Integrating applications via a common integration platform – such as an Enterprise Service Bus (ESB) – to eliminate point-to-point interfaces both within the customer's organisation and with associated suppliers, partners and customers

   - Reducing overlap between applications with similar or shared functionality

   - Replacing custom (or bespoke) applications with functionality from standard enterprise software solutions, such as those from Microsoft, Oracle and SAP

   - Technology refresh of databases, platforms, operating systems; sometimes combined with technical re-architecting and/or functional re-engineering of the application itself

   - Virtualisation of applications, servers and storage, often leveraging cloud sourcing models.

   ► Select the most promising 'to be' target scenario for each application

   ► Estimate the cost and benefits of the transformation

   ► Prioritise the transformation candidates based on the business/IT strategies and associated cost-benefit analyses to establish a 'wave-based' transformation roadmap

   ► Describe the 'to be' target scenario for 'Wave 1' transformation candidates

3. **Roadmap Execution** – based on the prioritised roadmap, Atos will execute the transformation of the candidate applications in an evolutionary manner, planning 'Wave 1' candidates in detail:

   ► Technical specification

   ► Effort estimation

   ► Project plan and schedule

   ► Deployment plan

   ► End-user communications and training

   The roadmap will be executed by Atos AM Application Modernisation Factory, composed of Functional, Technical and Testing Teams.

This core AM Application Modernisation Factory will be augmented by specialised systems integration resources from Atos's SAP and Solutions practices, as well as from Atos partners – Atos Consulting & Technology Services, Canopy Consulting, EMC[2] and VMware, depending on the scale, complexity and type of the engagement.

As 'Wave 1' transformation progresses towards completion, Atos move into the Discovery stage.

4. **Discovery** – during this stage, Atos will seek to re-check and refresh the rationalisation and modernisation strategy to ensure it remains aligned with changing needs.

In the discovery phase, Atos will:

► Refresh Atos understanding of the customer's needs by engaging key business and IT stakeholders using techniques, including:

- Innovation Drivers and Expectations Analysis (IDEA) mind-map to uncover strategic business/IT goals and challenges

- CAFÉ Maturity Model to surface business and IT pain points

► Review the application inventory, through sources such as the Configuration Management Database (CMDB) Atos deploy in delivery of Foundation Application Management services, to verify the scope of the customer's rationalisation and modernisation strategy

► Evaluate the operational performance of the customer's managed applications to identify potential 'hot spots'; for instance, by evaluating incident and problem volumes and trends that may indicate a change in priority for rationalisation and modernisation

Based on this re-check and refresh of Atos understanding of the current situation, Atos will iterate around the rationalisation and modernisation cycle, re-evaluating the analysis, roadmap design, and execution plan for 'Wave 2' transformation and onwards.

Standardisation and rationalisation is typically delivered by a blend of resources from Atos 'front office' near-/on-site customer service team and Atos 'back office' off/near-shore Global Delivery Centres' transformation factories. Where necessary, provision can be made to deliver the 'back office' component from a Local Delivery Centre or from a near-shore, EU-based Global Delivery Centre.

Business benefits

Atos' Standardisation and Rationalisation services will help provide the customer with the following benefits:

► **Reduced Total Cost of Ownership (TCO)** – reducing the number of instances of the same or similar applications in the landscape, thus reducing the associated support and maintenance overhead; decommissioning applications that have reached 'end of life', replacing them with lower-cost alternatives for data retention purposes (where necessary); driving down CapEx and OpEx spend on building and maintaining complex custom (or bespoke) applications versus standard enterprise software solutions or cloud-sourced pay per use applications; shifting from physical to virtualised underlying infrastructure

- **Reduced risk** – eliminating end-of-life applications from the landscape, thus reducing reliance on the customer's 'local heroes' – specialist resources who have expertise that can be hard to recruit from the market – and third-party vendor 'lock in'; refreshing legacy technologies (application, platform, database, infrastructure), while taking the opportunity to re-architect or re-engineer the application itself with more 'future proofed' approaches

- **Increased organisational performance** – breaking down technological and organisational silos by implementing common integration platforms that enable better cooperation inside the customer's organisation and with associated suppliers, partners and customers; standardising around common enterprise software solutions with harmonised processes across organisational units.

2.1.2 Cloud transformation and ecosystem management

Cloud services promise freedom from lock-in and security worries together with the flexibility to choose the service and solution sourcing approach that is right for the customer's organisation. It means the customer can take a new unhindered approach to technology.

Atos calls this concept 'Liquid IT' because it adapts to the needs of the organisation. It means increased agility by allowing the right resources, applications and information to flow to the right people in the organisation, wherever they happen to be.

Together with other cloud vendors and with Canopy (Atos preferred cloud partner and joint venture with EMC2 and VMware), Atos offer a complete cloud service as a right-fit solution – whether it's a private cloud, public cloud or a hybrid solution that works best.

Cloud services are a growing part of the application sourcing mix and, as such, are becoming ever more important in the context of an Application Management services contract.

Key drivers changing spending behaviour include:

- Traditional 'on premise' applications are being virtualised and shifted out of the data centre into lower cost, scalable and more flexible Infrastructure-as-a-Service (IaaS) environments

- Business processes, traditionally executed in monolithic enterprise software solutions, are being decomposed and componentised, sourced from across a mix of traditional and cloud models

- Applications are being transformed and deployed on-demand as Software-as-a-Service (SaaS) solutions in enterprise application stores with pay-per-use models.

In response to this changing environment and as part of Atos Right-Fit Application Management proposition, Atos offers a set of three key services to support the customer's journey towards cloud:

- Cloud consulting services – tactical advisory

- Cloud transformation services – evolutionary migration

- Ecosystem management services – end-to-end responsibility and process transparency.

Aims and objectives

The aims and objectives of these Cloud Transformation and Ecosystem Management services are to:

► Provide tactical advice and guidance on cloud services as part of Atos Right-Fit Application Management services to the customer in an industrialised AM consulting model

► Deliver pragmatic, low-risk, evolutionary migration of existing applications from traditional 'on premise' models in the data centre to 'on demand' models in the cloud, realising benefit continually over the life of a multi-year Application Management services contract

► Provide a single point of responsibility for the entire application landscape and associated Application Management services, minimising the burden of multi-vendor contract management

► Realise end-to-end business process monitoring – through Atos Business Process Chain Management service and strategic monitoring platform, The Bridge – across all managed applications, whether they are deployed in the customer's data centre, hosted in ours, sourced from Canopy or from public cloud vendors.

Delivery approach

Cloud consulting

For delivery of cloud consulting services, Atos method is structured in two stages:

► **Cloud Awareness Workshop** – an initial one-day workshop to establish a common understanding of the business, operational and technology implications of cloud

► **Cloud Quick Check** – a one-week tactical engagement to assess organisational readiness for cloud services, identify the high-level financial impact for the organisation and IT department, and define deployment priorities.

The Cloud Quick Check engagement is offered on an industrialised AM consulting basis, recurring every quarter, half-year or annually depending on the customer's preferred pace of change, to continually align cloud strategy with organisational need.

Cloud transformation

For delivery of cloud transformation services, Atos method is structured in four stages:

► **Plan** – industry best practice-based project planning for cloud transformation engagements

► **Prepare** – preparation of traditional applications for migration from 'on premise' delivery to 'on demand' cloud deployment

► **Execute** – 'hands on' migration of applications to the cloud, delivering four key types of transformation:

• 'Lift and shift' of existing applications from traditional to cloud delivery models on an 'as-is' basis

• 'Migrate and adapt' of existing applications from traditional to cloud delivery models with minor application adaptation to leverage benefits

• 'Web API enablement' of existing applications, enabling integration of migrated applications with other web/cloud services

- • 'Enterprise Application Store deployment', SaaSifying existing applications for deployment as a pay-per-use app store model.
- ► **Close** – close-out of the cloud transformation project, transitioning responsibility for the management of transformed applications to the steady-state Application Management service operations team.

Ecosystem management

For delivery of ecosystem management services, Atos will support and maintain the transformed applications with Atos Foundation Application Management services using Atos SureSource Distributed Delivery 'front office/back office' Global Delivery Centre (GDC) model.

Atos will also deploy Atos strategic monitoring platform, 'The Bridge', to provide up to 24x7 process-oriented monitoring of traditional applications, infrastructure, and cloud-deployed services. In this way, customers realise a level of service and process performance that is aligned to Business Key Performance Indicators (BKPIs).

Business benefits

Atos's Cloud Transformation and Ecosystem Management services will help provide the customer with the following benefits:

- ► A long-term partner incentivised to provide the right cloud advice and guidance, assuring business continuity for traditional applications while helping evolve the application landscape towards cloud at a pace that's right

- ► Flexible private, public and hybrid cloud solutions that enable the customer to balance the drive towards standardisation – in pursuit of IT cost reductions in the region 25% – with the need to meet regulatory and security compliance requirements, such as Data Protection and Information Security

- ► A technology-agnostic systems integrator, prepared to identify the cloud services and solutions right for the customer, supported by the breadth and depth of cloud experience of Canopy and Atos joint venture partners, EMC2 and VMware

- ► Increased flexibility in application sourcing and continually optimised process performance through the adaptation of traditional applications to 'cloud-ready' solutions, enabling processes to be executed, monitored and managed across applications deployed in both 'on premise' and 'on demand' models

- ► Enterprise-strength Service Level Agreements (SLAs) – not just covering traditional applications hosted in the data centre, but also for those deployed into Atos Canopy cloud platform

- ► A single partner, taking full end-to-end responsibility for the application ecosystem, ensuring service expectations are met and the entire application ecosystem is robustly governed and controlled.

2.1.3 Business process chain management

At Atos, Atos know that effective organisations require effective IT. And effective IT is more than just the sum of all services delivered by individual applications and infrastructure components; effective processes rely on a set of applications that must work in unison. This is the 'business process chain'.

Atos also know that the quality of a process chain is dependent on 'the weakest link'. This means that managing applications individually is not enough to guarantee quality of service for the entire process chain.

This is why Atos thinks end-to-end when it executes Application Management rather than focusing solely on individual applications. Because of this, Atos can guarantee business continuity and help achieve a process chain that performs 24x7.
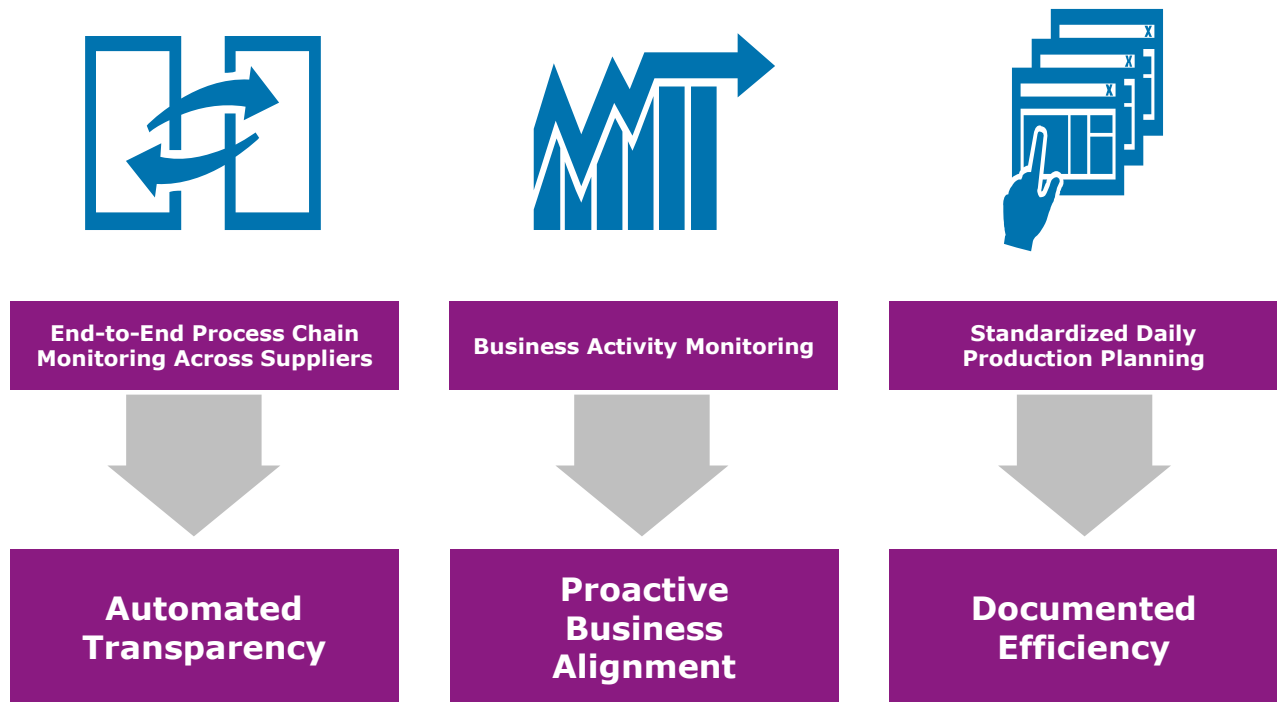
Aims and objectives

The need for process chain management can originate from several areas, such as:

► Improving the customer's services, processes and quality-price ratios to maintain or enhance market competitiveness

► Shortening time-to-market and release cycle times

► De-risking service delivery across entire process chains

► Delivering smarter, better process support

► Increasing IT innovation across process chains

► The aims and objectives of Business Process Chain Management are to meet all these needs to ensure better availability and process improvement end-to-end across the organisation.

Delivery approach

In delivering Business Process Chain Management, Atos provide a set of additional services on top of Atos Foundation Application Management services (Support and Defect Resolution; Change and Enhancement Services; Upgrade Services; Testing Services; Governance and Controlling, as follows:

► **Chain Management:** managing, maintaining and enhancing (with new functionality) of all those applications that support an entire process chain

► **Business Process Monitoring:** 24x7 monitoring of strategic processes on chains and applications (see figure below)

► **Landscape Architecture:** balancing the time-to-market pressures related to innovation along with operational stability and application landscape improvement

► **Continual Process Improvement:** optimising operating processes and ensuring continuous improvement of IT service delivery

► **Chain Testing:** verifying that new releases are meeting the organisation's requirements and ensuring business continuity is not disturbed by all deployed releases and modifications.

End-to-End Process Chain Monitoring Across Suppliers	Business Activity Monitoring	Standardized Daily Production Planning
Automated Transparency	**Proactive Business Alignment**	**Documented Efficiency**

Business Process Monitoring, a key element of Business Process Chain Management

Business benefits

Atos's Business Process Chain Management will help provide the following benefits:

► Less disruption to business continuity with 'The Bridge' Monitoring Support Centre, operating up to 24x7, dedicated to incident, problem, change, configuration, and lifecycle management across entire process chains

► Fewer incidents, with a typical reduction of up to 30% (see figure below)

► Less handover administration between different IT service partners, with Atos coordinating the entire process chain, including applications and infrastructure sourced from third-parties and in the cloud

► Up to 30% fewer personnel required to deliver service, thanks to economies-of-scale applied along the process chain, releasing the customer's resource to re-focus on enhancing value

► Reduced induction time for new joiners into the Application Management service operations team, by up to 15%

► Transparent process performance monitoring across all process chain components, no matter which IT service partner supports them

► Monitoring is aligned with process performance expectations, such as agreed Business KPIs (BKPIs), rather than purely IT SLAs;

► Service delivery is de-risked by removing the reliance on 'local heroes' and translating tacit knowledge into specific, explicit knowledge assets that are captured and managed in Atos knowledge management systems

► Mindset change across the organisation from application-driven to process-driven service levels.

The figure below shows the typical number of incidents affecting an end-to-end process chain (from ordering to delivering the product). The number of incidents related to the end-to-end process chain decreases significantly once Atos has taken overall responsibility.


Reduction of incidents with Atos's Business Process Chain Management

2.2 Delivery model

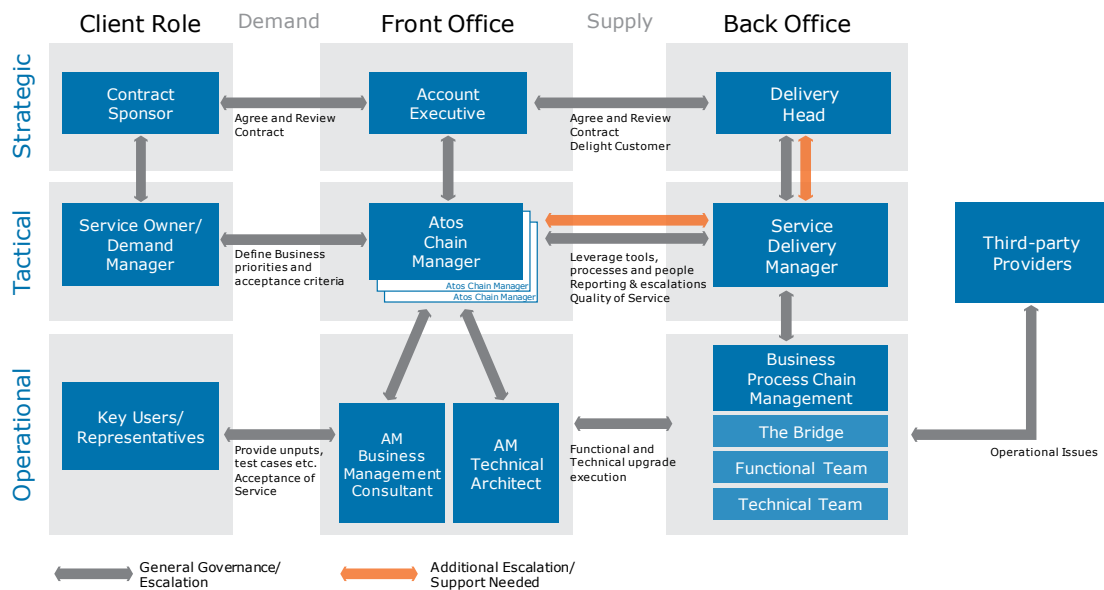### 2.2.1 SureSource Distributed Delivery

Cloud transformation and ecosystem management delivery model variant

Atos SureSource Distributed Delivery model for Cloud Transformation and Ecosystem Management, which combines a near-/on-site 'front office' customer service team with 'back office' leveraged Local Delivery Centres and the option, where appropriate, for off-/near-shore Global Delivery Centres, is illustrated in the following figure:
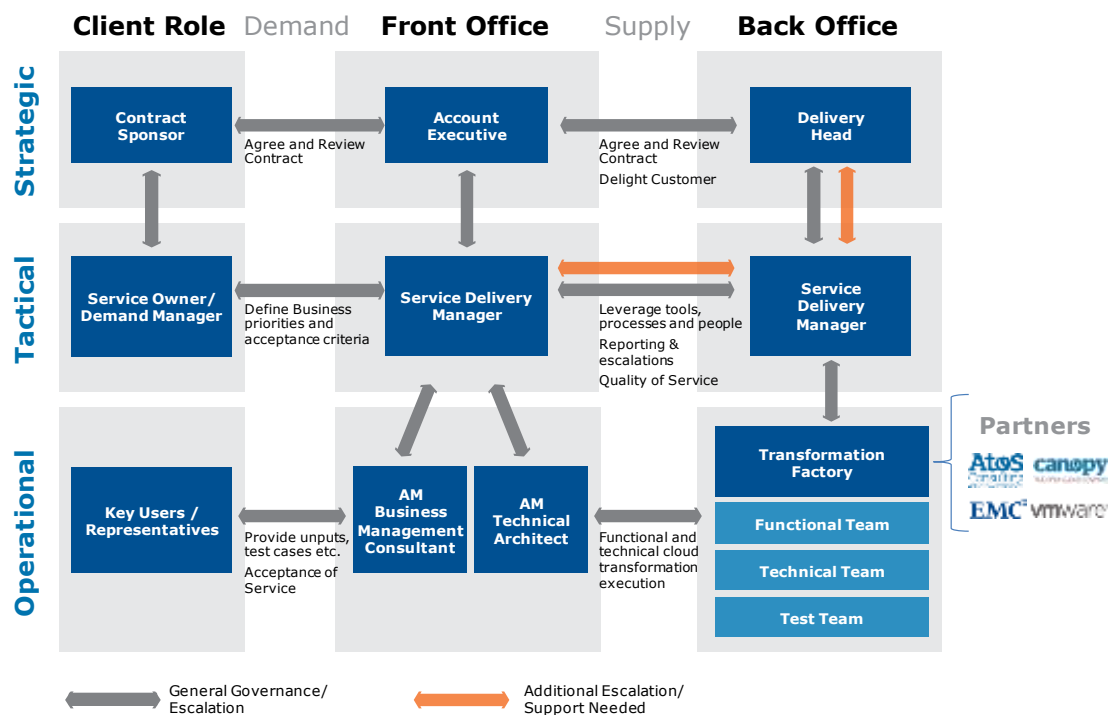
Business process chain management delivery model variant

Atos SureSource Distributed Delivery model for Business Process Chain Management, which combines a near-/on-site 'front office' customer service team with 'back office' leveraged Local Delivery Centres and the option, where appropriate, for off-/near-shore Global Delivery Centres, is illustrated in the following figure:

SureSource Distributed Delivery model

For a description of the client and Atos roles and responsibilities in delivering Business-enabling Application Management, please refer to section 15, Consumer responsibilities, below.

This 'distributed delivery' approach enables Atos to deliver Business-enabling Application Management services close to the customer as the situation requires, while giving cost advantage and balancing the following factors:

► A depth of understanding of the application landscape and operating processes in the customer's sector

► Economies-of-scale by pooling delivery resource into Atos leveraged Local Delivery Centres and/or off-/near-shore Global Delivery Centres

► Deep technology expertise across a range of key applications, ensuring best practices are employed for those technologies

► Standardisation and industrialisation of processes and tools to drive efficiencies

► Workload effectively balanced across Atos delivery centres to ensure resource resilience and service continuity.

2.3 Processes and tools

In delivering Business-enabling Application Management, Atos will implement a single process model, Atos Global Delivery Platform (GDP).

GDP provides a consistent way of working across Atos SureSource Distributed Delivery network, whether located near-/on-site, in Atos leveraged Local Delivery Centres, or in Atos off-/near-shore Global Delivery Centres, as illustrated in the following figure:
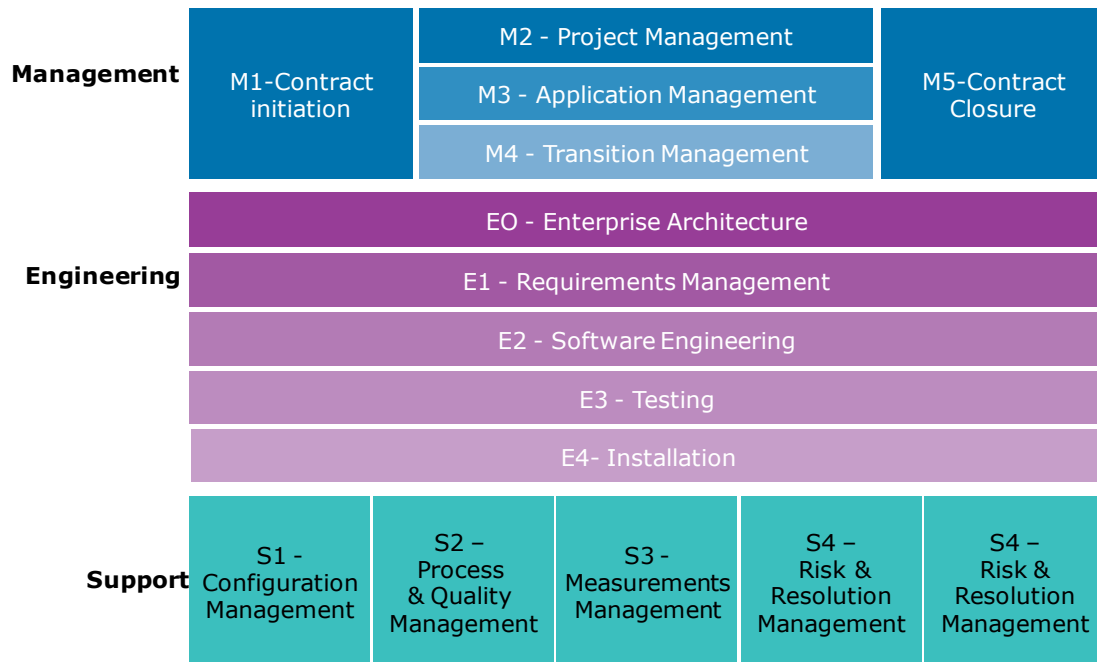
GDP Model

Atos' Global Delivery Platform process model

The Atos Global Delivery Platform (GDP) is the single process model that describes all of Atos' software production and management processes:

► Documenting Atos complete process workflow for software production and management

► Providing standardised ways of working for improved productivity and lower cost

► Setting a baseline for Atos process performance and subsequently driving continual improvement

► Establishing a comprehensive method of staff training.

Atos GDP model is underpinned by a robust tooling platform, the Shared Service Centre (SSC), which provides a high degree of process industrialisation and automation.

2.3.1 Shared Service Centre (SSC)

The Global Delivery Platform (GDP) is integrated with Atos Shared Service Centre (SSC), which provides a set of common tools to automate standardised work and produce measurable outputs, thus enabling consistent ways of working and driving continual service improvement.

The following figure presents an overview of the standard toolset environment for Application Management:

Processes	3GL/4GL	WebSphere, Tibco...	Java D2I	Java Open Source	Microsoft .NET	SAP	
SLA Management	SDM12 / IBM Rational ClearQuest					SDM12	
Workflow Management for Incident Tickets, Problem Tickets and Change Requests	SDM12 / IBM Rational ClearQuest					SDM12 / SAP Solution Manager	
Enhancement Management	SDM12 / IBM Rational ClearQuest		SDM12 / IBM Rational ClearQuest / Jira		SDM12 / IBM Rational ClearQuest	SDM12 / IBM Rational ClearQuest / Jira	
Requirements Management	IBM Rational RequisitePro / Caliber				IBM Rational RequisitePro / Caliber	IBM Rational RequisitePro / Caliber	
Design / Development	Technology specific		D2I		Technology specific	D2I	
Configuration Management	IBM Rational ClearCase		IBM Rational ClearCase / Apache Subversion		IBM Rational ClearCase	IBM Rational ClearCase / Apache Subversion	
Testing	HP Quality Centre						
Knowledge Management for Incidents / Problems	SDM12 / CA Knowledge Tools						

Shared Service Centre tools landscape for Application Management

2.4 Service Roadmap

There is no Service Roadmap specified for Business-enabling Application Management.

3. Information assurance

This service is currently available from Impact Level 0 (IL0) to Impact Level 3 (IL3), depending on the specific client requirements.

Atos has considerable experience of providing services at different levels of assurance. Atos currently has a number of products on G-Cloud that have received Pan Government Accreditation (PGA). Details can be found on the Cabinet Office website at: http://gcloud.civilservice.gov.uk/customer-zone/accreditation-status/.

These services include:

► Atos IL3 Platform as a Service

► Atos High Performance Security.

4. Backup/restore and disaster recovery

As Business-enabling Application Management is a resource-based Specialist Cloud Service, there is no Backup/Restore or Disaster Recovery provision included in scope.

Backup/Restore and Disaster Recovery can be provided through Atos' cloud-based data centre services.

5. On-boarding and off-boarding

Business-enabling Application Management services are provided by Atos 'on top of' Foundation Application Management services. The delivery by Atos of Foundation Application Management services is a prerequisite to the provision of Business-enabling Application Management services.

Therefore, the on-/off-boarding process of Atos' Foundation Application Management services applies.

On-/off-boarding from Foundation Application Management services is realised through Atos' Transition Management methodology, part of Atos Global Delivery Platform process framework.

Successful transition of Application Management services to Atos is a prerequisite to the successful delivery of Foundation Application Management.

Atos has a well-defined, tried-and-tested approach to transition that minimises transition risks. The transition approach is visualised in the following figure:
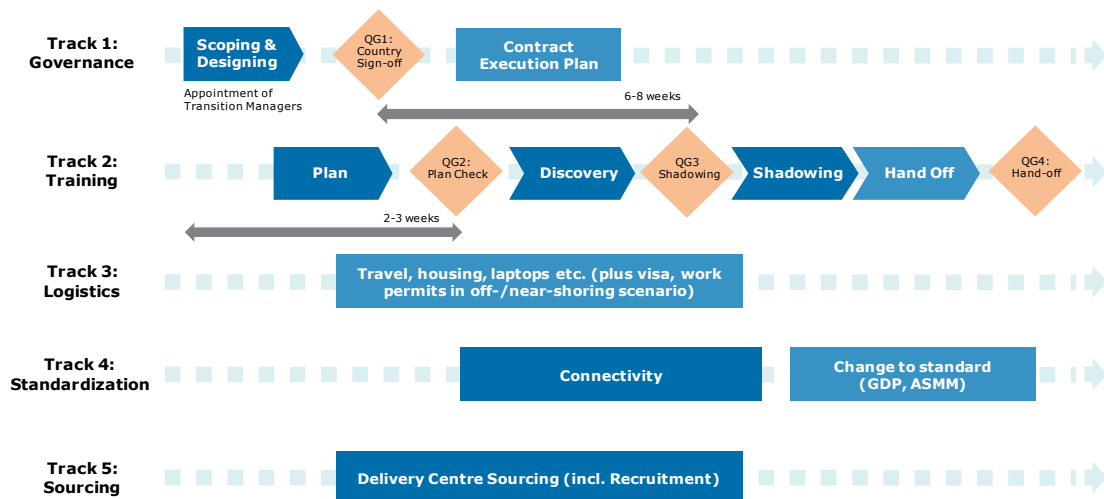
Atos' Transition Management methodology for Foundation Application Management

Atos Transition Management methodology is structured in five main 'tracks':

1. **Governance:** appointment of Transition Governance body and Transition Manager(s); scoping and designing the transition plan; review/approval of the transition plan (quality gate); preparation of the Contract Execution Plan that defines how the delivery organisation will execute the in-scope services;

2. **Training:** specifies transition schedule; appoints the client and Atos delivery roles required for knowledge transfer; describes any specific resources required for a successful transition; includes an application inventory, dependency mapping, document inventory, historical incident information, etc.; identifies specific personnel who hold tacit knowledge to transfer to Atos's personnel; identifies explicit knowledge assets held in documentation or tools such as a knowledgebase; peer-to-peer shadowing by Atos's 'back office' delivery personnel of the current service delivery team to gain deep insight into the incidents, problems, changes/enhancements, upgrades, and small projects delivered in-scope; on successful completion of shadowing, a hand-off stage is executed. The Transition Governance body decides whether the 'back office' delivery centre is ready to deliver the service, according to agreed service levels;

3. **Logistics:** deals with the administrative tasks associated with travel, housing, provision of IT equipment, etc. for Atos delivery personnel involved in near-/on-site training in Track 2; for services to be transitioned to near-shore EU-based Global Delivery Centres, relevant visas and/or work permits are organised;

4. **Standardisation:** in this track, 'as is' Application Management delivery processes are evaluated against 'to be' Global Delivery Platform (GDP)/Atos Service Management Model (ASMM) ITILv3-based processes; the delta between the processes is identified and harmonised towards the 'to be' processes;

5. **Sourcing:** sourcing includes the ramp-up of Atos' delivery centres, which could include additional recruitment to meet client-specific demand, or the transfer of personnel according to TUPE and other regulatory requirements.

A detailed description of the Transition Management methodology is available on request.

Additionally, please refer to Atos' standard Terms and Conditions.

6. Pricing

Pricing for Business-enabling Application Management is according to the SFIA rate card – Atos (On & Offshore).

Please note: units of purchase stated are by day typically ranging from grade 1 (Onshore Service Management) for to grade 5 (Onshore Service Management).

Where appropriate for the customer's needs, services delivered from Atos Global Delivery Centres will be priced according to the Offshore rates.

Additionally, please refer to Atos' standard Terms and Conditions.

6.1 Alternative commercial model options

Atos commercial approach to Right-Fit Application Management is always keenly competitive on price, with a variety of flexible commercial models that Atos have further honed to meet Atos customer's specific needs and demands, as illustrated in the following figure:
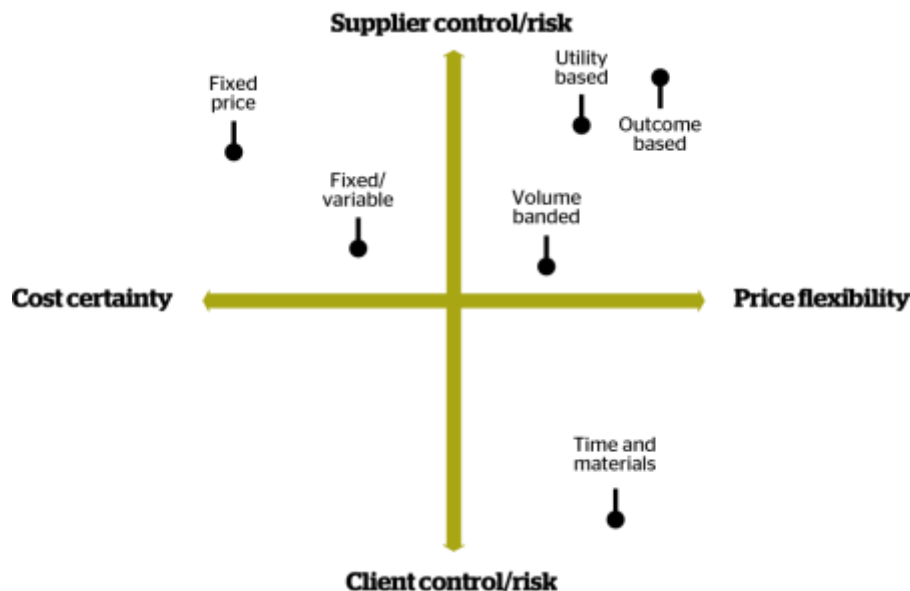

Figure 1: Atos' alterative commercial model options mapped to cost certainty/predictability and client/supplier risk

Model	Definition
Time & materials	A consumption-based charge-out of resources – typically personnel – according to an agreed set of rates for particular competencies and/or levels of experience.
Fixed price	A fixed price annual service charge for a defined scope of service with agreed service levels and service hours.
	It is typically charged in monthly instalments with agreed Additional Resource Charge (ARC) and Reduced Resource Charge (RRC) thresholds – known as "arks and rooks" – and performance-related service credits.
	A fixed price model would also typically offer committed year-on-year cost savings.

Model	Definition
Fixed/variable	Combines both the fixed and time-and-materials approach whereby a fixed price is agreed for a defined scope and if the scope is exceeded then an additional variable charge is made on an agreed basis. This allows the client to budget the fixed baseline cost and actively try to keep the variable element under control. This approach would have regular review periods built in.
Utility-based	A fixed *per unit* charge, typically a fixed, monthly *per user*, *per application* charge based on a "t-shirt size" concept (small, medium, large applications).
Volume banded	Under this system the parties agree a number of pricing bands for a particular activity i.e. number of incidents. The pricing band is agreed up-front and reviewed on a regular basis if, at the review meeting, the activity is greater or less than the predicted band then the particular pricing band is adjusted. As confidence grows the review periods get less frequent.
Outcome-based	Outcome-based pricing models are particularly attractive at present, as they directly link IT spend to business success. In an outcome-based model, a service charge is negotiated for an agreed business outcome; for example, the successful conclusion of a transaction. The client pays the IT vendor *per successful transaction*.

Atos' commercial model options for Business-enabling Application Management

Each of Atos models has its strengths, ranging from cost certainty to price flexibility and the relative degree of control/risk taken by the client or supplier.

Please contact us to agree the exact requirement scope and preferred commercial model.

7. Service management

Service management for Business-enabling Application Management is provided through Atos Governance and Controlling service offering.

The three over-arching organisational layers of Atos Governance and Controlling service – Strategic, Tactical and Operational – have dedicated resources to deliver specific processes and output, as shown in the figure below. Each layer will easily adapt to the size and scale the customer's organisation and service requirements.
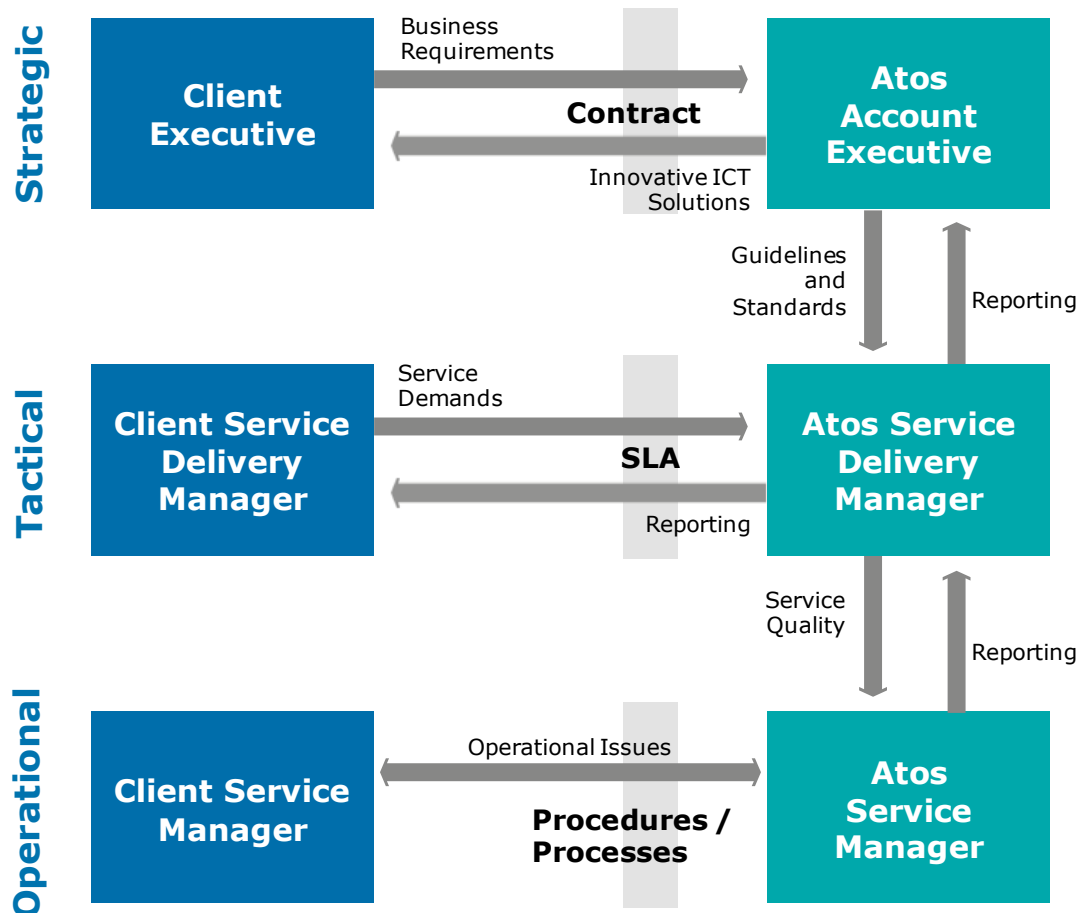
Resources for the Strategic, Tactical and Operational layers of Governance and Control engagement

Atos Account Executive will oversee strategic objectives and confirm client requirements, mobilising dedicated Atos teams to develop and implement innovative IT solutions that meet these objectives. They will confirm business-IT alignment through scheduled account reviews.

The Service Delivery Manager is responsible for contract responsibilities and overall end-to-end delivery of Governance and Controlling services, monitoring service delivery progress in line with agreed service and quality criteria. They will be in charge of a dedicated Delivery Team, while acting as the escalation point-of-contact for both Service Managers and the Account Executive (for account-level escalations).

The Service Manager will monitor day-by-day service delivery, overseeing service stability with predefined processes. They will notify any instances that might result in a modification of services or instances of quality degradation to their Service Delivery Manager.

7.1.1 Approach

Across each of Atos organisational layers, the Account Executive, Service Delivery Manager and Service Managers each have specific roles and responsibilities (see figure above). They each apply streamlined, predictable and standardised global delivery processes leveraging control and agreed performance levels.

At an executive level, account performance management is reviewed on a quarterly basis with report metrics supplied by the Service Delivery Manager. Account-level achievements, risks and opportunities are considered along with potential cross-practice opportunities to increase business-IT alignment, defining organisational and portfolio governance guidelines and standards.

The Service Delivery Manager oversees the application of specific tools and processes, such as lean management, to ensure the agreed level of service quality and value is reached, as per the Service Catalogue. They will define and apply service-level KPIs as part of their monthly review cycle and prioritise tasks to protect the customer's service value and financial management. They will also leverage aligned practice capabilities. The tracking of KPI and SLA performance is the responsibility of the Service Delivery Manager, which makes sure services are always delivered to the agreed standard.

Operational service delivery is managed and controlled by Service Managers who measure and track service metrics on a weekly basis to ensure performance stability. Any requested service changes will be reviewed and considered in line with revised controlling mechanisms.

7.1.2 Service management activities

Service management is delivered in a clear, structured way with particular focus on business relationship management, operational management and quality management.

- ► **Business relationship management**

  - **Customer relationship management:** keeping close to the customer organisation so that Atos understand the goals and challenges, to make sure Atos service continues to meet them as they change over time

  - **Service delivery management:** managing Application Management service delivery to meet time, cost and quality requirements

  - **Innovation management:** developing new services and solutions to optimise operations improve business and increase market advantage.

- ► **Operational management**

  - **Supplier management:** managing the performance of all third-party suppliers who support the delivery of Atos Application Management service

  - **Kanban:** inspecting, reviewing and improving Atos internal operational processes for optimised service delivery

  - **Financial management:** analysing and attributing cost models to delivered IT services.

- ► **Quality management**

  - **Service level management:** measuring Atos end-to-end service quality against agreed SLAs and KPIs

  - **Continual service improvement:** making incremental improvements to the customer's Application Management service over the life of Atos engagement

- **Lean management:** adopting work streams to inspect and optimise Atos processes, for best-in-class operational delivery
- **IT service continuity management:** executing processes and activities to ensure the continued availability of the Application Management services in line with agreed targets.

8. Service constraints

The provision of Business-enabling Application Management services is constrained by:

► A customer that does not already have Atos Foundation Application Management

► Client engagement to specify the service requirements for Business-enabling Application Management, including:

- Application scope
- Service scope requirements
- Service level requirements
- Service window requirements
- Information assurance requirements
- Commercial model requirements
- Etc.

► Detailed due diligence to verify the 'as is' state of the scope to be included in the Business-enabling Application Management service

► Service transition from the 'as is' to the 'to be' state for Business-enabling Application Management services.

Additional service constraints could be identified during the client engagement and due diligence phases of a Business-enabling Application Management engagement.

9. Service levels

As Business-enabling Application Management is a resource-based Specialist Cloud Service, there is no service levels associated with this service.

However, quality criteria, including acceptance criteria and associated KPIs are agreed individually with the client as part of the procurement process, based on Atos understanding of the customer's needs and drivers.

10. Financial recompense

To minimise the cost to users, Atos does not provide service credits for use of the service. All Atos services are provided on a reasonable endeavours basis. Please refer to the standard terms and conditions.

In accordance with the guidance within the GPS G-Cloud Framework Terms and Conditions, the Customer may terminate the contract at any time, without cause, by giving at least thirty (30) Working Days prior notice in writing. The Call Off Contract terms and conditions and the Atos terms will define the circumstances where a refund of any pre-paid service charges may be available.

11. Training

There are no Training services provided for Business-enabling Application Management services, a Specialist Cloud Service.

12. Ordering and invoicing process

Ordering this product is a straightforward process.

Please forward your requirements to the email address GCloud@atos.net Atos will prepare a quotation and agree that quotation with you, including any volume discounts that may be applicable.

Once the quotation is agreed, Atos will issue the customer with the necessary documentation (as required by the G-Cloud Framework) and ask for the customer to provide Atos with a purchase order.

Once received, the customer services will be configured to the requirements as per the original quotation.

For new customers, additional 'new supplier' forms may to be completed.

Invoices will be issued to the customer and Shared Services (quoting the purchase order number) for the services procured. On a monthly basis, Atos will also complete the mandated management information reports to Government Procurement Services detailing the spend that the customer has placed with us. Cabinet Office publishes a summary of this monthly management information at:

http://gcloud.civilservice.gov.uk/about/sales-information/

13. Termination terms

Please refer to Atos' standard Terms and Conditions.

13.1 By consumers (i.e. consumption)

Termination shall be in accordance with:

► The G-Cloud Framework Terms and Conditions

► Any terms agreed within the Call Off Contract under section 10.2 of the Order Form (termination without cause) where the Government Procurement Service (GPS) guidance states 'At least thirty (30) Working Days in accordance with Clause **Error! Reference source not found.** of the Call-Off Contract'

► Atos' standard Terms and Conditions for this service as listed on the G-Cloud CloudStore.

For Business-enabling Application Management, by default Atos ask for at least thirty (30) Working Days prior written notice of termination as per the guidance within the GPS G-Cloud Framework Terms and Conditions.

13.2 By the Supplier (removal of the G-Cloud Service)

Atos commits to continue to provide the service:

► For the duration of the Call Off Contract subject to the terms and conditions of the G-Cloud Framework

► Atos' standard Terms and Conditions for this service as listed on the G-Cloud CloudStore.

14. Data restoration / service migration

Not applicable for Specialist Cloud Services.

15. Consumer responsibilities

This section specifies the consumer roles and responsibilities required to consume Business-enabling Application Management services.

For completeness, Atos has provided the peer-level counterpart to the consumer's role to illustrate the interface points within the overall Business-enabling Application Management engagement.

Consumer roles and responsibilities	Atos 'front office' roles and responsibilities	Atos 'back office' roles and responsibilities
Contract Sponsor: the primary sponsor for the contract and the highest level of contact for any escalations related to the engagement	**Account Executive:** typically Atos near-/on-site account manager, responsible for leading the overall engagement and managing Atos working relationship. The highest level of contact for any escalations related to the engagement for front-office-related issues	**Delivery Head:** typically Atos back-office engagement head, who will interact with the 'front office' Account Executive for any strategic decisions. The highest level of contact for any escalations for back-office-related issues
Service Owner/Demand Manager: interacts with the Service Delivery Manager, AM Business Management Consultant and/or AM Technical Architect; responsible for managing service demand for Business-enabling Application Management services	**Service Delivery Manager:** responsible for overall management of all delivery aspects set out in the contract and the point of contact for any day-to-day operational issues. He/she will review service performance on a periodical basis to make sure that SLAs and other objectives are met	**Service Delivery Manager:** responsible for all delivery aspects from the back office, including the planning and tracking of day-to-day operational aspects of service. He/she will also be responsible for ensuring that SLAs are being met and any deviations are reported and highlighted to higher management. Reviewing service performance on a periodical basis within this context

Consumer roles and responsibilities	Atos 'front office' roles and responsibilities	Atos 'back office' roles and responsibilities
Key Users / Representatives: responsible for identifying organisational requirements and requesting service via the Service Owner/Demand Manager. Also performs a key role in executing User Acceptance Testing (UAT) and end-user championing and training	**AM Business Management Consultant:** responsible for understanding the client's organisation and demand for service from the Service Delivery Manager **AM Technical Architect:** responsible for all technical solutions to be implemented, monitoring the architectural impact of change, performance improvement and tooling requirements	**AM Transformation Factory:** provides specialised transformation capabilities and industrialised transformation methodologies for rapid delivery of Standardisation and Rationalisation, and Cloud Transformation services. **Business Process Chain Management team**, composed of: *The Bridge Monitoring Support Team:* includes Level 1 and 2 'back office' Application Management consultants responsible for process-oriented monitoring across "on premise" and "on demand" sourced solutions and services; *Functional Team:* who analyses the functional requirements and assess the impact of incidents, problems and changes on the client's process chains; *Technical Team* who analyses the technical requirements and assesses the impact of incidents, problems and changes on the client's technical landscape; Test Team, who carries out testing and acceptance management to ensure that changes made in response to incidents and problems meet required levels of quality.

16. Technical requirements

Not applicable for Specialist Cloud Services.

17. **Trial service**

Not applicable for Specialist Cloud Services.

journey
to
cloud

IaaS

PaaS

SaaS

SCS