Hosted Desktop as a Service
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1 Introduction to Hosted Desktop Service

Sentinel Hosted Desktop replaces the traditional capital expenditure requirements of IT deployments with a simple per user, per month payment model delivering proven cost savings.

Delivered as a fully managed solution with 24/7 support, you will never have to worry about the security, integrity or delivery of your collaboration platform again. With a guaranteed service level and predictable monthly costs, you can experience significantly lower Total Cost of Ownership for your collaboration needs.

Highlights

The Sentinel Hosted Desktop as a Service offering includes the following:

- Provisioned from fully accredited cloud infrastructure
- PSN Accredited Service
- Private Government “Community Cloud” Offering
- Standardisation of corporate desktop & office software
- Easy to use with user experience the same as a normal work PC
- Scalable – organisations need to grow or consolidate, you scale accordingly; only ever paying for what you need
- Fully GPG 13 Compliant (DETER) Service
2 Service Definition

2.1 Functionality & Features

<table>
<thead>
<tr>
<th>Feature</th>
<th>Desktop</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enterprise VDI Technology Standards</td>
<td>✓</td>
</tr>
<tr>
<td>Personal Drive (GB)</td>
<td>5</td>
</tr>
<tr>
<td>Shared Business Drive (GB)</td>
<td>20</td>
</tr>
<tr>
<td>Desktop Persistence</td>
<td>✓</td>
</tr>
<tr>
<td>Operating System(^1)</td>
<td>Windows 7/8/2008/2012</td>
</tr>
<tr>
<td>Office Standard Suite(^1)</td>
<td>Office 2013</td>
</tr>
<tr>
<td>Antivirus</td>
<td>✓</td>
</tr>
<tr>
<td>Collaboration – Exchange/Skype for Business</td>
<td>Optional(^2)</td>
</tr>
<tr>
<td>Bespoke Applications</td>
<td>Optional(^2)</td>
</tr>
<tr>
<td>Adobe PDF Reader</td>
<td>✓</td>
</tr>
<tr>
<td>Browser</td>
<td>Internet Explorer/Chrome</td>
</tr>
<tr>
<td>DR – Dual Site</td>
<td>✓</td>
</tr>
<tr>
<td>Sentinel Connect(^3)</td>
<td>Optional(^2)</td>
</tr>
<tr>
<td>Citrix HDX 3D Pro</td>
<td>Optional(^2)</td>
</tr>
<tr>
<td>2 Factor Authentication</td>
<td>Optional(^2)</td>
</tr>
<tr>
<td>Off-line Access</td>
<td>Optional(^2)</td>
</tr>
</tbody>
</table>

1 – Consumers can use their own Microsoft licensing via Software Assurance
2 – Additional Service Fees
3 – SCC is able to offer Sentinel Connect, a unique desktop client based on an Android Mini PC device that can be plugged into a monitor or TV, and provides the lowest cost and most portable computing solution available today.

SCC’s Sentinel platform is housed within its Tier 3+ UK data centres delivering resiliency at all levels of the infrastructure, providing a stable, reliable infrastructure platform.

This service is deployed in a highly available, no single point of failure configuration. The service also makes use of SCC’s secondary Data Centre as a cold standby facility in the event of a disaster recovery scenario.
2.2 Administration

Administration is provided through the web based self-care control panel. Functionality available to customer includes:

- Automated deployment of users
- Can be used to control quotas for users
- System will automatically create all folders, Group Policy Objects and profiles

2.3 Access Methods

Connection to the Sentinel Hosted Desktop service is made via the PSN. Internet access is available via our RAS service, and via our separate iOS Mobile Device Management service. The technical requirements are:

- Each SCC desktop has a minimum bandwidth requirement of 200kbps
- SCC recommends 250kbps of bandwidth to operate desktops at sufficient speed for HDX (High Definition eXperience) – if a consumer uses the shared services Citrix option
- Print services may take up to an additional 50kbps per user
- Latency should be less than 70ms for optimal performance
- There are no minimum hardware specifications set for end user terminals
- Streaming high-resolution videos is now possible using HDX. The following is required for HDX, but not mandatory for normal video viewing:
  - Latest Flash player installed locally
- SCC recommends the following software updates:
  - Windows patches updated locally
  - Latest Citrix Receiver client installed locally
  - Latest .NET framework installed locally
  - Latest Visual C++ runtimes installed locally

2.4 Service Backup/Restore

The service is integrated with the Sentinel standard backup processes and tools to ensure that the virtual machines, SQL database(s) and User Data are part of a backup process. Cross-data centre storage replication is also in place as part of the disaster recovery solution.

2.5 Service Management

The service incorporates a number of Service Management items as part of the package. These include but are not limited to escalations, change management, new service requirements, road mapping and future proofing, and risk and issue management. When this service is taken with any other SCC Sentinel services then the service management is combined to provide a seamless and consistent service to the customer.
SCC is able to provide optional Service Management items as requested by the customer. These management items could include service reports, service reviews – either on the phone or face-to-face, customer CAB participation, continual service improvement program, account communication beyond that of the account manager, and committed Service Delivery Manager days for other customer requirements. All these optional processes, activities and tasks would be provided at an additional cost.
3 Differentiators

SCC was the first pan-Government accredited provider of a G-Cloud platform. We have experience and capability across all cloud types (private, hybrid, community and public), combined with Information Assurance services that will help support PSN compliance. Potential customers can be assured that our maturity in providing Cloud based services differentiates SCC from a number of other SaaS cloud providers within the Digital Marketplace. Some differentiators include:

- **Accredited** – the entire platform inclusive of hardware, software and network is PSN accredited for a multi-tenanted environment and we are an accredited PSN Service Provider (PSNSP). This means that the environment:
  - Offers a re-usable accreditation ensuring that a customer’s own internal security approvals process is significantly reduced
  - Greatly reduces risk
  - Ensures full compliance and assurance of the service according to the code of connections mandated by the PSN Authority for PSNSPs

- **Quality** – Quality and continuous improvement are integral to our business strategy and we continually improve our processes, systems, procedures and people. Our services are underpinned by certification for process and procedures (ISO 9001), environment (ISO 14001), security (ISO 27001), ITIL (ISO 20000), and health and safety (OHSAS 18001)

- **Managed** – the tenancy can be fully managed, reducing the burden on your organisations own internal IT staff meaning that the uptime availability provision is leveraged to ensure any failures are handled appropriately and in accordance with agreed procedures. This leaves a customer’s own IT teams to concentrate on their core services and not worry about the underpinning infrastructure

- **UK Sovereignty** – UK Data Centres and therefore not subject to Off Shoring or Near Shoring restrictions

- **Network Operation Centre (NOC)** – Allows us to provide, configure, manage and maintain a new environment or provide cost effective enhancements for an existing solution

- **Security Operation Centre (SOC)** – Where we monitor, assess and protect customers’ enterprise information systems

- **Owned Infrastructure** – Infrastructure fully owned and managed by SCC utilising internal Security Cleared resources, meaning that as Prime Contractor we are accountable for the contract and not reliant on 3rd parties

- **Network Connectivity** – Ability to connect to the Sentinel platform via the Internet and the PSN Government Networks

- **24x7 Support** – SCC employed UK based, Security Cleared, Cloud engineers available 24x7

- **ITIL Aligned Service** – SCC’s Service Management tools and service are fully aligned to ITIL and are certified to ISO 20000 – including Incident, Change, and Problem Management

- **Financial stability** – A privately owned multi-billion pound organisation, SCC has many years of financial stability and investment capabilities that will ensure continuity of service throughout the life of the engagement with your organisation
• **Greening Government experience and credentials** – SCC is leading the way in responding to the Governments Greening ICT strategy and sustainable procurement agenda, by adopting CAESER (Corporate Assessment of Economic, Social and Environmental Responsibility), an online toolkit which helps companies to demonstrate a commitment to society and the environment.
## 4 Commercials

### 4.1 Hosted Desktop Pricing

SCC offers flexible licensing arrangements for the service offering. Conscious of vendors licensing portability, SCC provide the following pricing:

<table>
<thead>
<tr>
<th>Service</th>
<th>Price per user per month</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full VDI Service (SCC provide all elements)</td>
<td>£42</td>
</tr>
<tr>
<td>SCC Provide MS licensing, customer ports their own VDI licencing</td>
<td>£34</td>
</tr>
<tr>
<td>SCC provide VDI licensing only</td>
<td>£27</td>
</tr>
<tr>
<td>Customer uses their own licensing for all elements</td>
<td>£19</td>
</tr>
<tr>
<td>Additional Storage</td>
<td>£0.47 per GB</td>
</tr>
</tbody>
</table>
5 Information Assurance

Sentinel has achieved PSN Accreditation for systems at OFFICIAL. The service has also been implemented with the following security features:

- Suitable for OFFICIAL assets under the GSC (Government Security Classifications) Policy
- PGA accredited Inter-Domain Gateway – designed to facilitate assured connectivity between higher security domains and lower security domains or for organisations that wish to move more sensitive data assets at OFFICIAL (including the OFFICIAL Sensitive caveat)
- SCC also holds an ISO27001 certification which underpins our business operations and Cloud Platform
- All data centres are highly resilient Tier3+ and UK based
- SCC is a registered sponsor with the Defence Business Services National Security Vetting (DBS NSV) which enables us to sponsor and administer the applications of Security Check (SC) and also Developed Vetting (DV) with the appropriate sponsorship from a customer
- As a minimum, all staff are cleared to Baseline Personnel Security Standard (BPSS)
- In excess of 800 staff are Security Cleared and based in the UK
- Protective Monitoring (aligned with GPG13 - DETER) across all Sentinel platforms at the hypervisor layer and below
6 Service Levels

The Services shall be provided by SCC in accordance with the following Service Levels:

<table>
<thead>
<tr>
<th>Service Availability SLA</th>
<th>99.95%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Availability</td>
<td>24 Hours</td>
</tr>
<tr>
<td>Incident and Problem Management Levels</td>
<td>1 - 4</td>
</tr>
</tbody>
</table>

The following table provides a maximum time before a response to an incident is provided by Incident management:

<table>
<thead>
<tr>
<th>Priority (Severity)</th>
<th>Target Response</th>
<th>Support Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 - (Critical)</td>
<td>30 mins</td>
<td>24/7</td>
</tr>
<tr>
<td>2 - (High)</td>
<td>60 mins</td>
<td>8am – 6pm</td>
</tr>
<tr>
<td>3 – (Medium)</td>
<td>4 Hours</td>
<td>8am – 6pm</td>
</tr>
<tr>
<td>4 - (Low)</td>
<td>72 Hours</td>
<td>8am – 6pm</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Priority (Severity)</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 - (Critical)</td>
<td>An incident which involves service not available or a serious malfunction of the service with impact on Sentinel’s direct delivery to single or multiple customers</td>
</tr>
<tr>
<td></td>
<td>• Total loss of service to all users and no work-around available</td>
</tr>
<tr>
<td></td>
<td>• Loss of functionality resulting in Sentinel Customer users/workgroups being unable to continue with normal business processing</td>
</tr>
<tr>
<td></td>
<td>• Unavailability of one or more supported services</td>
</tr>
<tr>
<td></td>
<td>• Sentinel down</td>
</tr>
<tr>
<td>2 - (High)</td>
<td>An incident which involves service not available with impact on Sentinel’s single or multiple customers or a serious mal-function of the service with potential impact on Sentinel’s direct delivery to customers</td>
</tr>
<tr>
<td></td>
<td>Partial loss of service and work-around available</td>
</tr>
<tr>
<td></td>
<td>• Loss of functionality which severely impedes all or some Sentinel services</td>
</tr>
<tr>
<td></td>
<td>• Customers’ users/workgroups being able to continue with normal business processing</td>
</tr>
<tr>
<td></td>
<td>• Partial loss of availability of one or more supported service</td>
</tr>
<tr>
<td>Priority (Severity)</td>
<td>Description</td>
</tr>
<tr>
<td>--------------------</td>
<td>-------------</td>
</tr>
</tbody>
</table>
| **3 – (Medium)**   | An incident that involves degradation or risk to quality of service with impact on one or more Sentinel customers  
• Issue not impeding Sentinel customers’ users/workgroups from being able to continue with normal business processing  
• Potential to cause more serious issue if not investigated and addressed |
| **4 - (Low)**      | An incident for which the final resolution is outside the control of Sentinel and Sentinel has used all reasonable endeavours to mitigate the impact of the incident to the Customer. Sentinel shall advise the Customer of the likely resolution date and shall notify progress against this date.  
General Service related questions and requests for information. |
7 Additional Information

7.1 Service On-Boarding

As part of the initiation phase, SCC will arrange a workshop with the Customer to ensure that SCC is clear on the scope of the engagement.

SCC will advise where configuration choices are identified as this could increase the cost to the customer and so that they have the opportunity review the configuration in question.

It is the Customers responsibility to confirm that they hold the appropriate licenses (or rights) to use the software and provide a copy of the media to SCC when performing the packaging task.

7.2 Service Constraints

The service shall be allocated a maintenance window between the hours of 23:00 and 06:00 and the window shall be allocated during service initiation.

The service shall be Change Managed in accordance with SCC change schedules. Change boards will sit weekly and changes shall be carried out during the subsequent change window.

Configuration changes that cause a reboot/downtime but are deemed urgent shall not impact Availability metrics, SLAs and the associated charging mechanism.

SCC will not provide any application or middleware level support as part of the service offerings described within this agreement.

As part of any decommissioning process all virtual backups will be destroyed and any physical backups will be returned to the Customer or destroyed.

Decommissioned machines shall be quarantined and can be restored to full operational state within 24 hours of being decommissioned.

Customers will also have the ability to add, move or change the storage capacity in The Customer solution via the Service Change request process, subject to financial approvals. Configuration changes that cause a reboot/downtime but are deemed urgent shall not impact SLAs and the associated charging mechanism.

Exclusions

SCC will provide support for all aspects of the solution as defined within scope of the service. The Service Levels Agreements (SLAs) will measure SCC’s success in the delivery of those services.

Where external factors influence SCC’s ability to deliver against the contractual defined Service then SCC will not be liable for failure to meet the associated SLAs. These include but are not limited to the following circumstances:

- 3rd Parties, not engaged by SCC, fail to deliver services in accordance with their contractual commitments
- 3rd Parties use of the Sentinel environment outside recommended best practice
- Where customer requested configuration changes cause application downtime
• Application Configuration causes service instability
• Application Level and End User Testing of all patches and security updates

Any materials and labour provided in these circumstances will be subject to agreement of the parties in writing and;

• Provided on a reasonable endeavours basis (i.e. outside of the Service Levels) unless agreed otherwise by SCC in writing, and
• Charged as additional Ad-hoc Charges

7.3 Termination

7.3.1 By Consumers (i.e. consumption)
A G-Cloud service shall commence on the Effective Date and shall, unless specified otherwise in the Order Form, continue for the Initial Term and shall remain in force thereafter unless and until terminated by either Party giving to the other not less than 30 days written notice, but shall be subject to earlier termination as referenced within the Termination/Consequence of Termination section of the standard SCC G-Cloud terms and conditions.

7.3.2 By the Supplier (removal of the G-Cloud Service)
A G-Cloud service shall commence on the Effective Date and shall, unless specified otherwise in the Order Form, continue for the Initial Term and shall remain in force thereafter unless and until terminated by either Party giving to the other not less than 30 days written notice, but shall be subject to earlier termination as referenced within the Termination/Consequence of Termination section of the standard SCC G-Cloud terms and conditions.

7.4 Ordering and Invoicing Process
SCC will provide ordering of G-Cloud services via an Account or Customer Service Manager.

A list of G-Cloud services can be compiled with quotations for those specific services. Once the Customer is satisfied that the requirement is met, it can then be converted into an order.

Once the services are enabled and confirmation of the ordered G-Cloud services is delivered to the Customer a monthly invoice in arrears will be generated against the order.

Should the Customer’s usage of the Service increase or decrease from the contracted volumes during any period then this will be reflected in the next monthly invoice.

7.5 Financial Recompense Model

Service Credits
1.1. Subject to Clause 1.3 below, in the event that SCC fails to meet the SLA Target for the applicable Service Level”, then the Service Credit mechanism in Clause 1.2 shall apply.
1.2. SCC shall provide a rebate of 1% of the Monthly Charge for this Service, which is applicable over the Report Period for every 1% below the SLA Target to a maximum of 10% rebate. The applicable Service Credit shall be deducted off the next invoice due to the Customer.

1.3. Payment by SCC of Service Credits to the Customer shall be in full and final settlement of SCCs liability to the Customer for failure to meet the Service Levels during the Report Period.

1.4. Service Levels will only be calculated against Service Availability and not against Application availability. Service penalties against the loss of Service availability will not include other machines or applications impacted by that loss.

1.5. Service Credits will not be applied where it is determined that SCC is not responsible for the cause of the breach in Availability performance.

### 7.6 Customer Responsibilities

The customer responsibilities will be as follows:

- To request all system restores via the service change process or via the service desk
- To provide a Data Governance policy for the backup, restore and data retention of the Customer data incorporating policies for possible media handling, where required
- Procurement, maintenance and management of any Customer data communications lines not identified in the Technical Specification. This shall need to be properly defined and provided according to the appropriate code of connection
- Provision, maintenance and management, as the case may be, of any Customers software, operating systems, applications and data
- Administration, management and control of Users access to the data stored on the Hosted Desktop as a Service, Sentinel Infrastructure
- Should SCC determine that the Customer’s usage of Hosted Desktop as a Service is not compliant with best practice guidelines, the Customer must comply with SCC’s reasonable requests for change

### 7.7 Training

There is no training required with this Hosted Desktop as a Service.

### 7.8 Trial Service

SCC is happy to invite trial periods for this service. A minimum term of 1 month and a minimum of 10 users are required to establish the trial.
For more information contact

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gcloud@scc.com

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