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| NZ Govt Logo | Cloud Service Management Service Framework: Managed Services: Infrastructure Managed Services: Cloud Service Management | Company logo |

**Service Definition**

Cloud Service Management administers and operates the systems and applications that facilitate an on-demand service delivery model across single or multiple cloud environments. Activities and tasks undertaken provide the ongoing planning, designing, delivery and operation of cloud services on behalf of agencies using appropriate tools, processes and capabilities to manage, monitor and support cloud environments.

Services can include:

* Cloud service integration
* synchronises data and applications across cloud platforms in a standard manner
* connects, leverages and optimises cloud technologies and data to facilitate management and resolution of incidents and fulfilment requests (including integration with existing Service Management platforms).
* provides continuous improvement of service management between all cloud participants, while maintaining compliance and producing auditable results.
* provides standardised policy enforcement and permissions oversight across multiple cloud providers.
* Cloud service orchestration
* brings together tasks for deploying and provisioning of workloads across cloud platforms to reduce service delivery times and achieve costs reduction through automation.
* Cloud service aggregation
* provides a single view of services by bringing together and consolidating agencies’ cloud computing services and environments.
* provides the ability to deploy services over multiple computing services into one or more standardised composite cloud services, such as single sign-on, customer support, consistent management view, unified billing and SLA management.

**Service Contact Details**

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| Contact Name: |  |
| Contact Number: |  |
| Contact Email: |  |

**Service Summary**

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| Service Description | Please provide a summary of this service.  This is an opportunity for you to market your service to agencies. |

**Cloud Service Management Services Available** (tick all that apply):

Coordination with field support when onsite support is required

Co-ordination and communication with 3rd parties

User enablement (training, onboarding, adoption activities)

License management

Cost allocation

System resource optimisation

Problem management

Provisioning and de-provisioning

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| Other cloud service management services | Please identify any other relevant cloud service management services available which are not included above. |

**Integration with Agency Workflow Management Tools** (tick all that apply):

ServiceNow

Altassian Jira

OpenStack

Microsoft Azure Cost Management

IBM Cloud Orchestrator

Apache CloudStack

Symantec Web and Cloud Security

ManageEngine Applications Manager

AppFormix

Bitium

Cloudcraft

Cloudify

Cloudin

Cloudamize

CA ServiceDesk

Activate

Cherwell

BMC Discovery

Azure DevOps

Cloud Health

Agency or 3rd party provided toolset

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| Other | Please provide details |

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| Benefits and Outcomes | Please describe the benefits and outcomes a subscribing agency will realise from this service. |
| Service and Personnel Availability | Provide information on the lead-time to provision this service following procurement by an agency. |
| Case Studies | Please provide at least one case study (in PDF format or URL link) as supporting evidence.  If you do not have case studies, then please provide at least one use case. |

**Supplier Experience**

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| General experience in delivering and supporting this service locally in the New Zealand market | Please provide information on local experience relevant to this service. |

**Business Environment Experience for this Service** (tick all that apply):

Small scale business and enterprise environments (less than 500 users)

Medium scale business and enterprise environments (500 – 2500 users)

Large scale business and enterprise environments (2500+ users)

New market entrant (no existing experience)

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| Specific industry and/or sector experience for this service | Please provide information on relevant sectors and industries that you have delivered this service to. |

**Infrastructure Environment Experience for this Service** (tick all that apply):

Private cloud (exclusively used by a single organisation comprising multiple consumers, for example, business units)

Community cloud (exclusively used by a specific community of consumers from organisations that have shared concerns)

Public cloud (public provider; however, may be owned, managed and operated by a business, academic or government organisation or a combination of these)

Hybrid cloud (composition of two or more distinct cloud infrastructures, such as private and public community, that remain unique entities but are bound together by standardised or proprietary technology that enables data and application portability)

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| Delivered from within SaaS offering(s) | Please provide information (optional). |
| Public cloud experience | Please provide information on your experience with public cloud environments relevant to this service. |

**Delivery Methodology and Processes** (tick all that apply):

Traditional delivery methodology and processes (e.g. ITILv3/ITSM/SDLC etc)

Modern service management delivery methodology and processes (DevOps, Lean/Agile, ITILv4)

**Accreditation, Certifications and Competencies**

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| Organisational Quality Management Systems Certification | Please provide information on any certifications held by your organisation (e.g. CMMI -Capability Maturity Model Integration). |
| Managed Services Provider (MSP) Certifications | Please provide information on any MSP certifications held by your organisation. |
| Other Relevant Accreditations and Certifications | Please provide details |

**Pricing Model**

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| Standard Rate Card | Please provide your standard rate card or pricing model |
| Pricing Model | Please note that this pricing is indicative and final pricing will be negotiated when you conclude the SOW.  Agencies will look at pricing to decide initial shortlist, so please provide meaningful info, such as   * Rate card * Blended rates * Volume discounts * Outcome based pricing options |