

Managed Services Description	Standard	Premium	DevOps and Professional Services
Discovery	●		
Understand business objectives and current challenges(e.g. migration to AWS, refactoring current AWS footprint, providing MSP to existing AWS footprint etc.)	●	●	
Understand systems SLAs, RTO, RPO requirements			●
Design/Architecture		●	
Define architecture options to be considered(e.g. Lift & Shift vs refactoring)	●		
Generate high-level application / logical diagrams and detailed infrastructure schematics for proposed architecture		●	●
Author solution design document		●	
Account Management and Tooling	●	●	
Provide named Technical Account Manager (TAM) and Project Manager (PM) resources			●
Consolidate billing across AWS accounts	●		
Consolidate AWS Console user management across AWS accounts	●	●	
Consolidate AWS Cloud Trail data across regions and accounts			●
Provide secure network access to environment for developers and administrators		●	
Maintain and update infrastructure schematics for proposed architecture (e.g. VPCand subnet design, etc)	●		
Vendor management for cloud (AWS/Azure) and third party tools/SaaS providers		●	●
Collaboration tool – Developers direct access to Cloudops team via Hipchat service		●	
Provide recommendations and best-practices around account architecture,security, cost, and performance optimization	●	●	
Infrastructure Implementation & Service Activation	●		●
Create, test and deploy core infrastructure (AWS and Azure)	●	●	
Configure & test WAN connectivity to On-Premised Data Center(Direct Connect, VPN, Firewall Rules)			●
Deploy and scale web applications		●	
Ensure proper resource tagging of infrastructure components	●		
CIS level-1 system hardening and maintain AMI		●	●
DNS & SSL Configuration (Route53 & AWS Certificate Manager)		●	
User acceptance testing	●		
Network and Access Security Implementation			●
Create, test and deploy IAM roles and polices	●		
Create, test and apply Security Groups and NACLs	●	●	
Operating system user management			
Implement IDS/IPS, AntiVirus & Malware, FIM solutions		●	
Threat Management implementation and Support (alertlogic, qualys, ivs)	●		
Application Administrative Support		●	●
Creation of standard golden AMIs			
Configure bootstrapping of supported operating systems using Ansible orCloud Formation or AutoScale Launch Configuration		●	
Customization of standard gold AMI with application stack	●		
Arrange extended scope application engagement (e.g., Build Deployment)			●
Migration of application data and basic database administration			
File Integrity Monitoring	●		
SIEM Management			
DevOps & Release Engineering			
Integrated support and operation for 3rd party security tool sets	●		
DevOps support using native AWS or custom tool chaine.g. OpsWorks, Code Deploy, Code Commit, Cloud Formation templates			
Help build environment for reliability, resiliency on AWS platform			
Work closely with client to identify and implement any additional custom tooling necessary to achieve business goals.	●		
Review current build and deployment process with client teams.			
Custom implementation of 3rd party tools e.g; Datadog,New Relic, Pager Duty			
Develop a roadmap that outlines SME goals and timeline for DevOps automation into environment.			
Assistance in the writing of customized configuration management code using 3rd part tools like Ansible	●		
Implementation and customization of continuous integration and continuous deployment (CI/CD) tool chain using 3rd party tools e.g., Gitlab and Jenkins			●
Migration			
Technical environment review		●	
Best Practices and Architecture			●
Assessment report		●	
Cost calculation and Optimization	●		
Planning and Scheduling		●	●
Detailed AWS design bases on applicationand requirements analysis		●	
Dedicated technical support duringmigration phase			
InfoSec assessment and review	●		
Assistance getting app and data migrated to AWS		●	
Other Professional Services			
Performance optimization and tuning	●		
Refactor architecture and design			
Disaster Recovery			
InfoSec System Assessment Archer Updates			
InfoSec Network Assessment Archer Updates	●		
Custom implementation for 3rd party tools and services like Trend Micro Deep Security and Alert Logic			●