Service description

itnetX Journey to Cloud

Journey to Azure Standard

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1. Initial situation

1.1 Is the itnetX Journey to the Cloud suitable for us?

The itnetX Journey to the Cloud Standard is aimed at all companies that have fundamentally decided to adapt cloud services. It is only of secondary importance in this context, at what pace and with what consistency your company moves to the cloud. The fundamentals are always the same. What is needed is clarity about the drivers, the context, the internally available competencies, the cloud operations and of course the concrete cloud use cases. If there is the necessary consensus on these issues, Azure will be prepared for secure, controlled and value-adding use.

The itnetX Journey to the Cloud is a standard service package that follows a clear procedure with predefined delivery objects. These combine our many years of experience, the core elements from the Microsoft Cloud Adoption Framework[1] and the latest security and compliance recommendations. If you have the need for an individualized Journey perfectly tailored to your company's needs, we recommend that you ask for a Journey to the Cloud Customized Offering. This is especially true for heavily regulated businesses, as it allows us to go into much more detail about the many possibilities and mechanisms of the cloud in this area.

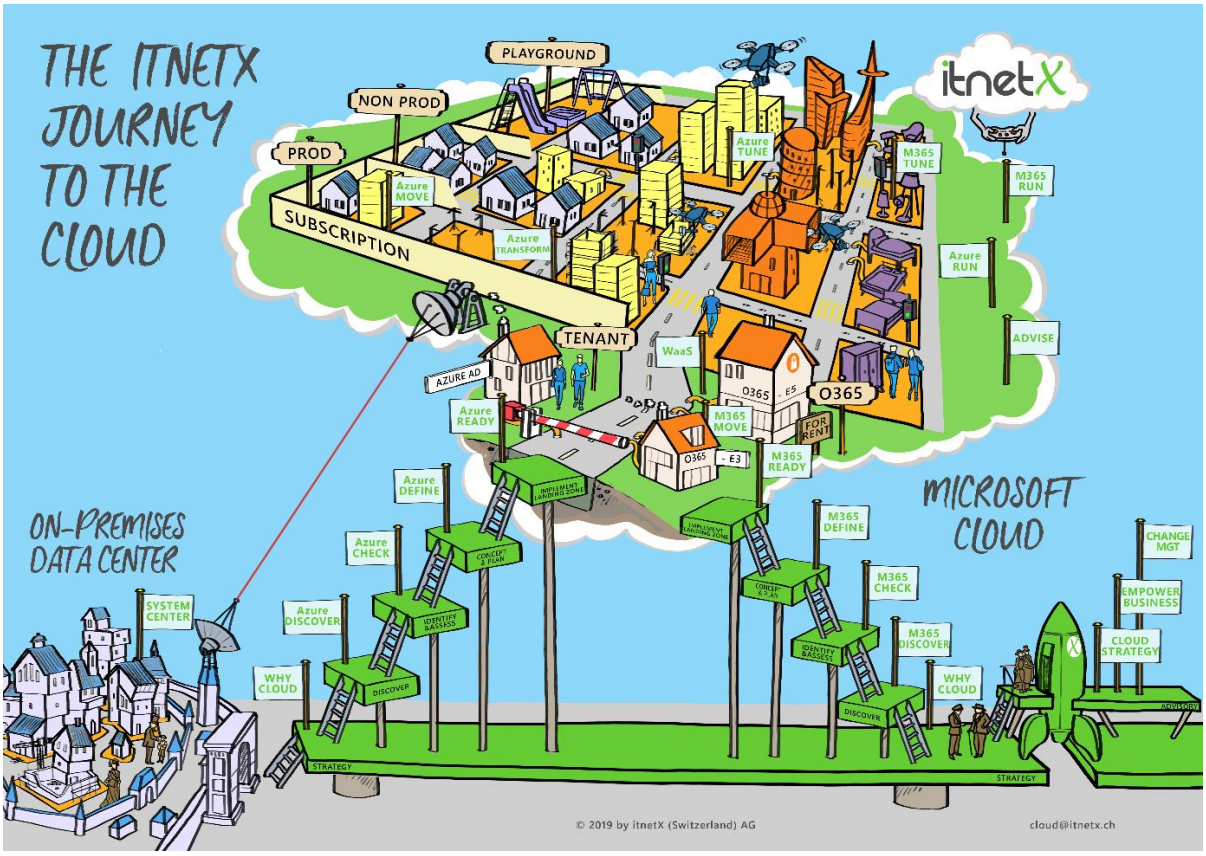
This offer also includes a list of standardized additional services that can be added to your Journey to the Cloud according to your needs.

1.2 Objective

Our experience tells us that the success of cloud initiatives depends on good collaboration between IT and business. This requires transparency regarding expectations, priorities, opportunities, and fears between all parties, so the same language should be spoken. We ensure this in a first step. The insights we gain from this will then flow into the subsequent steps to work towards the overriding goals of the stakeholders. By discussing concrete use cases, we arrive at the design of the so-called Landing Zone, your own sealed-off environment within the Azure Cloud, whether in Switzerland or abroad. Finally, this Landing Zone is provisioned in a standardized way and handed over to you. If you still need support in the operations of Azure, we will be happy to submit you an individualized AzureRUN offer in which we take over the Azure operation for your company in part or in full.

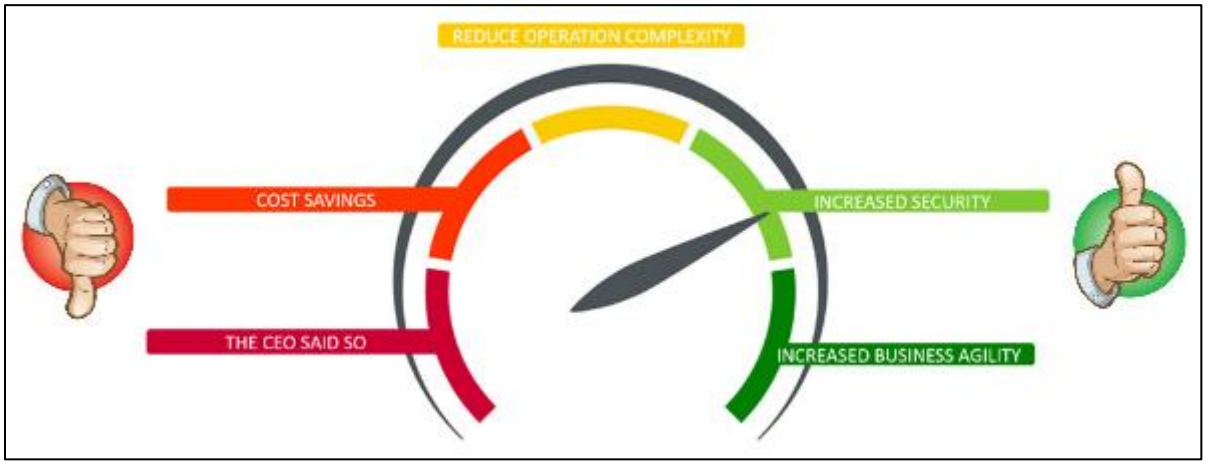
[1] https://docs.microsoft.com/de-ch/azure/cloud-adoption-framework/

1.3 Components of the itnetX Journey to the Cloud



1.3.1 WHY Cloud

The basic step "WHY Cloud" is the cornerstone for the entire Journey. In the form of interviews, the customer involves specific business and IT stakeholders in the cloud initiative from the very beginning. The resulting report serves as the basis for goal-oriented planning, especially with a focus on the use cases dealt with during the journey.



Content & Goals	▪ Mutual understanding of objectives, priorities, strategies, and needs ▪ Transparency about risks, conditions, and procedures
Delivery objects and format	▪ 1h interview each with 3 stakeholders selected by the customer (virtual) ▪ Final report with the key findings, 3 use cases prioritized for discussion, possible risks, preconditions, and a revised proposal for action ▪ Discussion of the report
Participant Customer	▪ Project Manager ▪ 2-3 business stakeholders
Delimitations	The following points are not part of the offer due to the scope or possible influences that are beyond the control of itnetX or represent prerequisites for the customer: ▪ Legal framework ▪ Detailed SWOT analysis of the company ▪ Cloud strategy (can be developed downstream together with itnetX if required)

1.3.2 AzureDISCOVER

The first part of the two-day AzureDISCOVER workshop focuses on basic training in Azure architecture and its functionalities. The participants should thereby develop an idea of how concrete IT solutions for the business can be realized in a short time. In this context, it is also important to consolidate the understanding of the differences between the cloud operating models IaaS, PaaS and SaaS in order to understand what influences they can have on the business organization. The following table shows the topics of the basic training in AzureDISCOVER

Cloud models	▪ IaaS, PaaS, SaaS
Architecture	▪ Azure Resource Manager ▪ Tenant Hierarchy & Cloud/Hybrid Identity
Resources	▪ Compute ▪ Networking ▪ Storage ▪ Web ▪ Containers ▪ Analytics ▪ AI & Machine Learning ▪ IoT ▪ Marketplace
Operation	▪ Management & Governance ▪ Security ▪ DevOps & Integration ▪ Monitoring

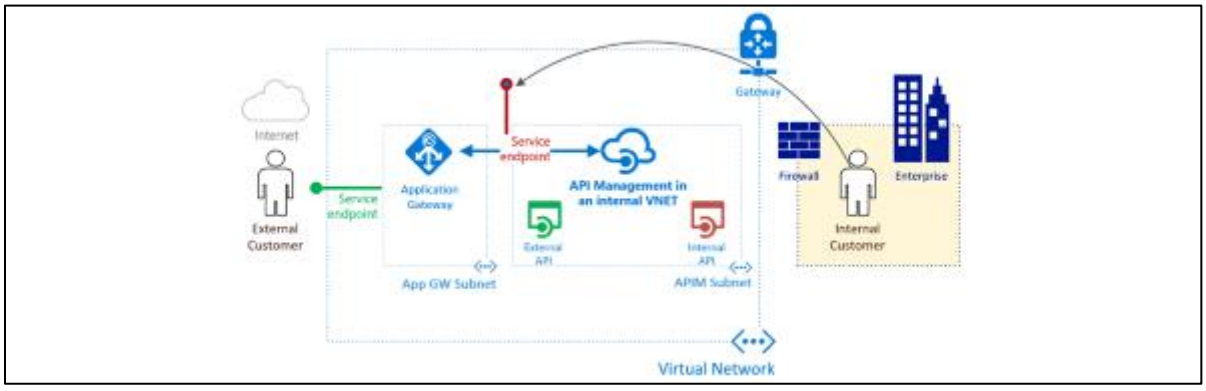
In the second part, a maximum of three use cases are jointly analyzed and a decision is made as to whether and how they can be implemented in the cloud. This should result in a more efficient variant, if possible, which promises advantages in terms of architecture, the technologies used, operation or costs.

Content & Goals	▪ Overview of the structure and possibilities of Microsoft Azure ▪ Understanding of possible, concrete use cases
Delivery objects and format	▪ On-site training (1 day) ▪ Discussion of the previously defined use cases (1 day) ▪ Short summary of the discussed use cases
Participant Customer	▪ Assigned engineers or architects (system, operations, security)
Delimitations	Basically, the discussed use cases can only be selected from the itnetX Standard Use Case Catalog (Chapter 2.3). Adaptations are possible, but may cause additional costs. The basic training is not an exam preparation.

1.3.3 AzureCHECK

After the generic use case discussion in AzureDISCOVER, one of these cases is selected in this step and jointly deepened. In addition to a better technical and commercial understanding of Azure, the solution sketch created in AzureCHECK also serves to ensure that the cloud project does not come to a standstill after the implementation of the landing zone.

In a one-day workshop, we jointly evaluate the ACTUAL and TARGET status for your prioritized use case from the itnetX Standard Use Case Catalog (Chapter 2.3). Here we offer a collaborative approach to identify possible transformation paths for your on-premises services and technologies (business services, storage, backup, security, etc.), and jointly pursue the goal of optimizing your scenario using Azure IaaS, PaaS and/or SaaS operating models. We also estimate the Azure cost for a suitable target environment and review the connectivity requirements for your cloud solution.



Content & Goals	▪ Recognize the differences in solution design from Azure to On-Premises ▪ Creation of the basis for a concrete use case after the implementation of the Landing Zone
Delivery objects and format	▪ Consolidation and design of a prioritized use case on site (1 day) ▪ Solution sketch with architecture, a possible migration or implementation procedure, Azure costs, dependencies, requirements, and possible risks
Participant Customer	▪ Assigned engineers or architects (system, operations, security) ▪ Service Manager or Service Owner (depending on application)
Delimitations	The solution sketch is not a finished concept. However, it is intended to show in which areas preliminary work still needs to be carried out and further clarifications made to be able to start with the conception and implementation

1.3.4 AzureDEFINE

We have created a standard design for a transparent, secure, and controllable Azure environment, which is discussed, completed, and accepted together within the framework of AzureDEFINE. It includes topics such as permissions, role models, connectivity, security, policies, monitoring, backup, and data management. Deviations from the standard must be discussed together and their impact on the next step must be transparently examined. The following table lists the topics covered in AzureDEFINE:

Tenant Infrastructure Hierarchy	▪ EA/CSP Enrollment ▪ management groups ▪ Subscriptions ▪ resource groups
Hybrid Identity (with an on-Prem AD)	▪ Azure AD (Connect)* ▪ Identity Governance & Lifecycle ▪ B2B Guest Collaboration* ▪ Conditional Access (e.g. MFA)
Governance	▪ resource tags ▪ resource locks ▪ Resource Policy & Initiatives ▪ Data Classification & Privacy* ▪ Data Protection & Retention* ▪ Service & Data Location* ▪ cost management ▪ naming conventions
Security	▪ Role Based Delegation Model ▪ Azure Security Center* ▪ Azure Monitor & Log Analytics* ▪ Azure Key Vault (Key, Secrets & Certificate Management) ▪ Virtual Network Topology & Security* ▪ cloud service access ▪ Auditing & Compliance

Deployment & Automation	▪ Standardized Service Containers ▪ Resource Templates (Terraform) ▪ Azure Automation & Functions
cloud operations	▪ Roles & Responsibilities ▪ Competencies & Skills ▪ Standard Service Deployment ▪ service management

* For the marked topics, customer-specific information is incorporated

Content & Goals	▪ Transparency over the Azure Landing Zone to be implemented and its configuration ▪ Adding the customer-specific parameters ▪ The central points are understood
Delivery objects and format	▪ Discuss and complete the Azure Baseline (Teams Call, approx. 4h) ▪ Finalized summary of the baseline ▪ Implementation plan (planning AzureREADY)
Participant Customer	▪ Assigned engineers or architects (system, operations, security)
Delimitations	Unplanned adaptations to the Azure Baseline and the architecture of the Landing Zone will always lead to additional costs that must be borne by the customer.

1.3.5 AzureREADY

In this final step of the Journey to the Cloud, the environment designed in AzureDEFINE is implemented and prepared for the operational takeover of the cloud components. The environment is thus ready for use and extended integration into the existing IT landscape and the implementation of the defined priorities and use cases can begin.

Content & Goals	▪ Landing zone and connectivity implemented ▪ Environment ready for business takeover ▪ The next steps are defined
Delivery objects and format	▪ Implemented Azure Landing Zone ▪ Azure AD Connect is set up (if applicable) ▪ Start of the operations takeover (handover by itnetX, approx. 2h) ▪ Report on next steps & open tasks ▪ Support by itnetX freely selectable by the customer (1 day)
Participant Customer	▪ Assigned engineers or architects (system, operations, security)

Delimitations	The customer, for his part, must expect the following work: ▪ Structure Azure landing zone ▪ Facility (Hybrid) Cloud Identity ▪ Assignment of authorizations ▪ Securing web access ▪ Any adaptations ITSM Tool ▪ Internal marketing ▪ Trainings

2. General conditions and fundamentals

2.1 Obligation of the customer to cooperate

To be able to carry out the services and work steps listed in the previous chapter effectively and in a results-oriented manner, participation and collaboration of defined roles of the customer is absolutely necessary. We recommend the roles and functions listed per step. If there are profiles on the client side that specialize in IAM, operations or security, we recommend at least keeping them informed about the initiative.

The following tasks are expected based on the provider's experience on the customer side to support the project planning for the customer. The effective effort depends on the resources available on the customer side and their level of competence.

- Participation in workshops
- Selection and detailed preparation of use cases
- Supplementary internal workshops
- Assumption of responsibility for the operationalization and thus anchoring of Azure in the company
- Internal marketing
- Ensuring the necessary accesses

2.2 General delimitations and requirements

- Based on experience, we recommend that the people assigned to the project have at least a Microsoft AZ-900 certification. This makes project implementation much easier and prevents potential misunderstandings
- We would like to point out that after the implementation of the Landing Zone within the framework of AzureREADY the operationalization of various concepts will start. We are happy to provide support in this respect but cannot integrate this into the standard offering due to the diversity of the various customer environments. By operationalization we understand:
  - Establishment or adjustment of the necessary operating processes (change, incident, problem)

  - Expansion of Azure Monitor or integration of Azure into the existing monitoring solution
  - Expansion of Azure Backup or integration of Azure into the existing backup solution
  - Integration of Azure in an existing ITSM solution
  - Integration of Azure IaaS resources into patch and configuration management (Azure or existing solution)
- We recommend that all users are equipped with Azure AD Premium P1 licenses or similar for the use of MFA & Conditional Access, but at least the administrators. Failure to do so may result in limitations in the implementation of security features
- The following contractual relationships exist for the consumption of Azure, which are either already in place or must be concluded outside the Journey
  - Existing Enterprise Agreement (EA) of the customer or
  - Cloud Solution Provider (CSP) via itnetX or existing CSP
- itnetX reserves the right to be deposited as "Digital Partner of Record"[2] in Azure Subscriptions processed within the scope of the services of this offer.

2.3 itnetX Standard Use Case Catalog

The use cases illuminated during the Journey (DISCOVER and CHECK) can be selected from the following catalogue. Individual requests must be checked first and may result in an adjustment of the offer.

- Lift&Shift VM Migration with Azure Migrate
- Application Gateway, Front Door or AzureAD App Proxy as possible reverse proxy replacement (e.g. NetScaler, NGINX, KEMP, f5, etc.)
- Bastion Services as Jump Box
- App Service to replace Web Server with Azure Migrate
- Managed SQL Instance or Azure SQL DB as replacement for MS SQL Server with Azure Migrate
- Azure Backup as a replacement for Off-Site/2nd-Tier Backup
- Azure Site Recovery as a replacement or addition to the Failover Datacenter
- Azure Files (Sync) as replacement for File Servers (and DFS)
- Azure Kubernetes services as a replacement for container hosts

[2] "Digital Partner of Record" (DPOR) is an online function to connect a partner - here: itnetX - to a customer's Microsoft cloud subscriptions. The DPOR status is elementary for itnetX regarding the cooperation with Microsoft.

2.4 Procedure and planning

The dates for the individual assignments are discussed and defined together with the responsible person on the customer side in a kick-off meeting.

3. Optional additional services available

If you wish, you can add the following optional services to your Journey:

Step	Service
General	Dedicated itnetX Project Manager[3]
WHY Cloud	Deepen WHY CLOUD Assessment
	Creating a Cloud Vision
	Cloud Strategy "Light"[4]
	Cloud Strategy "Premium"[5]
AzureCHECK	Support of service documentation including technical service dependencies
	AzureCHECK for each additional application
AzureDEFINE	Fully customized and individual Azure Baseline and Landing Zone
AzureREADY	Implementation of the Azure Baseline and Landing Zone per additional tenant
	Implementation and handover of the standard Terraform code base for IaC operation
	Implementation of a completely customized and individual Azure Baseline and Landing Zone

[3] In the standard version, this service package is managed independently by our engineers and architects and is only accompanied by reduced project management

[4] In cooperation with an itnetX partner

[5] In cooperation with an itnetX partner