

Technical Assurance Review - Terms of Reference

Section 1 – Contact Details	
Name	[REDACTED]
Email	[REDACTED]
Contact Number	[REDACTED]
Date	08/05/15

Section 2 – Work Package Details	
Title	ULTIMA - Independent Review of product selection and implementation, and the Desktop Service “expansion proposal”
Short Description of objectives to be achieved, including key milestones and deliverables	<p>Context: DWP have asked HP to provide options for the delivery of increased resilience and improved stability and performance of the Desktop Service. [REDACTED] The high-level scope of the proposal is to consider scaling out each of the two Data Centres by increasing infrastructure components, increasing the number of Quadrants (to minimise impact of failure) and to re-visit the manner in which staff are distributed across the Quadrants. Additionally, the need for improved testing capability/capacity will be considered to address failure at deployment issues associated with new application releases.</p> <p>Duration of the Independent Review: The “Expansion Proposal” will be presented to DWP by HP on 8 May An internal review will be undertaken and a face to face walkthrough of the proposal will be held with HP on 13 May. The independent review should commence as soon as possible after 13 May to conclude with the production of a report within 10 working days.</p> <p>Scope: ULTIMA to undertake an independent review of:</p> <ul style="list-style-type: none"> the product selection, product deployment, implementation, capacity and operation of DWP’s virtualised Desktop Service with the aim of establishing and confirming that relevant best practices have been followed and that the relevant products are all functioning as designed and as required: the Desktop Service “expansion proposal” with a view to determining whether the proposed expansion appears to be reflective of the capabilities and capacity of the relevant products and that all relevant adjustments and changes to the overall technical environment (including capacity) to support the successful implementation of the expanded Desktop service have been identified, prioritised and suitably quantified in terms of effort, testing and deployment effort required. <p>In preparation for and during the review, ULTIMA will identify any requirements for supporting documentation (over and above the formal proposal) and any other enabling requirements.</p> <p>Key Deliverables: ULTIMA will provide formal documentation of their findings, with appropriate recommendations and conclusions.</p>
Start Date	Asap after 13 May 2015
End Date	As per Ultima proposal
	14 chargeable man days