Advanced's Managed Azure Services

Advanced recognises that organisations are at different stages in their journey towards fully leveraging the power of the Microsoft Azure Cloud environment. Our Managed Azure Services are designed and built specifically with this in mind. We advise, assist, secure and operate whatever stage our customers may have achieved in their journey.

Advanced is different from other Managed Cloud Services Providers. With a hertiage in business applications, our Managed Services support you from desktop to Data Centre and into the Cloud. Including our unique Application Modernisation capabilities, our Managed Services underpin our own enterprise software application business: **Advanced is born and bred for business innovation.**

Our Managed Azure Services embrace four core principles:

> Enable customers to increase business focus and innovation

> Deliver reliable and trust-worthy security and business application-focused services

> Provide innovative solutions coupled with top quality managed service experience

> Support UK Government Codes of Practice regarding Open Standards, Security Principles and enabling Cloud First strategies

Advanced's Pace Programme

We offer our customers a personalised route to the future, enabling and encouraging them to be agile and act with Pace.

The Advanced Pace Programme offers an easy way for organisations of all sizes to adopt new technology. We cover all of the essentials you need: implementation, training, licenses, support and updates and enhancements to ensure your organisation can scale and grow.

Through our vast experience, we understand the different needs that individual organisations have. This is why our Pace Programme delivers a breadth of options and support.

Working closely with you and keeping your goals at the centre of planning, a route forwards using Cloud technology will be developed. If a Public Cloud environment is deemed to be best for your organisation, our Managed Azure Services team will be there for you. Currently, we Microsoft have certified over 60 members of our teams and awarded us 63 Gold Star specialists.

Client >

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"I've worked with Advanced before and I knew they could deliver this on the Microsoft Azure platform I wanted. Advanced has created a data mart using a combination of open surce and Microsoft technologies and I was confident they would have the skills, tools and understanding to successfully develop this new web application."

Adam Sewell > IT Director > The Copyright Licensing Agency

Cloud Transformation and Innovation

Advanced provide tailored solutions that are secure by design. We aim to simplify and accelerate Cloud transformation in every instance, including:

> Deploying new greenfield solutions

> Migrating to Azure

> Take-on and stabilisation of incumbent (secure, optimise and innovate)

> Application Modernisation

> Optimising Azure solutions

Our capabilities and services combine in the form of a framework for Cloud transformation, assisting our customers throughout the lifecycle of their solutions. This closely aligns with Microsoft's Cloud Adoption Framework to provide our customers with a comprehensive, seamless experience. Our framework starts with a business first-focused discovery, assessment and analysis, followed by the determination of appropriate advisory and design services.

All methods, templates and tools used are Azure native, wherever possible and are delivered by our Microsoft-certified experts.

Rob Bing, IT Service Manager at St Andrew's Healthcare says, *"Cloud is a huge driver for us and where we want to go. We are moving forward to meet growing and more complex demands with a provider that can both scale to meet those needs and provide the level of professionalism needed within this marketplace. The team at Advanced were an important factor for us in partnering with them. We really like that they always make time for us."*

Cloud Usgae and Security Health Checks

Advanced offer a comprehensive, structured, health check of existing Azure solutions. This enables organisations to get the best from their Azure platform, as well as understand its health from a technical, operational, security and cost optimisation perspective.

The engagement exploits our understanding of Azure's evolving products and services as well as Azure best practice. All of this is further enhanced by our heritage in Managed Services and business applications.

We know what to look for.

The health check is performed collaboratively, covering:

> Azure usage, service and feature exploitation

> Microsoft Azure best practices

> Architecture, usage and right-sizing

> Subscription and cost optimisation

> Core security and operational management

An electronic report is coupled with consultative, 'in person', findings review, to determine appropriate next steps. The findings report includes recommendations and covers:

> Issues with architecture and sizing

> Areas for improvement

> Risks

> "Quick wins" - actions that can be taken easily to offer immediate benefits

> Security

> Subscription and cost optimisation

An example:

'Acme' have outsourced and modernised their back-office systems which are now running on Azure. The service provider is using Azure's built-in security features on the assumption that the free version of Azure Security Centre will suffice.

Events in Active Directory are showing multiple accounts marked as high risk and logins from foreign countries. In addition, IT admin review their historical login reports months post event, after the business discovers any financial anomalies.

Advanced determines that Acme's security posture is at risk of being compromised. Attackers could even send fake invoices to Acme's customer base.

In this instance, we recommend subscribing to the paid-for standard version of Azure Security Centre to unlock key security features such as:

> Security event collection and search

> 'Just-in-time' virtual machine (VM) access

> Adaptive application controls

> Advanced threat detection

> Built-in and cutom alerting

> Threat intelligence and compliance features

NB: The standard Azure Security Centre is available at around £10.08 per month, per VM. This would allow logins to be blocked and alerted upon.

Cloud Advisor

Advanced's Cloud Advisory Services assist customers in both defining new Cloud strategy and performing Cloud Readiness Assessments for migrating workloads to Azure.

Discovery and Cloud Readiness Assessment

Our understands the drivers for moving to Azure as well as the complexity and risks. In order to get the right business outcome, a "business first" focused discovery is essential. We recognise the importance of understanding your organisation, including it's IT-related products, services, teams and current state.

This understanding enables our Cloud Readiness Assessments and resultant advice to be fully support of the strategy in place, while shaping the approach to change. In addition, we recognise that organisations are at different phases in their Cloud journey. We tailor our engagements to each customer, starting with a scoped discovery and Cloud Readiness Assessment, encompassing:

> Business drivers and objectives

> Applications and related business services

> Customer's organisation, skills, methods, capability and in-flight initiatives

> Security policy, compliance and management systems

> Cloud Readiness and compatibility determination as well as right-sizing

> Infrastructure and Cloud-related technology services

> IT operations management systems and process

> Known future requirements and vendor support lifecycle

Influenced by industry best practice and our 35+ years of Application Modernisation experience, Advanced considered seven options in our assessment of the approach required to modernise legacy applications and systems.

> Rehost: A typical "lift and shift" approach onto a new platform, most typically, a Cloud infrastructure platform through Infrastructure-as-a-Service migration, with no or minimal change to the application or its code.

> Transform: Also known as Rearchitect, this is conversion to a more modern language or database, converging with and taking advantage of new, modern Cloud platform features.

> Refactor: Benefiting as much as possible from Cloud technology by altering the way that the application/ workload is architected and developed, typically using Cloud Native features such as Platform-as-a-Service services and server-less architecture.

> Reengineer: Also known as Rebuild, this involves re-writing the application from scratch, while preserving its scope and specifications.This is likely to involve a move to a Cloud platform and include the use of Cloud Native features.

> Replace: Also known as Repurchase, this eliminates the former application component altogether and replaces it, taking new requirements and needs into account. It may involve moving to a different product completely, typically a Software-as-a-Service offering such as Microsoft 365, Microsoft Dynamics or SalesForce.com etc.

> Retire: This is when applications are assessed as being no longer needed, or are replaced as part of the strategy.

> Retain: This is when applications are chosen to be revisited at a later stage, as part of the ongoing strategy review. It may include limited in-situ changes to extend life and usefulness.

Cloud Advisor - Strategy and Vision

Our Cloud strategy and envisioning engagements help form strategy, build roadmap and envision the future.

These engagements may follow on from previous discovery and Cloud Readiness Assessments and will inform future initiatives, such as Cloud solution design activities.

Strategy and envisioning typically includes the following areas:

> Per workload Cloud platform strategy

> Stabilisation, Cloud migration, transformation and optimisation approach

> Application Modernisation

> Ongoing operation and management services

> Commercial modelling and change over time

> Identifying benefits, risks and constraints

Advanced recognise that organisations and Cloud technology are continually evolving. We help keep pace with the developments. We appreciate that not all companies are the same and the pace of change will vary. Due to this, we offer a variety of design services which are detailed in the table below.

Scenario	Design Service
Non-complex steady state	Access to a shared pool of solution architects who can engage on regular need for change
Customers with complex needs, typically medium to enterprise sized organisations, who desire their own resources to be more business-focused. These companies who are facing a period of phased and iterative transformation.	A named Design Authority who builds intimate knowledge about your organisation, including its underlying technology and applications. This person will be your go-to Solution Architect for change, who will one the integrity of the solution design (performance, availability, resilience, insight, control and security). They will attend regular service reviews, participate in customer technical design, approval and strategy boards. This is a paid-for resource that is available at different levels of seniority, typically working either full or half time. This is provided for a minimum of one year, with tailored options subject to availability.
Customers with specific Application Modernisation strategy and desgin needs such as overcoming point application, integration or business problems.	We have an Application Modernisation team that will be engaged with to understand drivers and needs. For further information, please visit: https://modernsystems.oneadvanced.com/en/

Application Modernisation

Legacy technology can hold your organisation back, slow down productivity and increase your costs, if it is not managed effectively.

Advanced have over 35 years of experience in the Application Modernisation space. This means we have the products, processes and skills to de-risk your organisation and modernise your applications. Our solutions provide highly automated tools, combined with specialist skills in understanding and transforming your applications, as we support your journey to the Cloud.

Regardless of where you are on your transformation journey, we have the capabilities and experience to ensure success.

Our Application Modernisation Services adopt the following approach:

> **Application Analysis:** bottom up analysis with top down strategy planning. This can include source code analysis, visual program and data relationship analysis, and leads to a defined modernisation strategy, change impact analysis and execution.

> **Replatform and Rehost:** This enables you to standardise your platform and enable your Cloud environment, leveraging new technology to lower cost as well as secure and improve your IT. Our specialities cover IBM Mainframe Management and Migration, OpenVMS Migration, VME Migration as well as COBOL conversion.

> **Application Maintenance and Support:** This addresses your ageing technology and any skill(s) shortfalls in a sustainable, cost effective manner. Maintenance of and support for legacy applications unburdens your organisation and increases business focus. Our well-established development experts enhance your applications and guarantee these will evolve to meet the needs of your workload now, and in the future. The services we offer deliver to your organisation a consistently supported and maintained IT estate that will benefit your growth.

For further information about Advanced's Application Modernisation Services, visit: https://modernsystems.oneadvanced.com/en/

Client >

The Department for Work and Pensions

"The replatformed system provides the Department for Work and Pensions and its citizens with a faster and more responsive service with improved resilience and scalability."

Mark Bell >
VME-R Deputy Director >
Department for Work and Pensions

Cloud Design

Advanced provide Azure solution design expertise. Informed by our deep understanding of our customers' organisation - products, services and underpinning applications - our solution architects continue to apply our 'business first' approach in solution design. Our experts design for security and reliability, ensuring the integrity of Azure Service Level Agreements (SLA) by following Microsoft's reliability and SLA guidance.

Our design principles:

> A business first and application focused approach that is secure and commercially aware

> Design includes the reliability to achieve the desired availability, takes into account maintenance and failure, identifies business application workloads, Recovery Time Objectives (RTO), Recovery Point Objectives (RPO) and Maximum Tolerable Downtime (MTD), whilst accounting for Microsoft Cloud Services SLAs

> Design technology geared to allowing our customers to increase their focus on business agility and their goals

> Support UK Government Codes of Practice with open standards, security principles and enabling Cloud-first strategies

> Provide the right levels of innovation support, including automation and DevOps enablement

Advanced design solutions, not just technology.

Our design activities include:

> The capturing of your individual requirements

> The designing of a technology solution that is made up of network(s), IaaS, compute, PaaS, storage, operating systems, applications and management systems

> A Cloud subscription model is designed to help lay the foundations for well-governed Azure solutions

> Service Solution: Our pre-defined Managed Azure Services work with your technology to provide a solution you can trust that is tailored to your needs. We recognise that some customers have needs beyond our standard services, therefore, subject to requirement, we offer customer specific service solutions.

> Change Approach and Plan: Through in-depth migration planning and identifying test, acceptance and clean-up actions, we thoroughly prepare for an Azure landing zone deployment

> Commercial Solution: We provide estimated running and operational costs, as well as optional Total Cost of Ownership (TCO) analysis

> Identifying future opportunities to modernise and improve as well as what to decommission and how to consolidate

Ultimately, we aim to design world-class solutions for our customers that ensure performance, availability, resilience, visibility, control and security, today and tomorrow.

Cloud Transformation - Deploy and Migrate

Advanced help customers create and evolve their Azure Cloud solutions. Our Cloud Transformation capability follows on from our design processes and works alongside our Application Modernisation Services.

We have built our capabilities and services to ensure that we do the heavy lifting, enabling you to focus on the business outcomes.

Our transformation process has been fine-tuned over many years. It reflects our passion for responding quickly and effectively to customers' needs, whilst maintaining the availability and health of our customers' solutions.

We deploy new, migrate legacy and take on existing Azure solutions through structured projects that are governed by Project Managers and post-sale Solution Architects.

Transformation begins with a handover of the solution design and customer kick-off meetings. It is completed with a solution handover that includes a transition to live operational services.

Transformation includes:

> Low level configuration, migration and deployment planning

> Procure, provision, migrate and integrate are the four key stages covered in preparation for Landing Zone Deployment

> The final deliverable of the Azure set up guide, which is an environment that has been provisioned and prepared to host workloads that have been migrated to Azure

> Workload, application and data migrations happen in accordance with our seven modernisation options

> Testing to go-live acceptance:

  - Test migrations
  - Final migration and live cut over
  - Testing and acceptance criteria

We assist customers with access to Azure Programme and Project Management expertise. This is delivered by a network of partners and Advanced associates. A Customer Engagement Manager oversees all of this.

We have invested heavily in a Cloud Execution Framework for our customers to exploit and benefit from. This framework automates solution deployment and configuration management, using Azure Resource Manager (ARM) templates which are automated by Terraform, configuration managed using Ansible and orchestrated by Azure DevOps. This provides:

> Consistent, repeatable and automated solution builds

> Capabilities that can be exploited by your DevOps initiatives (for more detail, see Cloud Innovation Services)

We use standard Azure marketplace images, then configure and harden them in line with industry best practice and your requirements. The template creation is limited to basic infrastructure, services (VM, storage, network, Application Services, Azure SQL Database etc.) and existing gallery software items.

Cloud Support and Manage

Once the solution is operationalised, the benefits of Advanced's Managed Operational Services will be fully realised. Our tiered ITIL and DevOps-aligned support and management services combine with value added service options to deliver enterprise-class Managed Azure Services.

These can be trusted and relied upon to ensure high performance, increase service and provide security.

Our Azure Cloud Support and Manage capability typically encompasses:

> Service Level Management

> Subscription Management and Optimisation

> Cost Management via Azure cost manager budget thresholds

> Security and Access Management

> Operations and Support

> Configuration Management

> Modern Lifecycle Management

Setup and Management of programmatic budgets and alerts, automating notifications when costs exceed thresholds.

Monitoring, customer runbooks and operating procedures are delivered prior to go-live. Customer runbooks define the Support team's standard operating procedures, and are key to our 'Support and Manage' phase. They are designed to present the right information at the right time, providing relevant, focused guidelines and enable the automation of alerts, including pre-defined escalation procedures.

Other additional value-added optional services include:

> Applications Management

> Database Management

> Identity and Access Management

> Web Application Firewall and Distributed Denial-of-Service

> Information Protection

> Cyber Security: Scanning and Discovery

> Cyber Security: Managed Detection and Response

Advanced's Managed Cloud Operational Services

The solutions that work for Advanced's customers are typically made up of multiple environments, requiring different tiers of service. We work with you to map service options specifically to your environments, using Azure subscriptions, helping with commercial segregation and reporting.

Service Element	Standard	Additional Services (Optional)
Service Level Agreement Our services provide, as standard, 24x7x365 monitoring of the solution. Support for the solution includes infrastructure monitoring and alerts with guarenteed SLAs.	Mon - Fri 08:00 - 18:00 with 24x7 P1 Fully Managed	
Azure Platform Incident Support Any issues with the underlying Azure platform are incident and problem managed via our service desk and ticketing portal, this includes Microsoft Premier Support escalations.	✓	

Service Level Agreements: Response Times*
Incoming Incidents and Requests are prioritised as follows:
Priority 1 Critical: All users experiencing major failure and no access to system.
     Initial Response Time: (business hours SLA) 1 hour
     Target Resolution Time: (business hours SLA) 1 working day
Priority 2 Major: Some users are experiencing issues and back-up failures. A workaround maybe iidentified.
     Initial Response Time: (business hours SLA) 4 hours
     Target Resolution Time: (business hours SLA) 3 working days
Priority 3 Minor: Minor issues or inconvenience experienced by some users
     Initial Response Time: (business hours SLA) 8 hours
     Target Resolution Time: addressed as part of next planned change, or mutually agreed.
 	
*Note: Target Resolution Times maybe dependant on an underlying 3rd party service provider such as Microsoft Cloud Services and in this case, cannot be guaranteed. For example, where services are not highly available within a particular region or where there is a regional issue that is impacting services for which there is no multi-regional customer Disaster Recovery solution.
	✓	

Service Level Agreements: Azure Cloud Services Availability Advanced monitor Azure's planned and unplanned services availability via Azure Service Health, in conjunction with our own monitoring systems. In doing so, we manage the Azure Cloud Services availability SLA on behalf of the customer. In the event of a SLA breach, service credits are passed on, along with an assessment of Microsoft's Root Cause Analysis (RCA) report. Microsoft's Cloud Services SLA can be found at: https://azure.microsoft.com/en-gb/support/legal/sla/, with a summary available at: https://azure.microsoft.com/en-gb/support/legal/sla/summary/.	✓	
Microsoft Cloud Solution Provider (CSP) Licensing and Billing Advanced provide CSP licensing and billing management, as as offer expert advice and Cloud cost usage reporting via monthly service reviews and the Cloud portal. Before we can place an order on a customer's behalf, the customer must accept and sign the Microsoft Cloud Agreement that can be found here: https://docs.microsoft.com/en-us/partner-center/agreements	✓	

Service Element	Standard	Additional Services (Optional)
Service Management (including SLAs and Cost Mangement Reporting) Provision of monthly service review meetings, including discussions around Quality of Service, SLAs and availability, incidents and problems. As well as, agreement and setting of Azure cost management budget thresholds along with alerts; the creation and management of service improvement plans after any SLA breaches, including identifying and establishing preventative measures. This is all subject to the RCA and services provided.	✓	
Quarterly Usage, Security and Cost Optimisation Review Using Azure Cloud Advisor, Security Centre and our knowledge of our customers, reports are created for Microsoft Cloud usage, security and cost usage. Advanced also perform an assessment that results in further optimisation advice.	✓	
Azure Platform Support Request, Access, Incident, Change, Availability and Problem Management are provided for the Azure Cloud solution. These are integrated with Advanced's IT Service Management systems and Microsoft Premier support. Administration level access is only provided when required.	✓	
Enterprise IT Service Management (ITSM) Operational services are underpinned by enterprise ITSM systems and ITIL-aligned processes, which also support DevOps. Access to support is provided by phone, email and portal ticketing systems for request, access, incident, change and problem management.	✓	
Administrative and Azure Portal Access Management Subject to the Azure products subscribed to, there is the management of administration access provided, including 2 Factor Authentication and conditional access management. As standard, administration access is provided by a secure bastion server solution. *Note: This requires Multi-Factor Authentication and Azure Active Directory Plan 2 is recommended as standard*	✓	
Security Management As standard, Advanced manage and operate customer solutions in a secure manner, in line with Microsoft and industry best practice. This involves secure, Multi-Factor, bastion access and role-based access controls. Our experts monitor and manage Azure Security Centre and recommend that the Standard level plan is in place for continous assessments and security recommendations as well as Secure Score, self-service just-in-time VM Access, compliance dashboards and threat protection for Azure VM's with Azure supported PaaS products. Regular, quarterly security, health and optimisation checks are provided to ensure secure score reviews and other security best practices.	✓	Assisting you in meeting specifc compliance needs
Enhanced Security Services Advanced can provide additional security services to further protect your solutions. These include 3rd party Cyber Security Discovery which provides vulnerability and security scanning as well as Managed Detection and Response and Information Security Manager Services.		✓
Configuration Management Administrative configuration level management of Azure security, networking, compute and storage services conform to Azure best practices and customer requirements. Advanced use templates and tooling such as Git repositories, Terraform and Ansible. Our standard CI/CD capability provides automated server, environment and solution deployment options. Additional service options are available to support customers with DevOps and deployment needs such as blue/green release strategies.	✓	Custom templates, scripts and automation
Azure Virtual Network, VPN, Load Balancing, Application Gateways and Firewall Management As standard, Advanced will deploy, manage and support Azure native networking products, ensuring they are available, secure and performant. Each customer's solution is designed ot meet their specific needs and is consistently monitored. Any critical events trigger an operational response.	✓	Non-Azure 3rd party virtual network appliances
Operating Systems The support and management of Windows Operating Systems are deployed in Azure Virtual Machines. This covers patching, backup, server malware protection and the monitoring of CPU, RAM, critical events, processes and storage. Advanced provides standard thresholds which can be customised to meet your requirements. For further information, see the Windows Operating System service description.	✓	

Service Element	Standard	Additional Services (Optional)
Patching Service Mandatory and fully automated patching within agreed maintenance windows. See patching section for further details.	✓	
Windows Server anti-malware and virus protection - Microsoft Defender Protection for Windows using Windows Defender, to protect files and online activities from viruses, malware, spyware, ransomware and other threats. Defender will be disabled should customer have other 3rd party Server malware protection products active.	✓	
Database management Advanced provide Managed Services for SQL Server on VM (including option for AlwaysOn), Azure SQL Database (PaaS and Azure SQL Managed Instance. These cover core database monitoring, backup, recovery and administration. Includes database and account creation, amendment and deletion, backup and scripted maintenance jobs, index optimisation, log shipping, mirroring and replication. See Microsoft SQL Server database service description for further information.		✓
Azure Backup Advanced will keep 30 days of rolling virtual machine backup, with a 24 RPO as a default. The backup policy can be tuned to meet customer requirements offering, Daily, Weekly, Monthly and Yearly retention. Recovery of virtual machine images and file-based recovery. Advanced perform annual test restores, whilst the customer is required to confirm data integrity.	✓	
Log Management To support customer security forensic needs, Advanced manage Azure log management, setting retention policies to meet customer requirements.	✓	
Azure Platform Monitoring The Azure platform, products and services are monitored for availability, capacity and critical events using Azure Monitor. Standard alerting thresholds are provided but can be customised to customer requirements. Subject to agreement Alerts are integrated with ITSM tooling for operational services response.	✓	
Disaster Recovery Invocation Process Management & Testing Dependant on the designed solution architecture and service requirements, disaster recovery governance may be required. In some cases, DR may be automated by design i.e. Active-Active. Advanced provide the option to manage this in the production of customer tailored and documented invocation procedures -including initial and regular testing, as well as assessing BAU changes for any impact.		✓ Customer tailored process
Azure Site Recovery (ASR) Advanced can assist with the configuration, setup, monitoring and management of ASR in our customers' Azure subscription. This includes the installation of agents on any Advanced managed operating system and instance creation within ASR. Dependent on customer requirements and agreed solution design. Advanced will assist customers in their DR needs by providing service to failover Virtual Machines in agreed sequence. Custom failover automation and procedures can be provided subject to scope and additional charges.		✓ DR Automation Scripting
Azure Site Recovery (ASR) Failover testing assistance Where formal Disaster Recovery Invocation Process Management & Testing are not provided by Advanced, we can assist with test failovers. Subject to additional charges, scope and resource availability.		✓

Customer Run Books The 'definitive guide by which Advanced support and account teams operate our customer solutions. Contains a solution architecture and business services overview, customer specific escalations, monitoring, response and reporting. Including, but not limited to, customer specific standard operating procedures, and DR processes.	✓	
Azure Tagging Advanced assist customers with effective tagging of assets in the Microsoft® Azure™ Public Cloud platform. This is essential to maintain the health of the platform and optimise billing control. At Advanced we provide a real-time dashboard view of tagging in our customer's environment. This includes ensuring that tagging is complete, unique and valid so that quality is maintained. In addition, we use our expertise and experience to advise on tagging standards and strategies. All tagging is mandatory and fully automated to ensure that customer systems are correctly identified for billing, BCDR and compliance. Any machine that is not tagged will be powered-off so that customers are not billed for incorrect usages.	✓	

Azure Availability Service Level Agreement Management: https://azure.microsoft.com/en-gb/support/legal/sla/

As an example, for Cloud Services and Virtual Machines https://azure.microsoft.com/en-gb/support/legal/sla/virtual-machines/v1_8/:

> For Cloud Services, we guarantee that, when you deploy two or more instances in different fault and upgrade domains, at least one role instance will have Role Instance Connectivity at least 99.95% of the time.

> For all Virtual Machines that have two or more instances deployed in the same Availability Set, we guarantee that you will have Virtual Machine Connectivity to at least one instance at least 99.95% of the time.

> For any Single Instance Virtual Machine using premium storage for all disks, we guarantee connectivity of at least 99.9% for your Virtual Machine.

Example: Monthly Uptime Calculation and Service Levels for Virtual Machines in Availability Zones

Monthly Uptime % = (Maximum Available Minutes - Downtime) / Maxiumum Available Minutes X 100

The following Service Levels and Service Credits are applicable to your use of Virtual Machines, deployed across two or more Availability Zones in the same region.

Monthly Uptime Percentage	Service Credit
< 99.99%	10%
< 99%	25%
< 95%	100%

BackUp and Recovery Services Explained

Advanced provide BackUp and Recovery Services for Azure solutions. The technical solution may vary depending on the Azure products within the scope of Azure services, as well as the backup and recovery design. Where Azure Platform-as-a-Service services are in use (from WebApps to SQL Database), backup is fully dependent on the product. For example, currently, Standard or Premium plans for Azure WebApps include backup capability.

For 'Azure BackUp', Advanced supports the configuration and management of Virtual Machine image backup with the option to recover file level data with a 24-hour RPO and standard 30 day retention. Retention policies can be customised to meet specific requirements but are limited to Azure's capability. Backup restoration time will be dependent on the volume and complexity of the restoration that is requested. Advanced's response times will adhere to standard ITSM SLAs.

Our backup support services levage the native Azure recovery services which offer the following capabilities:

> Image Backup: Upon your request, we will configues image-level backups for Infrastructure-as-a-Service Virtual Machines. Image-level backups are non-intrusive and provide you with the ability to restore an entire Virtual Machine. Currently, Azure supports application-consistent backups for Windows and file-consistent backups on Linux.

> File and Data Recovery: We will recover individual files or folders from the image, back into the live Virtual Machine.

> Operating System Native Backup and Recovery: This can include Windows Volume Shadow Copies being scheduled to allow for self-service file recovery from previous versions.

Patching Explained

Patching your Operating System is key to delivering secure and stable IT Services. Advanced use Azure Automation to patch Operating Systems, placing servers into a standard patching schedule (shown in the table below).

Every 12 hours, Azure Update Management checks the state of each system, where each system should be, and what security and feature updates are available for the system.

Advanced's standard automated patch schedules align with 'Microsoft Patch Tuesday'. In consultation with you, servers are allocated to groups for patching.

First Wednesday of every month	Third Wednesday of every month
Group A Patch Deployment starts 06:00	Group C Patch Deployment starts 06:00
Group B Patch Deployment starts 21:00	Group D Patch Deployment starts 21:00
First Saturday of every month	**Third Saturday of every month**
Group E Patch Deployment starts 06:00	Group G Patch Deployment starts 06:00
Group F Patch Deployment starts 21:00	Group H Patch Deployment starts 21:00

For critical patching, we follow the same grouping and timing, over a maximum of four days, depending on the service tier provided. Additional services, including our Cyber Security Discovery Services, complement this by providing vulnerability intelligence scanning and reporting, highlighting any vulnerabilities caused by matching patches. This includes your and third party Advanced managed applications. See the 'Added-Value Services' section of this document for more information.

Note:

> We will not patch middleware or your applications that are outside of the scope of our contracted services, due to the potential harming of your environment.

> If you elect to postpone the installation of critical security patches, you will idemnify Advanced against any and all (but not limited to) data loss, security and SLA breaches or other nefarious activities that may occur as a result.

> We recommend customers phase the patching of their environments. For example, staging first, then production. Solutions and application workloads will be designed in consultation with you and with due regard for maintenance and patching requirements, i.e. so that automated patching and reboots have minimal impact to service availability.

> In exceptional cirumstances:
> For critical patches, Advanced reserve the right to patch outside of the predefined patching windows if it is deemed neccesary to prevent imminent compromise.
> If a patching run causes problems with applications outside the scope of our Managed Services, it is your responsibility to fix the application or liaise with the application provider. If this cannot be resolved, a restoration from backup maybe required.
> Patching issues with regards to in-scope Managed Services will remain the responsibility of Advanced to resolve.

Azure Monitoring Services Explained

Advanced uses Azure Monitoring and Log Analytics to monitor the solution and event into our IT Service Management (ITSM) tool-driven Service Desk, via our Cloud Event Bridge system. Operational follow up on all Azure Cloud-based network, security, compute and storage services also uses Azure Monitoring and Log Analytics. The Cloud Event Bridge auto-logs new, and acknowledges repeating, alerts into ITSM tickets, and has the capability to suppress new tickets for any known events that can be ignored.

These services cover:

> Virtual Machines and Operating Systems (CPU, RAM, storage, services and event logs)

> Azure products in scope such as firewalls, load balancers etc.

> Azure backup and recovery services including Azure Backup and Azure Site Recovery

> Azure fabric critical events

Advanced's approach to monitoring is to ensure that your solution is performant, available and protected. Events that are disrupting, or risk disrupting, business service will be alerted into our ITSM systems for an appropriate response. For example, breaches of compute performance (i.e. CPU, RAM, storage or limits of Azure products), or failure of critical maintenance jobs such as backups.

Response will involve the restoration of service and/or change to prevent future recurrence. This may involve leveraging the power of Azure to automate a response to future events with agreed action(s).

Remote Configuration and Troubleshooting

Microsoft Azure customers receive Operating System support, including configuration, monitoring and troubleshooting. Around this, Advanced that all our access to your Infrastructure-as-a-Service Virtual Machine resources is managed, secured, time limited and audited.

We will create for you a secure bastion server within a specific subnet, from known and controlled networks in our Data Centres. Support engineers will establish access using Remote Desktop Protocol or SSH and access your environment using RDP and/or WinRM and/or SSH from the bastion host. Traffic from the bastion host will pass across the Azure bastion virtual subnet to the various subnets within your Azure Virtual Network.

IT Service Management Summary
Service, Technical and Account Management

For fully managed solutions, Advanced provide monthly service level management reviews via a named Service Delivery Manager, including reports of monthly Azure and services costs.

Service Delivery Managers are your advocate within Advanced's IT Services team and will create and manage service improvement plans as required.

On a quarterly basis, we will review and assess solution security, usage and cost as well as offer advice regarding the optimisation of your solution. This review will help you to remain current and secure while ensuring an optimum level of cost control.

Incident Response

Advanced will respond to your support requests in the following timeframes:

Priority	Description	First Response Time	Update Frequency	KPI
1	Major part of the system is unavailable/not operating correctly, affecting multiple users. No workarounds are in place and business operation are not possible OR Incident has critical impact on the business	0:15 minutes	Every hour	90% within 1 hour 97% within 4 hours 100% within 8 hours
2	Part of the system is unavailable/not operating correctly, affecting users in a single function. No workarounds are in place and business operations in this function are not possible or are severely impacted. OR Incident has a serious impact on a specific part of the business	0:30 minutes	Every 2 hours	90% within 4 hours 97% within 8 hours 100% within 12 hours
3	Part of the system is unavailable/not operating correctly, affecting users in a single function. Workarounds are in place, but business operations are impacted, though not severely OR Incident has temporary impact on users and is non-critical or is a development issue	1:00 hour	Every 4 hours	90% within 15 hours 97% within 20 hours 100% within 30 hours
4	System incident that is causing inconvenience to the business, but is not impacting operations	2:00 hours	Daily	90% within 48 hours 97% within 56 hours 100% within 72 hours

Change Management

The primary objective of Advanced Change Management is to enable as many beneficial changes as possible with minimal disruption to IT services. In achieving this, we are fully ITIL-aligned.

Our Change Management invokes standardised, automated and manual procedures to deliver on this objective. This enables the successfull achievement of the controlled implementation of strategic, tactical and operational changes to IT services.

We will work with you on all changes to your environment while our support engineers will manage the change, keeping you fully informed throughout. All changes are managed using our Change Management System, ensuring audibility, tracking and alignment with other ITIL processes and practices, such as Problem and Incident Management.

We wiill apply Change Management for all changes that are run by Advanced. You can raise a ticket, or seek telephone support, in situations where support or advice is required for changes proposed, owned and initiated by them.

Three Change Management service options exist, the first is included as standard and the other two are subject to additional charges.

1. Advanced Change Approval Board (CAB) Service

   Available to all customers and included as standard

   CAB review meetings

   Includes expert technical and security review

   Standard monthly service reporting

2. Customer-tailored CAB Service

   Customer-agreed achedule with customer attendance

   Tailored agendas, minutes, approval process and reporting

3. Integration with Customer-owned CAB

   Includes making submissions to, and attending, customer-owned CAB

Types of Change:

> Normal Change: Follows standard change management and CAB approvals

> Standard Change: Pre-approved, repeatable standard change

> Expedited Change: Outside of any existing schedule with expedited or pre-approval for exceptional change

> Emergency Change: Changes to prevent an imminent incident that will affect business service or to recover from a business service affecting incident. This is typically processed in 30 minutes depending on the customer's authority and approval.

> Latent Change: Retrospective Change Management for a recent emergency

Problem Management
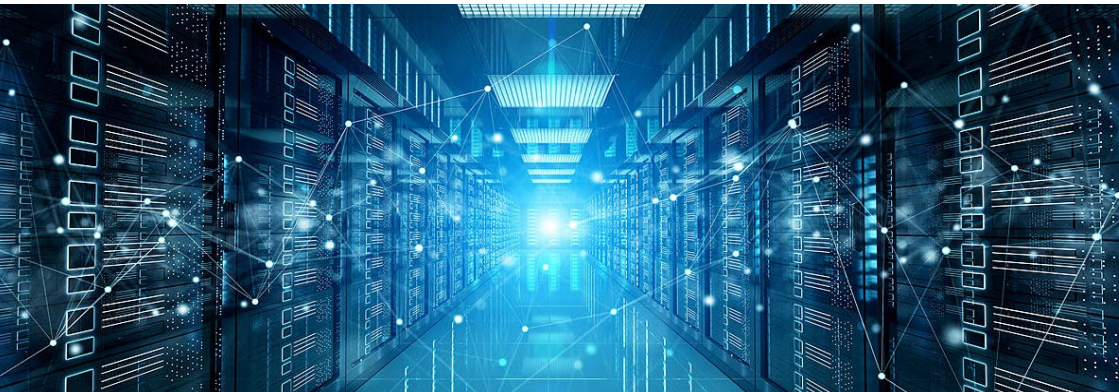
Advanced Problem Management is designed to ensure that repeat issues and any underlying technical challenges are identified and resolved quickly and efficiently.

Problem Management uses data to drive decisions to, employing Pareto analysis, log analytics and machine learning, to determine how best to deliver a permanent fix to any issue.

All fixes are, of course, tested throroughly in our lab environments prior to a controlled release into your environment. This ensures success.

Problem Management Service Level Agreements

Priority	Comment	Initial Root Cause Analysis Document	Final Root Cause Analysis and Recommendations
1	Resulting from a sequence of Priority 1 Critical Incidents	3 working days	5 working days
2	Resulting from a sequence of Priority 2 High Customer Impact Incidents	5 working days	10 working days
3	Resulting from a sequence of Priority 3 Medium Customer Impact Incidents	10 working days	20 working days
4	Resulting from a sequence of Low Customer Impact Incidents	15 working days	25 working days

Support Services

Advanced are your Microsoft support partners. Through our long-standing and positive professional partnership with Microsoft, we own the relationship, billing and Vendor Management so you don't have to.

While the majority of any tickets or issues will be resolved by Advanced, we will utilise our relationship with Microsoft in certain circumstances. For example:

> An issue where Advanced has exhausted internal knowledge regarding a specific service

> An Azure service outage that affects multiple customers

> An issue which requires additional access, such as a service limit increase request

> Azure Service Level Agreement credit management

There are two primary methods for engaging our Support Services:

Tickets

You can raise tickets using our Customer Portal. In addition, our automated systems will create tickets for events which occur on your Azure subscriptions. These tickets are distributed to our support teams for us to triage and take appropriate action.

Calls

Our service desk is available 24x7x365 to discuss your Cloud issues, requests and concerns.

Other Value-Added Services

Service	Description
Cyber Security Services Improve your Cyber Security posture to maintain confidence in your IT.	
Cyber Security Discovery Service (underpinned by industry-leading technology from Alert Logic)	Vulnerability and PCI-compliant scanning is included, along with assset discovery, extended end point protection, Cloud security configuration checks for AWS and Azure. There is also monthly vulnerability intelligence reporting and the expert management of any incidents identified.
Cyber Security Managed Detection and Response Service (underpinned by industry-leading technology from Alert Logic)	Secure log collection is delivered, as well as proactive threat management and intrusion detection. Alert Logic's intelligent Machine Learning platform is leveraged with security experts reviewing and assessing events as Advanced's Security Operations Centre provides full response and remediation against agreed Service Level Agreements.
Cyber Security Managed Detection and Response Service, Premium Service Options	> Advanced Cyber Defence: A named security expert providing proactive advice and support in improving your security posture. This includes proactive threat-hunting of compromised credentials in the DarkWeb as well as monthly, in person, formal reviews. > Web Access Firewall (WAF) Integration Services: The provision of WAF services that is integrated into the overall, Alert Logic based, security platform.
Information Security Manager	The provision of a named Information Security Manager (ISM), specifically assigned to you. This proactive security expert will offer support and guidance for IT-related security needs while acting as your IT security go-to point.
Application Monitoring, Response and Reporting Providing 24/7 application performance insight, so you can trust that your IT is working for you. The goal of this service is to detect and respond to service degradation as quickly as possible, before end users are impacted.	
Basic Website Monitoring, Response and Reporting	Basic website availability monitoring with predefined responses that provide service availability assurance. Monthly availability and page response time reporting are included.
Application Transaction Monitoring, Response and Reporting	Subject to technical compatibility, we can monitor the transactions of your application, responding as appropriate and maintaining reports of all activity.

Other Value-Added Services Continued

Service	Description
Cloud Innovation Services We utilise Cloud Automation and assist and enable DevOps to overcome specific challenges. We provide a variety of capabilities, services and expertise to you.	
Workload and Environment Automated Provisioning	Solutions specific to you use the automation and configuration capability in which we have heavily invested. Coupled with Azure products, Advanced work with you to design develop and managed workload and/or environment provisioning. This may involve helping to develop new and customer specific templates or configuration scripts, such as Ansible, and integration with DevOps and CI/CD tooling. These options subject to additional charges and provisioning specific to you, as well as the configuration management service.
New Feature Exploitation	We recognise that Public Cloud Services such as our Managed Azure Services are continually evolving, as are your organisations and IT requirements. We can offer Professional Services and ongoing services throughout the lifecycle of your Azure use. These are subject to your requirements, agreements and additional charges.
Cloud Native Application Solution Design Assistance	This is design engagement, possibly linked with Application Modernisation, during which we help you realise new opportunities for or transform from legacy technology to, a Cloud Native approach. The potential areas of improvement include performance, security, scalability, manageability, availability and costs.

Azure Cloud Regions and Feature Support

The table below defines Azure product alignment to Advanced's Managed Services.

Not all Azure products (https://azure.microsoft.com/en-us/services/) are listed. This is due, in part, to the evolving nature of the Azure Cloud and our Managed Azure Services roadmap. For components that are not listen below, Advanced may be able to accelerate our services roadmap.

Alternatively, and subject to service requirements, we may provide services specific to you or deliver reasonable endeavours support with no guarantee regarding expertise.

Azure Region, Product and Category	Managed Enhanced Services	Premium Options
Azure Regions		
Europe: North and West		Other regions
UK: South and West		Other regions
Network and Security Connect your Cloud and on-premise infrastructure and services to provide customers and users the best possible experience, protecting your enterprise from advanced threats across hybrid Cloud workloads.		
Azure Active Directory	P1	P2
Azure Active Directory Domain Services	✓	✓
Security Centre	Standard ✓	
Azure Distributed Denial of Service Protection	Basic ✓	Standard
Azure Information Protection	✓	P 1/2 ✓
Key Vault		✓
Virtual Network	✓	
Application Gateway	✓	
Virtual Private Network Gateway	✓	
ExpressRoute	✓	
Load Balancer	✓	
Azure Firewall	✓	
Azure Front Door Service		✓
Compute Access Cloud compute capacity and scale on demand, ensuring you only pay for the resources you use.		
Virtual Machines		
Virtual Machine Scale Sets	✓	
Azure Kubernetes Services		✓
Container Instances		✓
		✓

Azure Cloud Regions and Feature Support Continued

Azure Region, Product and Category	Managed Enhanced Services	Premium Options
Storage Invest in secure, scalable Cloud storage for your data, apps and workloads		
Storage Accounts	✓	
Disk Storage	✓	
Azure File Store	✓	
Azure Backup	✓	
Databases Support rapid growth and innovate faster with secure, enterprise-grade and fully managed, database services		
SQL Server on Virtual Machines	✓	
Azure SQL Database	✓	
Azure Cache for Redis	✓	
Web Build, deploy and scale powerful web applications, quickly and efficiently		
Web Applications	✓	
Migration, Management and Recovery Simplify and accelerate migration to the Cloud with guidance, tools and resources		
Data Box (statement of works driven by Professional Services)		✓
Cost Management	✓	
Azure Site Recovery	✓	
Azure Migrate (statement of works driven by Professional Services)		✓
Azure Database Migration (statement of works driven by Professional Services)		✓
Azure Backup	✓	
Azure Advisor	✓	
Azure Portal	✓	
Azure Monitor	✓	
Azure Service Health	✓	

Managed Azure Services Responsibility Matrix

The below RACI (Responsible, Accountable, Consulted, Informed) matrix provides clarity with regards to the Managed Service activities and the associated responsibilities of Advanced, the service provider and you, the customer. For the avoidance of doubt, the below matrix applies to Standard and Premium service options.

Microsoft's obligation is to provide effective functionality, as per Microsoft product service descriptions, while securely managing Data

Centre locations and physical infrastructure in delivering against Microsoft Cloud Services Service Level Agreements.

Advanced's services adhere to Microsoft's shared responsibility model, partnering with Microsoft as a Gold Partner and leveraging Microsoft premier support. For customers with Microsoft accounts, we may collaboratively work with Microsoft in the design and realisation of new or changed solutions.

Managed Service Activity	Customer	Advanced	Microsoft
Cloud Advisor			
Discover and Assess			
Business Drivers and Needs	R,C,I	A,R	N/A
Stakeholders, Scope and Objectives	R,C,I	A,R	N/A
Current State Discovery (Azure Migrate)	R,C,I	A,R	Tooling
Infrastructure, Application and Service Dependency Assessment	R,C,I	A,R	Tooling
Cloud-Readiness Assessment	R,C,I	A,R	Support
Requirements Capture (High Level)	A,R	R,C,I	N/A
Strategy and Vision			
Cloud Platform Strategy	R,C,I	A,R	Support
Application/Workload Cloud Modernisation Strategy	R,C,I	A,R	Support
Operational Services Strategy	R,C,I	A,R	N/A
Application/Workload Grouping and Bridging (High Level)	R,C,I	A,R	N/A
Change Approach and Timeline (High Level)	R,C,I	A,R	Support
Commercial Modelling (High Level)	C,I	A,R	Support

Managed Azure Services Responsibility Matrix Continued

Managed Service Activity	Customer	Advanced	Microsoft
Cloud Design			
Solution Architecture			
Technical Solution and Azure: a documented solution covering the technical solution architecture and services that are provided to meet your requirements, delivered in diagrammatic and written form	C,I	A,R	Support
Your Technical and Service Requirements: including performance, availability, scalability, recovery, monitoring, management and security	C,I	A,R	N/A
Azure Tenant, Group and Subscription Hierarchy and Tagging	C,I	A,R	N/A
Service Solution: defining ongoing operational, monitoring and security services	C,I	A,R	N/A
Change Approach (Low Level)	R,C,I	A,R	N/A
Commercial Solution (Low Level)	C,I	A,R	N/A
Solution Design Acceptance	A,R	C,I	N/A
Cloud Transform			
Project Preparation, Setup and Internal Kick-off	C,I	A,R	Support
Customer and Advanced Project Kick-off	R	A,R	Support
Target Platform Operational and Infrastructure Implementation			
Azure Landing Zone Deployment for First Migration/Deployment	C,I	A,R	N/A
Subscription Procurement/Cloud Solution Provider Licensing	C,I	A,R	Support
Management Systems Deployment and IT Service Management Integration	I	A,R	N/A
Azure Regions and Virtual Network Deployment	C,I	A,R	N/A
Administrative Identity and Access Management Solution: includes Azure Active Directory with connectivity to any existing Active Directory solution and the building of new solutions	C,I	A,R	N/A
Connectivity and Access Solution	C,I	A,R	N/A

Managed Azure Services Responsibility Matrix Continued

Managed Service Activity	Customer	Advanced	Microsoft
Resource Groups and Resources (Infrastructure-as-a-Service Virtual Machines, Platform-as-a-Service Services etc.)	C,I	A,R	N/A
Setup of Azure Site Recovery Manager and Azure Backup Solution as per design	C,I	A,R	N/A
Advanced Managed Server Malware Protection (Microsoft Defender)	C,I	A,R	N/A
Customer Managed Server Malware Protection	A,R	C,I	N/A
Bridging to Exisiting Advanced Locations and/or Solution(s)	C,I	A,R	N/A
Bridging to Exisiting Advanced Locations and/or Solution(s)	A,R	C,I	N/A
Cloud-Readiness of Legacy Workloads/Applications			
Execute Cloud-Readiness Activities for Legacy Workloads/Applications	R,C,I	A,R	N/A
Test and Multi-Phase Deployments/Migrations			
Test Strategy Workshop	R,C,I	A,R	Support
Baseline for Application/Workload Testing	A,R	C,I	N/A
Wave 1 to *N* - Workloads/Applications Deployments/Migrations			
Target Platform Operational and Infrastructure Implementation	C,I	A,R	N/A
Migration Tool Readiness and Test Run	C,I	A,R	N/A
Perform Dry Run	R,C,I	A,R	N/A
Advanced Managed Application/Data Deployment/Migration	C,I	A,R	N/A
Customer Managed Application/Data Deployment/Migration	A,R	C,I	N/A
Configuration of Azure Backup and Recovery Soltuion to Account for New Workload/Application	C,I	A,R	N/A
Regression (Functional) Testing	A,R	C,I	N/A
Integration Testing	A,R	C,I	N/A
User Acceptance Testing	A,R	C,I	N/A
Proceed with Production to Go Live for Wave 1 to *N*	C,I	A,R	N/A

Managed Azure Services Responsibility Matrix Continued

Managed Service Activity	Customer	Advanced	Microsoft
Transition to Live			
Customer and Advanced Operational Handover	C,I	A,R	N/A
System Management Checks: including monitoring, backup and security management system checks	C,I	A,R	N/A
Customer Run Book and Standard Operating Procedures	C,I	A,R	N/A
Go Live Acceptance	A,R	C,I	N/A
Cloud Support and Managed			
Azure Platform Support			
Azure Platform Support and Management: provided by telephone, email and portal ticketing covering ITIL/DevOps aligned Request, Access, Incident, Change, Problem, Release, Performance, Capacity and Availability Management. Service Level Agreement response times are per the service description and contract between you and Advanced.	C,I	A,R	Physical infrastructure provision and secure management
Security Management			
Azure Administration Identity and Access Management	C,I	A,R	Support
Customer Active Directory and Managed Application Identity and Access Management	A,R	C,I	Support
Customer Compliance Obligations and Data Classification	A,R	C,I	N/A
Active Directory			
Azure Active Directory Configuration Management, as required for administrative access	C,I	A,R	Support
Configuration Management of Azure Active Directory P1, P2 Features (these are subject to additional Service Options)	C,I	A,R	Support
Customer Specific Group Policy, Active Directory Group Hierarchy and Configuration Specific to You	A,R	C,I	Support

Managed Azure Services Responsibility Matrix Continued

Managed Service Activity	Customer	Advanced	Microsoft
Monitoring, Events and IT Service Management			
Monitoring: for critical, security, performance and capacity with eventing via our Cloud Event Bridge into Advanced's IT Service Management ticketing system for response	C,I	A,R	Cloud Services level availability
Deployment and Management of Azure Monitor and Integration with Log Analytics	C,I	A,R	Support
Deployment, Management and Response to Website/Service Monitoring (this is subject to Service Options)	C,I	A,R	N/A
Deployment and Configuration of Azure Application Insights, including alerting, reporting and dashboards (this is subject to Service Options)	A,R	C,I	Support
Patching			
Automated Patching of Advanced Managed Servers and Applications, as per the service description and services provided	C,I	A,R	Support
Patching of Non-Advanced Managed Servers, Applications and Services	A,R	I	N/A
Backup and Recovery			
Configuration and Management of Azure Backup and Recovery Solution: this is done to meet your needs and includes annual test restorations for your validation	C,I	A,R	Support
Validation of Test Restorations	A,R	C,I	N/A
Disaster Recovery			
Specific to Your Organisation: business continuity planning, invocation, testing and management, in relation to in scope technology	A,R	C,I	N/A
Advanced Managed Azure Solution Disaster Recovery Invocation Management, including annual testing and maintenance as per the agreed solutionand is subject to the services provided	R,C,I	A,R	N/A
Validation of Annual Failover Testing and Communicating Change to Requirements, this many require Cloud Design and Professional Services	A,R	C,I	N/A

Managed Azure Services Responsibility Matrix Continued

Managed Service Activity	Customer	Advanced	Microsoft
Service Management and Reporting			
Provision of named Service Delivery Manager and dedicated Account Director	C,I	A,R	N/A
Monthly Service Management, Cost and Service Level Agreement Review	C,I	A,R	N/A
Quarterly Cloud Usage and Cost Optimisation Review	C,I	A,R	N/A
Bi-annually and, as required, Azure Roadmap Sessions with You and Advanced	R,C,I	A,R	Support
Soultion Lifecycle of New, Changed and Retired Products and Features	C,I	A,R	N/A
Service Improvement Plan Creation and Management (as required)	C,I	A,R	N/A
Cloud Innovation - subject to scope/additional charges			
Configuration and Management of Azure Backup and Recovery Solution: this is done to meet your needs and includes annual test restorations for your validation	C,I	A,R	Support
Validation of Test Restorations	R,C,I	A,R	Support
Specific to Your Organisation: business continuity planning, invocation, testing and management, in relation to in scope technology	C,I	A,R	Support

Microsoft Azure Compliance Standards

Microsoft maintains a number of compliance standards for Azure.

A non-exhaustive list is shown below:

PCI	Payment Card Industry regulatory frameworks
PAS 555	Umbrella standard for Cyber Security
ISO/IEC 270xx	Mutually supporting Information Security standards that, together, provide a globally recognised framework for best-practice Information Security Management
CCM	Cloud Security Alliance's Cloud Controls Matrix
FISMA	Federal Information Security Management Act (FIPS 199, FIPS 200)
DIACAP DoD	Information Assurance Certification and Accreditation Process (DoDI 8510.bb)
ISO 27001	ISO/IEC 27001:2005 Information Security Management Standard
HIPAA	Health Insurance Portability and Accountability Act
GLBA	Gramm-Leach-Bliley Act
SOX (Sarbox)	Sarbanes-Oxley Act of 2002

The process of *acheiving* and *maintaining* compliance certifications is owned and executed by you, alongside Advanced's support and enablement.

Note

The Microsoft Azure platform is created using some of the most rigorous security and compliance standards in the world. Get independent audit reports verifying that Azure adheres to security controls for ISO 27001, ISO 27018, SOC 1, SOC 2, SOC3, FedRAMP, HITRUST, MTCS, IRAP, and ENS, see https://azure.microsoft.com/en-us/overview/trusted-cloud/compliance/.