

Service Definition

The name of the Service is: **Business Intelligence as a Service**

An overview of Business Intelligence (BI) as a Service

The BI service supports intelligent decisions by business users who can create analytical panels and dashboards, from their own data. It follows a template driven based on functional areas (service delivery, customer management, personnel, finance, logistics etc). Line of business templates are being developed for municipal government.

For the business users it is very easy to use and very fast to get results – implementation time is immediate rather than typical BI projects that take weeks or months to deliver first results. The analysis and data is accessible from any place, any time on any device (a PC desktop, laptop, tablet, smartphone) or through a set of open APIs.

The BI service maintains a historical view of the data in a consolidated cloud database presentable through dashboards.

It is expandable to several user groups with secure internet access (using HTTP 2048 bit SSL certificates). All data is stored in an IL2 complaint Tier-3 UK sovereign data centre. Data is secure (encrypted) and automatically backed up. Data is managed in a private secure cloud with dedicated virtual machine (VM) per organisation.

The BI service does not require IT support or custom development or custom programming as it is designed for the business users. The return on investment (ROI) is immediate once the service is enabled compared to payback of 6-18 months with traditional BI projects. The total cost of ownership (TCO) is reduced by as much as 70% compared to the traditional BI approach.

A custom report development option is supported using Pentaho open source BI self service reporting and data discovery/business analytics tools. Output formats include PDF, HTML, XLS and PDF.

Data services enable queries, composite queries and full data sets to be published using open APIs. Supported interfaces are web services (SOAP) or API (REST). Supported data formats are XML and JSON.

Deployment Models

How can the service be deployed?

The BI service can be deployed on private or public cloud such as Amazon EC2. On a public cloud there is a single instance of the multi-tenant service and shared cloud database.

By partnering with Memset Ltd we offer the service on a secure private cloud IL2 accredited for G-Cloud. On the secure private cloud deployment each client (organisation) will have a dedicated VM and a dedicated database per organisation. We can also support a dedicated secure private container with multi-tenant service for within a single organization.

Networks to which the service is connected (directly)?

The BI service is accessible from a browser with an internet SSL connection.

Other networks (PSN, JANET, GSI) can be enabled by working with our partner Memset Ltd.

API access available, documented and supported?

SOAP and REST APIs are available using Data Services.

Open standards documented and supported?

Data interchange is supported through XML and JSON formats. Data Services can be published as REST and SOAP services.

Open source used and documented?

Function/Purpose	Open Source Components
Operating System	Debian Linux and/or Amazon Linux AMI
Web Server	Apache HTTP server – mod_proxy
Application Server	Glassfish Java Application Server
Database	MySQL
Java Libraries	ExtJS, KendoUI, JQuery, POS, D3.JS
Optional BI Platform	Pentaho Community Edition
Optional Data Service	WSO2 Data Services Server

Service Management

Technical boundaries/interfaces of the service documented?

The BI service interfaces are fully documented for both the role of administrators and end-users.

Services available to other suppliers so they can use them to provide services to government?

The BI service is available to any other suppliers who wish to leverage the G-Cloud framework.

On-boarding process e.g moving to the service?

An administrator account is created for the organization. The administrator can then create end user accounts. Additionally the on-boarding is provided as a managed service.

The SLA for on-boarding is 24 hours. Once an administrator account is created the on-boarding of end-users takes less than a minute via email notification inside organisation.

Off-boarding process e.g moving off the service?

The administrator can remove the end user accounts and the data. Additionally the off-boarding is provided as a managed service.

The SLA for off-boarding is 72 hours.

Data extraction/removal criteria met?

The criteria are met in accordance with the G-Cloud ITT glossary definition.

Data processing and storage locations defined?

For the G-Cloud the IaaS option available is Memset (located in Guilford, UK).

Outside of the G-Cloud framework a public cloud option Amazon EC2 (Dublin, Ireland or Virginia, USA) can be provided.

For an IL2 compliant and UK sovereign G-Cloud solution the preferred approach is to use Memset IaaS.

Data location option can be defined by user?

This is not possible. The organization purchasing through G-Cloud would only have the option of the Memset IaaS which is managed in a UK sovereign Tier-3 data centre.

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Data centre tier?

Tier-3 UK data centre through our partner Memset Ltd.

Support boundaries/interfaces documented?

This is defined in the support guide.

Service roadmap provided?

The next release of the BI service is scheduled for Q4 2012 and will include:

- Line of business templates (data and dashboards) for municipal government.
- Advanced visualizations for end-users based on the D3.JS data driven documents. These are presently supported through data services.
- The service should be IL2 assurance certified providing information assurance to store data to the PROTECT level.
- Pentaho 4.8 release
- Data Services Sever 3.0 release
- ESB connectors

Performance attributes defined and documented?

Performance uptime and response time are documented in the support guide. Databases and VM Linux servers are constantly monitored.

Backup & Disaster Recovery?

The instance is backed up with nightly snapshots. Databases are constantly monitored.

Is a support service provided and documented?

The support service is documented in the support guide.

Real-Time management information available?

Management information is provided in a monthly report.

Self service provisioning/de-provisioning?

This is partially supported. The BI service itself is provisioned by Amtex Solutions Ltd. But the end users can be added and removed by the client's administrator.

Time for provisioning/de-provisioning documented?

24 hours for on-boarding and 72 hours for off-boarding. Administrators can add end-users in less than a minute.

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Service desk can be used by 3rd party suppliers?

The BI service can be used by any 3rd party suppliers in the G-Cloud framework.

Commercial

Unit based pricing model?

The service pricing is £50 per user per month with a minimum of 100 users – a minimum of £5,000 per month. Excludes VAT.

The configuration for 100 users includes the database storage up to 200 GB of data.

Additional users can be added in blocks of 10 (£500 per month for 10 users) and storage can be added in blocks of 100GB (£200 per month per 100GB). Excludes VAT.

Aggregated billing?

Billing options can be provided for organizations with multiple departments.

Minimum Contract/Billing Period?

12 months at £5,000/month for a total £60,000 contract value. Excludes VAT.

Free Option?

A free option is not standard offering on the G-Cloud; but a single user account can be provided on Amazon EC2 public cloud.

Trial Option?

A trial option can be provided on public cloud for a fee supporting 10 users and 20GB data. The fee would be £500/month for 10 users. Minimum term for a trial service subscription is 3 months £1,500. Excludes VAT.

Termination Costs?

If terminated within the 12 month term then the remainder of the annual fees will be billed. If terminated at the end of the term then there is no cost. Trial subscriptions can't be terminated.

Supplier contract terms/jurisdiction?

Cloud Intelligence Services Ltd and Amtex Solutions Ltd are located in the UK under the jurisdiction of English law. The IaaS provider is also located in England.

Payment Options?

Purchase Order and BACS are supported

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Data Visualization

Authorized users may store datasets?

This is core functionality. End users can upload their datasets to the cloud database service

Authorised users may make datasets public?

This functionality can be enabled using Data Services publishing data as an API (SOAP/XML or REST/JSON)

Part of an integrated collaborative tool set?

The service is not part of a collaboration tool although Data Services API can be integrated into other collaborative tools or workflow processes.

Publish datasets as visualizations?

This is core functionality

End users may search for datasets?

Search is not part of the current functionality

Types of display?

Pixel perfect reports and various visualizations are provided including Area Charts, Bar Charts, Bubble Charts, Column Charts, Pie Charts, Scatter Charts and Series Charts. Some advanced visualization documents include box plots, bubble charts, bullet charts, calendar view, cartogram, chord diagram, dendrogram, force directed graph, circle packing, population pyramid, stacked bars, steamgraph, sunburst, node-link tree, treemap, voronoi diagram and tag clouds.

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Maximum dataset size?

The standard data storage for the service is 200GB. Additional storage can be purchased.

Specialist Cloud Services - Generic

Do you provide vendor specific services?

Services are provided for the implementation of the BI service and data services.

If the vendor(s) have accreditation are you accredited?

UK G-Cloud IaaS partner provider Memset Ltd has a number of accreditations and certifications e.g ISO 9001, ISO 14001, ISO 27001. Amtex Systems has ISO 9001 certificate for IT enabled services, business process outsourcing, software testing, data integration and reporting.

Vendor accreditation?

We will submit the BI service for IL2 accreditation in the near future.

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Service Levels

Platform IaaS provider partner Memset Ltd has a 99.995% uptime guarantee for networks, servers and storage. 24x7 support is provided for the IaaS and this support is wrapped into the BI service support levels.

For the BI service production support is provided 24x7x365. Incidents are submitted via e-mail and/or telephone. The target response and resolution times for incidents are:

Severity Level	Response Time	Resolution Time
1	1 hour	24 hours
2	4 hours	48 hours
3	8 hours	72 hours
4	24 hours	None

The severity levels are defined based on impact on a production usage of the BI service in the table below. "Production" is defined as usage of one by end users where a failure of the BI service in production will have immediate economic impact on the client's business operations.

Severity Level	Definition
1	Client's business operations have been disrupted either through a loss of data or a loss of service.
2	Client's business operations can continue in a restricted fashion. Client's business operations are at risk.
3	Some aspects of the service are impaired but client can continue to use the service. Client's business operations are at minimal risk.
4	General usage questions, requests for new features or documentation issues.

Termination Options

Clients may terminate the production BI service with 30 days notice for any reason, subject to full payment of remaining SaaS fees for the 12 month subscription period.

Trial service cannot be terminated. Client will be invoiced the full amount for the 3 month trial in advance.

Vendor can terminate the production BI service for any reason at the end of the initial 12 month subscription period, with 90 days notice.

Data Restoration/Service Migration

Data restoration is provided by vendor for recovering from backups.

Service migration can be provided as a service through an export of the database environment or a migration of the complete VM onto another cloud instance.

Customer Responsibilities

The client responsibilities are set out in the support guide.

More Information

More information on the service can be found at www.cloudintelligenceservices.co.uk