

Application Packaging Services

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Summary Details

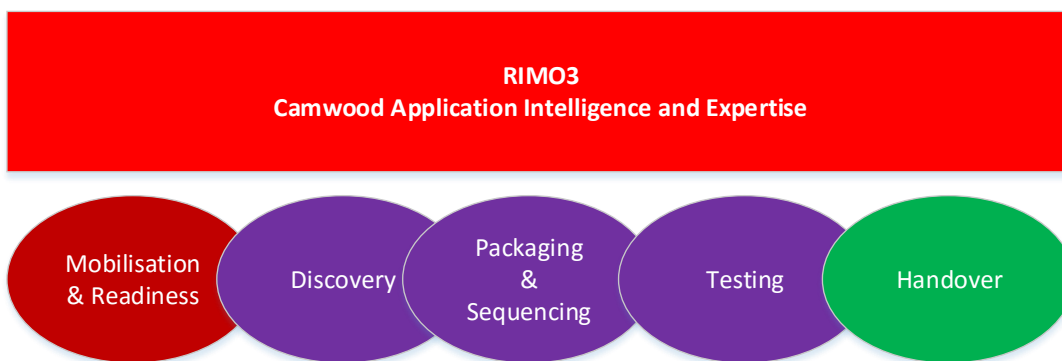
Requirement:

Application Packaging Services

Introduction

Camwood are able to provide a service that covers all aspects of preparing an application / business process / service set for desktop based delivery. This service is offered as an on-site, remote or near-shore based service.

The approach includes a variety of services that can be offered as a full end-to-end service or provided as distinct work-packages on request. The approach is as follows:



From a technology stand-point, these services are predominantly designed for Microsoft Windows based applications that would be assigned to a Virtual Desktop or Virtual Server instance.

Mobilisation and Readiness

Any successful programme requires a phase of mobilisation to establish the exact success criteria for a service. The mobilisation is typically a one-day on-site activity encompassing the following aspects:

- Set-up of Knowledge Management System for storage of all application related information, typically Rimo3 software.
- Walk-through of approach.
- Governance
- Project controls and reporting
- Agree target operating environment.
- Identify key personnel in client's organisation for the programme.

- Agree tool-sets to be used.
- Environmental requirements
- Agree time-lines.
- Standards

Discovery

Camwood will identify the application with all of its technical dependencies via a combination of software and services.

The client will be expected to provide a Subject Matter Expert for the application / service-set; should an application not possess a defined owner with detailed knowledge, Camwood will offer an Analysis Service which would not be in scope of this proposal.

Packaging / Sequencing

In order to enable an automated deployment of a desktop or server application, Camwood will take the information stored in Rimo3 in order to create the appropriate work-package for deploying the application onto the target platform.

Configuration information is real-time and available to both client and Camwood staff where each element of the process is recorded in RIMO3.

Using the agreed tool-sets, Camwood will prepare the application in accordance with best practice for automated deployment. Ahead of this phase, the client must have an indicative target environment available. Where the client has an existing tool-set, Camwood will utilise this tool-set.

The end-result of this phase will be an application-set configured in accordance with best practice.

Testing

For the purposes of application testing, Camwood offer the following service but can obviously expand the scope during the mobilisation and readiness phase.

Camwood testing will include:

- Test of the package deployment
- Test of removing the package
- Launch and Load test

The expectation is that the client will take responsibility for:

- Expected behaviour testing

- Performance testing
- User Acceptance Testing

All testing phases for both client and Camwood will be stored in RIMO3.

Handover and Warranty

Once testing has completed, the application / service-set is now the responsibility of the client to manage live deployment. Camwood will provide a 30-day warranty plus access to the Camwood Service Delivery Manager for any clarification requirements.

All application data will be stored in Camwood's RIMO3 repository where the client will have access to this data for three months after the assignment has completed. After three months, all data will be extracted and passed to the client with RIMO3 access being closed-down.