

Service Definition

Cloud Support Services G-Cloud 14
Cloud Support

C3 Systems Consulting Limited

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Overview

C3 Systems Consulting Limited provides Cloud Support services including:

- Service Identification
- Options development
- Design and implementation
- Delivery and support

Characteristics

- Regular client engagement
- Customisation to need and environment
- Analysis and assessment of business needs
- Technology assessment, selection and guidance
- Service architecture development, design and implementation

Outcomes

- Assured services optimised to need and environment
- Auditable service solutions
- Balance of best practice methodologies against leading edge approaches thought leadership

On-boarding and Off-boarding

Service provision includes On-Boarding and Off-Boarding:

On-Boarding will ensure common understanding of the detail and scope services by all parties. This will be documented in service provision plans detailing assumptions and dependencies, timelines, resources, services, delivery performance, evaluation and acceptance

Off-Boarding assesses service delivery against the agreed services to measure and ensure achievement of objectives and service consumer satisfaction. Off boarding documentation will address service delivery feedback / improvement opportunities, agreement of satisfactory service delivery, agreement of any specific end of service requirements not previously identified

Pricing

Pricing is provided in the G-Cloud Pricing Document and Rate Card.

Service Management

C3SC's service management system, processes and procedures were developed to meet the requirements of its customers and are continuously improved through identification of best practice and lessons learned. Maturity and scope are audited by reference to industry best practice.

Service Constraints

There are no service constraints associated with this service.

Service Levels

Service levels will be agreed with the service consumer during on-boarding, reviewed and maintained in accordance with service delivery, consumer certified at customer set milestones. Improved, corrected in accordance with C3SC quality management process.

Ordering & Invoicing

In accordance with G Cloud standard terms and conditions.

Termination Terms

Termination shall be in accordance with the G-Cloud standard terms and conditions.

Service Consumer Dependencies

Services will be designed to minimise dependencies on the consumer. Typically, service provision will require site access, access to the consumer and associated stakeholders, information.

Service Technical Requirements

Defined by consumer order and on-boarding process

Service Data Handling

Document and data outputs from cloud support services will be provided in formats to suit the consumer. All data will be stored securely for 6 years by C3SC

UNCLASSIFIED / OFFICIAL documents and data outputs from cloud support services will be processed with Microsoft365, all service consumer data is stored on appropriately configured devices and in UK data centres.

Customer contact data (Names, email addresses and telephone numbers) will only be stored in the UK.