

<b>Service</b>	<b>Technical Problem Investigation and Management</b>  Delivery of assessment, investigation, diagnosis, fix-design and fix-validation for problematic, challenging, functional and technical problems. Encompassing the leadership of multi-agency and multi-disciplinary problem resolution teams. Includes the preparation of tools and techniques required for the resolution of particular problems. Particularly relevant cloud implementations patterns that create new layers of complexity. <ul style="list-style-type: none"> <li>• Full leadership of problem related work</li> <li>• Delivered by engineers who understand the technical aspects</li> <li>• Disciplined, structured approaches to addressing problems</li> <li>• Minimal dependency on development teams for tooling</li> <li>• Independent technical analysis of system operation</li> <li>• Rigorous, traceable, tracking of objectives, activities, actions and decisions</li> <li>• Delivery of clear analysis of problem causes and impacts</li> <li>• Oversight and direction of solution implementation and validation</li> <li>• Delivery and validation of fit-for-production problem solutions</li> </ul>
<b>Backup and Restore</b>	n/a
<b>Onboarding / Offboarding</b>	n/a
<b>Implementation Plan</b>	Detailed plans are prepared for each engagement following initial discovery of the specific needs of the engagement.
<b>Pricing</b>	Pricing details, including volume discounts, are provided in the G-Cloud 13 pricing document.
<b>Constraints</b>	n/a
<b>Service Levels</b>	Service levels are engagement specific, appropriate service levels are agreed as part of the engagement process.
<b>Compensation</b>	Compensation schemes are engagement specific, appropriate compensation schemes are agreed as part of the engagement process.
<b>Ordering and Invoicing</b>	Initial contact and engagement shaping is done via the G-Cloud Primary Contact using the email address registered with G-Cloud. Orders are formally placed by sending an approved Purchase Order to the G-Cloud Primary Contact using the email address registered with G-Cloud. The invoicing process will be as specified by the buyer and agreed as part of the ordering process.
<b>Termination</b>	Termination is by submitting a formal notice to the G-Cloud Primary Contact using the email address registered with G-Cloud.
<b>After Sales Support</b>	Requests for after sales support, including after the service has been completed, should be made to the G-Cloud Primary Contact using the email address registered with G-Cloud.
<b>Technical Requirements</b>	n/a