Quantum Value IT Services Limited

Service Definition Document

Service Title: Digital and Data Transformation Service
Supplier: Quantum Value IT Services Limited (QV)
Framework: G-Cloud 15 (RM1557.15)
Version: 1.0
Date: October 2025

1. Service Overview

Quantum Value provides secure, end-to-end digital transformation, enterprise architecture, cloud migration, and managed cloud services for UK public sector organisations seeking to modernise legacy systems, improve operational efficiency, and deliver user-centred digital services that meet the GOV.UK Service Standard and Technology Code of Practice.

Our services focus on enabling organisations to collect, process, store, and analyse data effectively using public cloud platforms including AWS, Microsoft Azure, and Google Cloud. We design cloud-native data architectures that support structured and unstructured data, ensure secure access, and meet government standards for usability, security, and assurance.

Our service includes the design and operation of data pipelines, data lakes, analytics, and visualisation solutions to support reporting, insight, and decision-making. We apply automation and AI-enabled capabilities to improve data ingestion, quality, and observability, and to support analytics, forecasting, and user interaction through tools such as dashboards and conversational interfaces. These capabilities are implemented in a controlled manner with appropriate governance, transparency, and human oversight.

We provide ongoing operational support for data platforms, including monitoring, performance optimisation, reliability engineering, and incident management, ensuring data services remain available, accurate, and secure. Our approach supports both live and business-critical services and is aligned with the GOV.UK Service Standard, CDDO guidance, and relevant security and data protection requirements, enabling sustainable, long-term use of data across the public sector.

All services are delivered in line with the NCSC Cloud Security Principles, ISO 27001:2022, ITIL v4 operational practices, data protection requirements, and central government assurance expectations, ensuring delivery is auditable, secure, and sustainably operated.

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2. Service Objectives

The primary objectives of this service are to:

- Enable organisations to securely collect, manage, and analyse data at scale.
- Design and operate reliable, cloud-native data platforms aligned to government standards.
- Improve data quality, availability, and accessibility for operational and analytical use.
- Deliver automated data pipelines that reduce manual effort and processing delays.
- Provide timely analytics and visualisation to support evidence-based decision-making.
- Apply AI and automation to enhance data insight, monitoring, and operational efficiency.
- Ensure data services are resilient, secure, and supported through site reliability engineering practices.
- Maintain compliance with data protection, security, and assurance requirements.
- Support the transition from legacy data systems to modern, scalable cloud platforms.
- Enable sustainable data services through robust operations, optimisation, and knowledge transfer.

3. Service Features

Quantum Value's service offering includes the following key features and deliverables:

1. Design and operation of secure, cloud-native data platforms across AWS, Azure, and Google Cloud.
2. Automated data ingestion and transformation pipelines for structured and unstructured data.
3. Data lake and analytical platform implementation to support reporting and advanced analytics.
4. Interactive dashboards and data visualisation for operational and strategic insight.
5. AI-enabled analytics, automation, and conversational interfaces to enhance data use.
6. Secure identity and access controls for data platforms and analytics services.
7. Proactive monitoring and reliability engineering for data pipelines and services.
8. Integration with existing systems using open standards and APIs.
9. Operational support, maintenance, and continuous optimisation of live data services.
10. Governance, documentation, and knowledge transfer to support sustainable data operations.

4. Service Benefits

The service provides the following measurable benefits:

1. **Accelerated delivery:** Reduced time from concept to live service through agile and iterative delivery methods.
2. **Improved value for money:** Re-use of government-approved components and open-source technologies lowers cost of ownership.
3. **Reduced operational risk:** Secure, well-architected designs minimise downtime and compliance breaches.
4. **Enhanced user outcomes:** Services meet the GOV.UK Service Standard and are fully accessible to all users.
5. **Future-proof technology:** Cloud-native architectures ensure scalability and adaptability to new technologies.
6. **Increased transparency:** Auditable, standards-based approaches provide clear governance and accountability.
7. **Sustainability:** Cloud hosting and optimised infrastructure support reduced carbon emissions and energy use.
8. **Knowledge transfer:** Co-delivery models upskill internal staff, reducing long-term dependency on suppliers.
9. **Compliance alignment:** Built-in conformity with NCSC, GDS, and ISO 27001 ensures readiness for assurance reviews.
10. **Security and resilience:** Continuous monitoring, incident management, and configuration baselines maintain strong operational posture.

5. Service Scope

Quantum Value's service covers the following activities:

5.1 Strategic and Discovery Activities

- Business and user-needs analysis
- Current-state architecture review and gap assessment
- Digital strategy and cloud adoption roadmap
- Identification of reuse and common components

5.2 Design and Architecture

- Enterprise architecture modelling (TOGAF aligned)

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- Solution architecture definition for new and legacy services
- Data, application, and technology architecture layers
- Security and privacy architecture patterns

5.3 Delivery and Implementation

- Agile technical delivery and integration
- Secure migration of workloads to cloud platforms
- Infrastructure-as-code design (Terraform, CloudFormation)
- Automation of deployment pipelines (CI/CD)

5.4 Operations and Transition

- Transition planning and service handover
- Operational runbooks and monitoring configuration
- Knowledge transfer and training of internal support staff
- Post-implementation review and optimisation

6. Service Levels (SLAs)

Channel	Availability	Standard Response Time	Resolution Target	Notes
Email Support	Monday–Friday, 09:00–17:00 (UK time, excluding public holidays)	Within 4 business hours (non-critical)	Within 2 business days	Weekend enquiries responded to within 8 hours, resolved within 3 days.
Chat Support	Monday–Friday, 09:00–17:00	Initial response < 2 minutes	Within 1 business day	Immediate triage; escalated as required.
Phone Support	Monday–Friday, 09:00–17:00	Answered < 30 seconds (average)	Within 1 business day	Critical incidents prioritised for same-day resolution or workaround.

Response and resolution times vary depending on issue **criticality**, **priority**, and **contractually agreed service targets**.
Target SLA compliance: **≥ 95 %** of incidents resolved within agreed thresholds.

6.1 Extended Support

Extended support services are available by agreement to meet specific operational or business-critical requirements. These may include extended hours support outside standard UK business hours, enhanced response and resolution targets, on-call engineering cover, or increased service availability during planned releases, incidents, or peak demand periods. Extended support arrangements are tailored to the client's service needs, risk profile, and operating environment, and are defined contractually within the relevant Statement of Work. Where extended support is in place, service levels, escalation paths, and pricing are clearly documented and reviewed regularly to ensure continued effectiveness and value for money.

7. Support Levels

- **Level 1 – Frontline Support:** First-line response for general queries, access requests, and incident triage via email, chat, or phone.
- **Level 2 – Technical Support:** Handles configuration issues, integration troubleshooting, and platform-level faults.
- **Level 3 – Specialist Support:** Managed by senior engineers and solution architects for complex design or code-level issues.
- **Level 4 – Vendor Support:** Liaison with third-party providers or platform vendors where external dependencies exist.

All levels operate under agreed priorities, with documented escalation paths and monthly performance reporting.

8. Onboarding and Offboarding

Onboarding

1. Kick-off session to confirm scope, success metrics, and reporting cadence.
2. Risk assessment and initial security review.
3. Definition of access controls and environment setup.
4. Delivery of an onboarding pack containing contact details, escalation routes, and communication standards.

Offboarding

1. Secure data and knowledge transfer to client or successor supplier.

2. Removal or revocation of all access credentials.
3. Handover of all design and configuration documentation.
4. Final review meeting confirming lessons learned and closure.

All onboarding/offboarding activities are fully auditable and aligned with **ISO 27001 Annex A.5 Information Security Policies** and **A.8 Asset Management** controls.

9. Personnel Security

Quantum Value conforms to **BS7858:2019 – Screening of Individuals Working in a Secure Environment** and **NCSC Cloud Security Principle 6 (Personnel Security)**.

Key controls include:

- **Pre-employment screening** (identity verification, employment history, references).
- **Baseline Personnel Security Standard (BPSS)** checks for all staff prior to system access.
- **Enhanced clearances (SC/NPPV)** for personnel working with sensitive or classified data, where required by contract.
- **Confidentiality agreements** signed before access to client data or environments.
- **Role-based access control (RBAC)** ensuring least-privilege access.
- **Annual security awareness training** covering data protection, phishing, and incident reporting.
- **Periodic access reviews** and audit logs for privileged users.

Evidence of screening and training is maintained for audit and available upon request.

10. Security & Compliance Alignment

Quantum Value maintains a mature **Information Security Management System (ISMS)** aligned with **ISO 27001:2022**.

Our security approach includes:

- Application of **NCSC Cloud Security Principles (1–14)** across architecture and operations.
- Alignment with **UK GDPR** and the **Data Protection Act 2018**.
- Encryption of all data in transit (TLS 1.2+) and at rest (AES-256).
- Secure key and credential management using AWS KMS/Azure Key Vault.
- Regular vulnerability scanning and patch management.

- Secure configuration baselines for infrastructure and code.
- Incident response and breach notification procedures compliant with ICO guidance.

11. Service Management

- **Dedicated Service Manager** assigned as single point of contact.
- **Monthly reporting** on SLA performance, incident trends, and improvement actions.
- **Change management** governed via agreed approval workflow.
- **Continuous improvement** using post-incident reviews and retrospectives.
- **Customer satisfaction** measured via periodic feedback surveys.

12. Service Reviews

Formal **Quarterly Service Reviews (QSRs)** are held to assess:

- SLA and KPI performance
- Security and compliance posture
- Delivery risks and mitigation
- Financial and operational status
- Opportunities for optimisation or innovation

Findings are logged in a joint action tracker and reviewed at subsequent QSRs.

13. Exit and Data Management

At contract termination or transition, Quantum Value will:

1. Return or securely destroy all customer data as directed.
2. Provide written confirmation of data deletion.
3. Supply final architecture artefacts and configuration documentation.
4. Ensure continuity of service through managed handover to new suppliers if required.

Data management activities are executed under **ISO 27001 Annex A.11 Operations Security** and **A.8.10 Deletion of Information** controls.

14. Invoicing

- Services are invoiced monthly in arrears based on timesheets or deliverables.
- Payment terms: **Net 30 days** from invoice date.

- All work is governed by mutually agreed **Statements of Work (SoWs)** defining scope, deliverables, and acceptance criteria.

15. Governance & Reporting

Quantum Value operates transparent governance aligned with Cabinet Office delivery frameworks:

- Weekly stand-ups and progress reviews.
- Monthly executive-level performance reports.
- Risk, issue, and dependency logs maintained in shared repositories.
- Audit trails maintained for all configuration and change records.

16. Continuous Improvement

Continuous improvement is embedded within our delivery model through:

- **Lessons learned workshops** post-project and post-incident.
- **Automation reviews** to reduce manual overhead.
- **Cost-optimisation assessments** using cloud provider tooling.
- **Architecture assurance cycles** ensuring ongoing alignment with standards.

17. Sustainability and Social Value

Quantum Value is committed to delivering measurable social and environmental value:

- Preference for **low-carbon hosting** and sustainable cloud usage.
- Promotion of **SME collaboration** within delivery supply chains.
- Investment in **digital skills development** and knowledge transfer for UK civil servants.
- Encouragement of **remote-first working practices** to minimise travel emissions.

18. Contact Details

Primary Contact:
Sarma Amirapu – Director

Registered Address: 21 Glover Road Pinner HA5 1LQ	Registered Number 07689124 VAT Number: 122173847	Web: www.quantumvalue.net Email: info@quantumvalue.net

Quantum Value IT Services Limited

Email: sarma@quantumvalue.net

Document Control

Version	Date	Author	Approved By	Change Summary
1.0	Oct 2025	Sarma Amirapu	Operations Director	Initial G-Cloud 15 service definition