CLOUD MANAGEMENT AND SUPPORT SERVICES

Service Definition Document

Simple Solutions for Complex Problems.

Monarch Computer Solutions is a trusted partner to public sector organisations including the Ministry of Defence, Front Line Commands and the wider Defence Supply Chain. Our core strength lies in delivering high-quality technical programme and project management across complex, mission-critical environments.

Our team brings deep expertise built on decades of being embedded within, and partnered alongside, Front Line Commands and the MoD, combined with a proven ability to lead and govern large-scale technical programmes from initiation through to successful delivery. We understand how to manage risk, maintain compliance, and drive progress in highly regulated sectors.

We have built a strong reputation for delivering outcomes that are on time, on budget, and aligned to strategic objectives. Our approach emphasises structured governance, transparent communication, and adaptable delivery frameworks that ensure value for money without compromising quality.

At Monarch Computer Solutions, we invest in exceptional programme and project professionals — highly skilled, personable, and experienced individuals who consistently exceed expectations. Their technical insight and leadership enable our clients to navigate complexity with confidence.

We recognise that every organisation faces unique operational and technical challenges. That's why we avoid generic delivery models and instead tailor our programme and project management approach to the specific needs, constraints, and ambitions of each client. Our goal is always the same: to deliver measurable, meaningful results that stand up to scrutiny.

Our skill set doesn't stop there. We have a long-standing history in software and application development, cloud migration, security, and quality assurance testing, to name just a few. We have the capability and capacity to scale to meet your needs, drawing on highly skilled professionals with deep, relevant domain knowledge who are able to successfully integrate into your organisation, accelerate delivery, and strengthen your technical outcomes.

Whether supporting a single project or overseeing an enterprise-wide transformation, Monarch Computer Solutions provides the leadership, expertise, and technical assurance required to deliver with confidence and precision.

Stewart Robinson
Founder and Director

CLOUD MANAGEMENT AND SUPPORT SERVICES

1. Service Overview

Managed Programme and Project Management support for cloud services that enable Front Line Command operations across secure, deployed and fixed environments. Driving the development of FLC-aligned cloud strategy, operational vision and capability delivery for new services, while ensuring the resilience, accreditation and through-life support of existing platforms used by force elements. Outcomes driven delivery of complex technical change. Supporting procurement and capability development cycles through robust service definition, operational requirements capture, security and assurance alignment, with comprehensive risk and dependency management across the command's mission systems and digital estate. A deep emphasis on assured delivery, operational relevance and compliance with the unique governance, security and accreditation demands of Defence.

2. Service Features

- Developing vision and strategy aligned to organisational and operational priorities.
- Conducting gap analysis across business, technical and user requirement domains.
- Managing tender activities, clarifications and stakeholder engagement throughout procurement cycles.
- Delivering programme management across Defence, private and public cloud environments.
- Coordinating projects across customer platforms and complex external technical dependencies.
- Structured project management for public and private cloud service delivery.
- Supporting private Defence and public cloud operations, optimisation and assurance.
- Managing risks, issues and incidents with clear reporting to governance.
- Capturing requirements and producing User Requirements Documents, technical specifications and supporting documentation.
- Supporting procurement processes aligned with JSP 655 governance and expectations.

End-to-end delivery management

- Coordinating technical programmes from initiation through transition to live service and beyond.

- Ensuring delivery aligns with operational priorities, capability roadmaps and Defence outcomes

Defence-grade governance and assurance

- Operating within MOD governance frameworks, including JSPs, GDS standards and Technology Code of Practice.

- Providing structured reporting, risk management and decision support to senior stakeholders.

Secure, accredited technical delivery

- Managing delivery across secure, classified and mission-critical environments.

- Supporting accreditation cycles through engagement with Accreditors, SAC teams and testers.

Cloud, hosting and digital capability delivery

- Overseeing technical workstreams across MODCloud, GPaaS, AHEN, D2S and deployed environments.

- Integrating cloud, infrastructure, applications and mission-system dependencies.

Requirements, design and integration management

- Capturing operational, user and technical requirements and translating them into deliverable specifications.

- Coordinating integration across land, maritime and joint digital ecosystems.

Supplier, commercial and procurement support

- Managing multi-supplier delivery environments and ensuring alignment to contractual obligations.

- Supporting procurement activity in line with JSP 655 and Defence commercial processes.

Risk, security and continuity management

- Proactively identifying and mitigating risks, issues and security concerns across programmes.

- Ensuring continuity of delivery with appropriately cleared personnel.

Operational readiness and transition support

- Preparing capabilities for deployment into live operational environments.

- Ensuring training, documentation, support models and service management are in place.

3. Service benefits
- Enabling compliance with legislation, Government Digital Service and MoD standards.
- Improves delivery through deep understanding of public-sector organisational operating models and ways of working.
- Deep understanding and experience of JSP440, JSP453, JSP604, JSP655, JSP745, Technology Code of Practice
- Enhances capability delivery through extensive cloud Land and Maritime experience.
- Accelerates transformation using Service Design Manual and Digital by Default principles.
- Knowledge of Defence hosting Environments including MOD Cloud, GPaaS, AHEN, D2S.
- Improves accreditation outcomes via effective liaison with Accreditors, SAC and testers.
- Reduces exposure through proactive risk management and ICT security assurance.
- Strengthens operational integration across land, maritime systems and supporting environments.
- Delivers complex technical change, improving capability performance and organisational outcomes.
- Support and systems integration within the Land and Maritime environments.
- Security cleared personnel available as required.

4. Service Scope

The service encompasses five core domains:
- Technical Advisory & Digital Engineering.
- Compliance & Accreditation.
- Stakeholder Engagement.
- Risk & Issue Management.
- Programme, Documentation & Contract Support.

Each domain is detailed below.

5. Technical Services

5.1 Technical Advisory & Digital Engineering

The service will:
- Provide expert technical and design advice to your team, customers and contributors across the organisation.
- Assistance in the development of your overarching vision and strategy.
- Enable the exploitation of modern web technologies and deliver authoritative technical guidance.
- Deliver technical input and facilitation during workshops at all organisational levels.
- Support the creation and review of Business Cases, Statements of Work and Statements of Requirement, and other associated documentation.
- Maintain awareness of emerging technologies, policy changes and digital working practices.
- Briefing stakeholders organisation wide to ensure your team(s) remains informed and capable.
- Apply knowledge of Defence Hosting Environments including MOD Cloud, GPaaS and related platforms.
- Deliver subject matter expertise across a range of platforms and services, including (but not limited to) Microsoft Azure, Amazon Web Services (AWS), Sitecore, Umbraco, and related technologies.
- Advise on systems integration within your environments to minimise risk of conflicts.
- Provide guidance to optimise and maximise ROI across your Digital estate, improving resilience and reducing cost.
- Deliver technical co-ordination between your teams, contracted delivery partners and stakeholders.
- Provide guidance to ensure a coherent and compliant digital presence aligned with HMG and MoD policy, as well as current industry best practice.
- Serve as a key technical point of contact for system outages.
- Provide digital content management support.
- Provide configuration and design advice for current systems and emerging requirements.

6. Compliance Services

The service will:
- Ensure all your digital communications, applications and websites are developed in line with current web technologies, standards and techniques.
- Help maintain mandated content standards and advise on policy for web exploitation.
- Apply working knowledge of current JSP's and guidance including but not limited to :

    - The Technology Code of Practice
    - Defence Service Manual
    - Secure by Design Service

o	JSP 440	o	JSP 441
o	JSP 453	o	JSP 604
o	JSP 655	o	JSP 745

- Brief and liaise on accreditation and compliance activities.
- Ensure alignment with Government Digital Service (GDS) Service Standards.
- Serve as the primary liaison between requirements owners, stakeholders, delivery teams, and governance bodies (including Release & Deployment Boards, Case Officers, and Accreditors) to ensure compliance of all existing and emerging digital deliverables.

7. Stakeholder Engagement

The service will:
- Clearly explain complex technical issues to non-technical staff, both verbally and in written form.
- Provide technical communication as required at all organisational levels.
- Liaise with Accreditors, Security Assurance Coordinators and System and Security Testers, acting as a bridge between your teams, key stakeholders and third parties.
- Support commercial and procurement teams to ensure requirements are articulated and aligned to industry best practice.
- Advise internal teams on best practice, effective ways of working, and the key performance measures needed to hold suppliers to account.

8. Risk & Issue Management

The service will:
- Deliver second and third-line management of risks, issues, and incidents associated with your digital presence, applications and outputs.
- Act as the central liaison between internal teams, key stakeholders, and relevant parties to ensure effective identification, escalation, and management of risks.
- Oversee digital change activity across your digital estate, ensuring risks are identified, managed, and that all changes remain compliant with relevant digital standards.

9. Programme Management Services

The service will:
- Provide programme-level technical guidance for cloud hosting environments, supporting planning, governance, and coordinated delivery across dependent workstreams.
- Oversee and coordinate the operational management of cloud hosting environments, ensuring effective delivery, ongoing maintenance, and alignment with programme objectives.
- Work independently, making informed decisions on day-to-day technical matters while maintaining effective professional relationships with third-party suppliers.
- Work collaboratively with internal teams and key business areas to support project delivery, resolving overlaps or integrating workstreams to maximise value for money.
- Enable delivery teams across all digital outputs by providing programme and workstream management support, stepping into Scrum Master, Product Owner, or project management roles as needed to remove blockers and maintain delivery momentum.

10. Documentation Services

The service will:
- Review and shape technical and user requirements, as well as Statements of Work, to ensure technical compliance and cohesive, aligned outputs across all deliverables.
- Compile and produce the evidence and artefacts required to support ICT, Accessibility, Data Protection, and Accreditation assessments.

- Requirements capture and production of technical and functional specifications.
- Convert defined requirements into clear User Acceptance Stories that establish a mutual understanding between the customer and the supplier.
- Creation of clear, actionable project and programme plans that drive delivery and maintain strategic alignment.

11. Contract Support Services

The service will:
- Provide structured support to ensure effective management of your technical contracts.
- Day-to-day contract management support, ensuring effective delivery within budget and across competing priorities.
- Enable successful delivery from external digital agencies by providing technical oversight and managing stakeholder relationships across your teams, partner agencies, and other interested bodies and compliance agencies.
- Provide focused procurement support in line with JSP 655 and other regulatory guidance.
- Conducting technical assurance of business cases and Statements of Requirement to validate feasibility and value.
- Shaping new requirements into clear, market-ready specifications that enable effective supplier engagement.
- Support the full procurement lifecycle, from tendering and clarification through to contract award.

The service can be tailored to deliver any or all of the above outputs, depending on your requirements and the level of expertise you choose to engage.

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Securing your future through intelligent, simple solutions to complex problems