

nimbus Service Definition

Digital & Technology Innovations Accelerating your journey to the cloud with confidence.

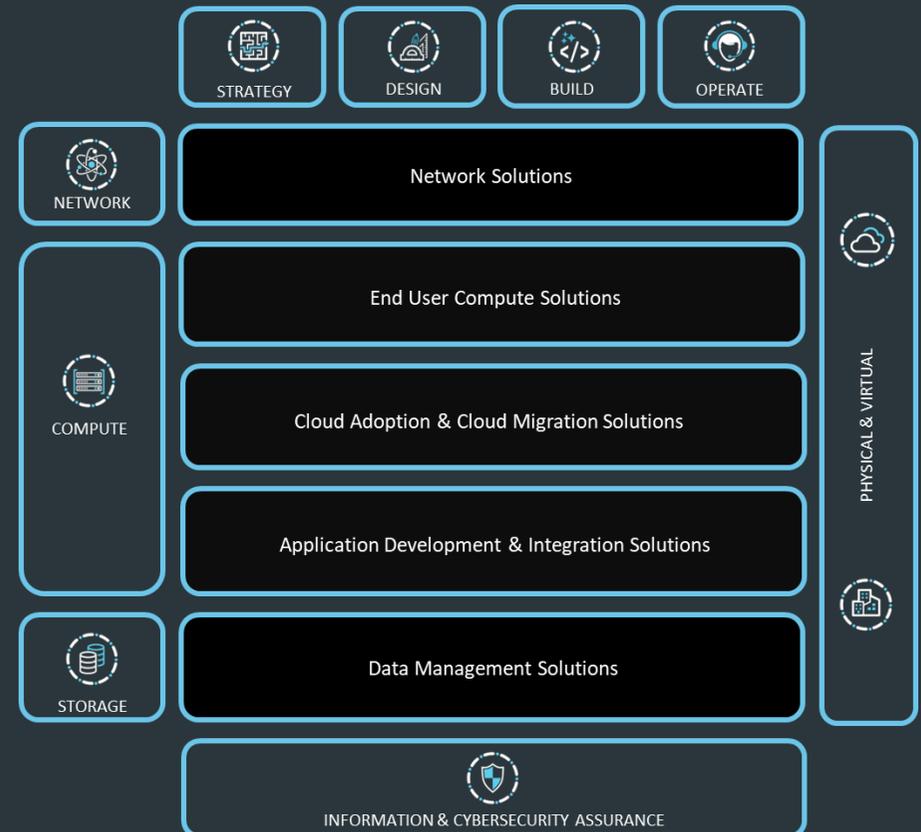
Nimbus provides a comprehensive portfolio of digital and technology services, including expertise in strategy development, design, build, and operation of our customers' applications and services running in the cloud.

Our services can be used individually or collectively to support your digital and technology optimisations and transformations. Enabling you to move your existing legacy workloads into the cloud while supporting you to design, build and operate your next generation of business and IT services in and for the cloud.

We provide an end-to-end collection of services, underpinned by our experience agile architects, designers, developers, infrastructure engineers, testers, and support engineers, including:

- Cloud Hosting Services for Microsoft Azure
- Cloud Software Services for all Microsoft Technologies
- Cloud Support Services
 - Cloud Centre of Excellence (CCOE) Services
 - Cloud Readiness Assessment Services
 - Cloud Service Design & Service Management Services
 - Cloud Adoption, Migration & Transformation Services
 - Cloud Network Design, Implementation & Support Services
 - Cloud End User Compute (EUC) Design, Implementation & Support Services
 - Cloud Application Migration & Support Services
 - Cloud Data Migration & Support Services
 - Cloud Integration & Support Services
 - Cloud Security Operations (SecOps) Support Services
 - Cloud Development Operations (DevOps) Support Services
 - Cloud Technical Operations (TechOps) Support Services

Whether you are considering moving to the cloud or are already in the cloud, we can help you keep up with the fast-changing pace of cloud technologies.



For more information, please contact:
sales@nimbusdti.co.uk, +44 (0) 1789 654 952

Service Name

Cloud Service Design & Service Management Services

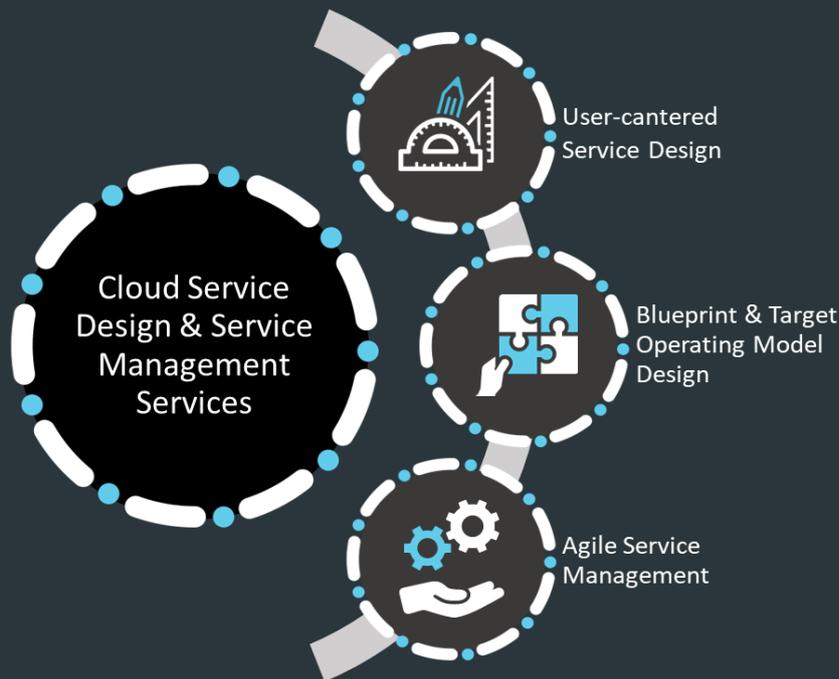
Service Description

Nimbus provides expert Cloud Service Design & Service Management Services. We help public-sector teams create user-centred, secure, and compliant cloud services that comply with the Government Digital Service (GDS) Service Standards.

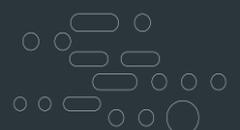
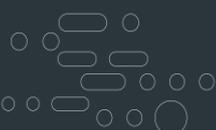
Our specialists provide User-centred Service Design, Blueprint & Target Operating Model Design, and Agile Service Management. We implement and integrate service management tools, automation frameworks, and SIAM for multi-supplier environments, ensuring continuous improvement and resilient cloud operations.

Service Overview

Our Cloud practitioners will work with you to define how to design and operate your applications in the cloud, helping you to achieve business and technical agility through the innovative use of modern cloud services.



We can provide experienced experts and leaders to support your Cloud Adoption, Cloud Strategy, and Cloud Governance, alongside Architects and Engineers to design, build, operate, and automate your Cloud platform securely, aligned with modern DevOps principles and practices.



Service Name

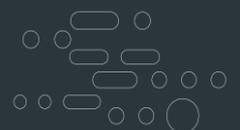
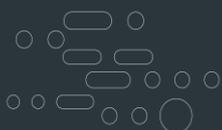
Cloud Service Design & Service Management Services

Service Features

- Cloud service design aligned to GDS and Digital Service Standards
- User-centred, inclusive, evidence-based design based on user needs, UX, UI
- Service blueprinting for visualising end-to-end cloud service touchpoints, customer journey
- Cloud operating model design defining future-state service and support structures
- Agile delivery – Iterative, flexible development aligned to GOV.UK practices
- Agile architecture, Technology Code of Practice, secure, compliant (NCSC/ISO 27001)
- Continuous Service Improvement (CSI) for optimising and securing cloud services
- Implementation, integration of cloud service management tools and automation frameworks
- Service Integration and Management (SIAM) for multi-supplier cloud ecosystems, ITIL
- Service lifecycle management – managing services from concept to retirement

Service Benefits

- GDS-aligned cloud service design accelerates delivery of compliant services
- Inclusive, user-focused cloud services improve accessibility and overall engagement
- Blueprinting visualises service touchpoints for clearer, informed decision-making processes
- Future-ready operating models enable scalable and adaptable cloud service delivery
- Agile delivery ensures faster, flexible cloud service development and deployment
- Secure service design meets NCSC and ISO standards, reducing risk
- Continuous improvement enhances performance and reduces operational service risks effectively
- Service management tool integration and automation streamline cloud operations efficiently
- SIAM ensures effective multi-supplier service management and coordination success
- Lifecycle management supports strategic, end-to-end cloud service management processes



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Service Levels

	Standard			Enhanced			Premium		
Service Hours	08:00 – 18:00 Monday to Friday excluding UK Public Holidays								
Service Availability	99.5%			99.7%			99.9%		
Service Levels	Sev	Response Target	Resolution Target	Sev	Response Target	Resolution Target	Sev	Response Target	Resolution Target
	P1	90% in 60 mins	90% in 4 hours	P1	90% in 45 mins	90% in 2 hours	P1	90% in 30 mins	90% in 1 hours
	P2	90% in 60 mins	90% in 16 hours	P2	90% in 45 mins	90% in 8 hours	P2	90% in 30 mins	90% in 4 hours
	P3	90% in 60 mins	90% in 10 b'days	P3	90% in 45 mins	90% in 5 b'days	P3	90% in 30 mins	90% in 2 b'days
	P4	90% in 60 mins	90% in 20 b'days	P4	90% in 45 mins	90% in 10 b'days	P4	90% in 30 mins	90% in 5 b'days
Service Channels	Email 			Email 			Email 		
	Self-Service 			Self-Service 			Self-Service 		
	Web Chat 			Web Chat 			Web Chat 		
	Telephone 			Telephone 			Telephone 		

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