

G-Cloud 15 | Lot 3 Cloud support

Service definition: Supporting cloud services

January 2026

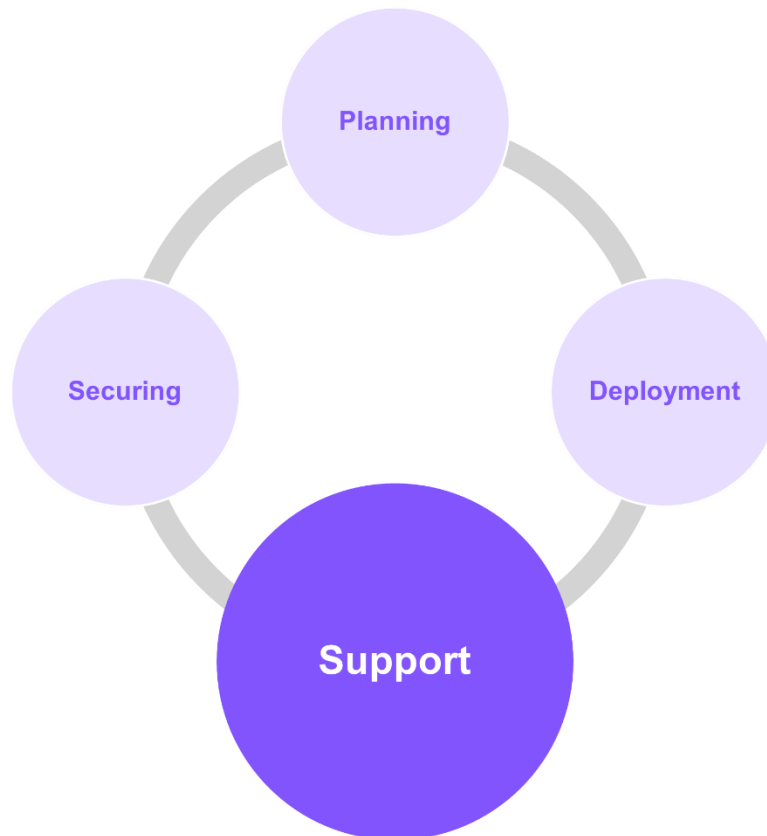
This page left intentionally blank for pagination.

Contents

1	Our cloud support services	1
2	Support and maintenance	3
2.1	Service management	3
2.2	Service desk	4
2.3	System support	4
2.3.1	Daily system health checks and monitoring	4
2.3.2	Capacity review	5
2.3.3	Software maintenance, version and vulnerability management	5
3	Service integration and management services (SIAM)	6
3.1	Enterprise architecture	6
3.1.1	Project management and governance	7
3.2	Project programme and milestones	7
3.2.1	Initial project setup	7
3.2.2	Progress reporting	7
3.3	Risk management	7
3.3.1	Risk management strategy	7
3.4	Coordination and integration with third party suppliers	8
3.5	User management	8
4	Our approach	9
5	Why choose Mott MacDonald	10

1 Our cloud support services

At Mott MacDonald, we are pleased to assist you meet your cloud technology objectives via the provision of a suite of integrated services:



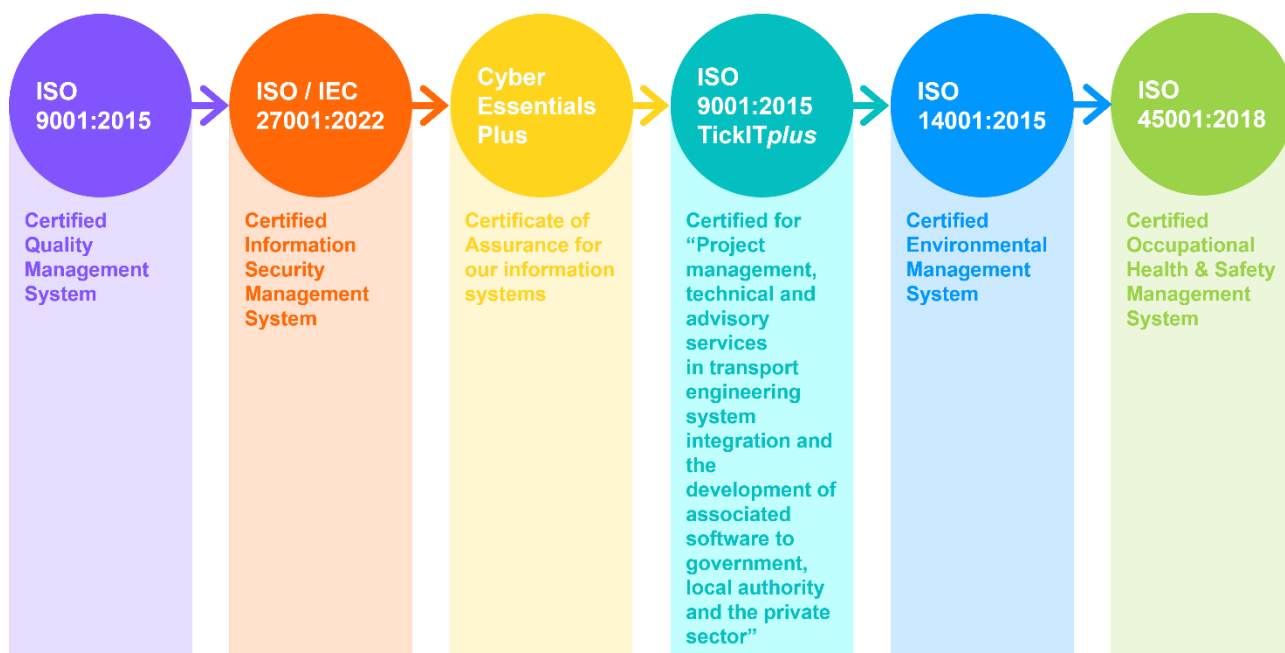
This service definition describes our capabilities in cloud support and includes our services in the following areas:

- Support and maintenance
- Service integration and management services (SIAM)

Our related cloud support services are defined in the following separate G-Cloud 15 service definitions:

- Lot 3 Cloud Support, Service definition:
Planning cloud services
- Lot 3 Cloud Support, Service definition:
Deploying cloud services
- Lot 3 Cloud Support, Service definition:
Securing cloud services

Throughout the lifetime of any cloud technology project, we will work in accordance with our Business Management System (BMS) which satisfies the following standards:



All Mott MacDonald cloud support services can be procured standalone or combined with our cloud software products:

- Lot 2b Software as a Service (SaaS), Service Definition:
Osprey (UTMC service) – our urban traffic management and control system
- Lot 2b Software as a Service (SaaS), Service Definition:
Merlin (strategic issue management service)

2 Support and maintenance

Our cloud support and maintenance services include:

- Service management
- Service desk
- System support

2.1 Service management

Our IT Service Management processes are aligned with the requirements of ISO/IEC 20000 1:2018 and guided by the best practice recommendations in ISO/IEC 20000 2:2018. The ISO/IEC 20000 standard itself is built on the principles of ITIL (Information Technology Infrastructure Library), ensuring a consistent and industry recognised approach to service delivery. All our support services are delivered by a team with extensive experience in system support, providing reliable and knowledgeable assistance throughout the service lifecycle.

Our service desk team will follow our manual, 'IT Service Management Operational Processes'. This part of our Business Management System (BMS) defines the process for delivering our IT support services and service plans including:



The manual also includes procedures for configuration management, change control and deployment, as well as documented requirements for ensuring business continuity with Systems Delivery Contracts. This includes a detailed plan for recovering cross-project support systems. For each clause of ISO/IEC 20000-1, the manual identifies the relevant sections or components of our quality system where those requirements are implemented.

Our support team is an experienced team of professionals, with ITIL v3 certified engineers led by an ITIL Strategist and Practice Manager with advanced operational and strategic ITSM expertise.

2.2 Service desk

We will provide an integrated continuously staffed Service Desk delivering 1st, 2nd, and 3rd line support via a dedicated telephone line, email, and our self-service customer portal. The Service Desk operates during standard contract hours of 08:30-17:00 Monday to Friday (excluding public holidays) with an answerphone system and full access to the customer portal outside these hours. 24/7 support is also available, with pricing provided on request.

Our Service Desk team provides first line support for your cloud solutions, backed by experienced systems engineers delivering second line support and specialist technical staff providing third line support for complex fault investigation and resolution.

2.3 System support

Based on our standard procedures for system implementations, we follow a structured approach to ensure that defects are managed and resolved within the agreed service levels.

When a support request is received via telephone, email or our online customer portal, it is logged in our Fault Logging System using our ITSM platform JIRA Service Management. A unique reference number is automatically assigned, enabling clear tracking and visibility throughout the lifecycle of the request.

Our Service Desk team will record all relevant details of the incident or service request including:

- A description of the request, issue, or defect
- The time of occurrence
- A summary of the impact on system operation
- Any actions already taken by the reporter
- An initial assessment of priority
- Contact details for the reporter of the request

The category and priority are agreed with the reporter to ensure the appropriate service level targets are applied. Categories range from business-critical issues through to non-urgent faults and are confirmed with the customer when the fault is logged.

Once the reporter confirms that the issue has been satisfactorily resolved the ticket is closed in the JIRA Service Management system and a notification is issued to the reporter. If the reporter is not satisfied with the closure, replying to the notification will automatically reopen the ticket for further investigation.

2.3.1 Daily system health checks and monitoring

Our cloud support service includes daily system health checks designed to confirm that your production environment and applications are operating as expected. These checks help us identify and resolve issues before they impact your users, reducing the risk of service disruption and ensuring key components continue to operate smoothly. Where required, preventative maintenance tasks will be carried out following these checks to maintain the stable operation of your cloud service.

In addition to the daily checks, your environment is continuously monitored using OpenNMS. This monitoring alerts our support team whenever system components operate outside expected parameters. When preconfigured thresholds are breached, alerts are automatically directed to the service desk team who will then log and resolve any issues. Any outages are reported internally to our helpdesk, who coordinate and escalate to project managers as required to liaise with client representatives. OpenNMS supports standard metrics such as CPU usage, network bandwidth, disk space and RAM usage. We also leverage the Azure platforms extensive monitoring portfolio including:

Azure Kubernetes Service (AKS) allowing us to monitor application workloads, Kubernetes objects and cluster performance, resource logs and analyse network traffic

Azure database monitoring (SQL Insights) automatically monitors storage and performance statistics for all database instances.

2.3.2 Capacity review

On an annual basis we will undertake a capacity, capability, and obsolescence review of your cloud service to identify and report on, any system components which may require upgrade or replacement to ensure the ongoing supportability of the system. This review assesses current performance, future demand, and the lifecycle status of key components. A detailed report will be provided outlining our finding, along with recommendations on the steps required to address any identified issues.

2.3.3 Software maintenance, version and vulnerability management

We routinely review newly released third party software upgrades and patches to assess their relevance and potential benefit to your cloud environment. Where a minor operating system upgrade or patch is expected to improve system stability, security, or performance, we will work with you to jointly schedule an installation window that minimises any interruption to your users. Unless an update is identified as critical such installs will be carried out on a quarterly basis as part of our controlled maintenance cycle.

As part of our vulnerability management process, we also operate a weekly vulnerability forum where the latest NIST-reported threats and advisories are reviewed in the context of your cloud environment. Any required patches or configuration updates arising from this assessment are prioritised and scheduled accordingly to ensure timely mitigation of emerging risks.

3 Service integration and management services (SIAM)

In addition to the specific support and maintenance services described above, Mott MacDonald can offer a full-service Service Integration and Management Services (SIAM) model offering a single point of contact for provision and coordination of services through a project's lifecycle

Our service integration and management services include:



3.1 Enterprise architecture

By designing enterprise architectures across the business, we can help you improve the alignment between your business and technology. These services help to align the diverse and sometimes conflicting objectives of business, service, and technology areas. Our technical and business analysts work closely together to define technology roadmaps and enterprise cloud system architecture that tie closely to and allow delivery of business objectives and required service levels. These investigations often include internal IT departments, business process stakeholders and other external suppliers with the aim of simplifying interdependencies and finding efficiencies and time/cost savings wherever possible.

From experience, we understand that while there are many similarities between customers every organisation is unique, particularly defining a suitable roadmap for moving services to the cloud as every organisation has a different spread of internal and external suppliers that they have historically used. Our methods both facilitate and encourage the move from legacy silo-based systems to a more integrated environment and the design and delivery of cloud-based systems to ultimately support delivery of current and future business strategies and responses to business change.

3.1.1 Project management and governance

We can provide project identification and definition, offering industry-leading experience in technology options appraisal supported by in-depth knowledge. Our project and programme management experience include delivering on some of the world's largest and most complex ICT and infrastructure projects.

Mott MacDonald's project management processes and tools are aligned with the international project management standard, PRINCE2, and we can offer project managers who are PRINCE2 Certified Practitioners. Throughout the lifetime of the project, we will work in accordance with the Mott MacDonald Business Management System (BMS). The BMS provides a flexible framework for project delivery, which can be tailored to allow alignment of our delivery processes with customer methodologies.

Mott MacDonald's core project management processes are enhanced by our tailored software development processes, accredited to TickIT^{plus} standard. These processes are defined in a suite of Practice Guides, and cover areas such as design, development, change control and testing and verification.

We can offer a project delivery team comprising of a group of talented software systems, hardware, and data management experts with a proven track record of delivering systems.

The team possesses a wide variety of experience within the transportation sector and beyond, providing a unique set of skills to successfully deliver projects. Our project manager and project principals are technical experts with a proven track record of delivering complex software and system solutions as well as experienced managers giving our team an excellent insight into the issues that contribute to the successful delivery of projects.

3.2 Project programme and milestones

3.2.1 Initial project setup

At this initial stage, we will prepare and maintain a project schedule including external dependencies. The project schedule is produced using Microsoft Project and is used to detail all tasks required to deliver the project. It highlights key dependencies which affect task completion. The schedule will also identify the critical tasks. The schedule is a "live" document which will be updated as the project progresses and used at progress meetings. The schedule is updated with progress on each task, and dependencies are monitored to allow risks to the project to be identified.

3.2.2 Progress reporting

We can provide monthly progress reports including planning activities, progress achieved, key tasks for the next period, and a review of actions risks, issues and dependencies. We also work with customers to hold regular progress meetings where key actions and decisions are recorded and communicated across key project stakeholders.

3.3 Risk management

3.3.1 Risk management strategy

Management and mitigation of risk is an integral part of Mott MacDonald's BMS system and is monitored and reported through a set of mature project governance procedures designed to identify risks and mitigate against them as soon as possible. This is continually reviewed and amended as the project progresses.

Figure 3.1: Mott MacDonald's risk management approach documented within our BMS



Our strategy for risk management is based on a formal risk register document combined with internal team and external customer reporting at set intervals throughout the project. The risk register will document the particular risk details, the owner of the risk and appropriate mitigation strategies as they are defined. For an identified risk, the project manager will record the details of the risk and the type. Once the risk has been documented, it will be assigned an initial owner who will analyse and evaluate the severity. In conjunction with the project manager and the project principal the owner will propose mitigation requirements to control the risk. Once all the information has been gathered and reviewed, the risk register will be updated, and key risks communicated as part of regular progress reports.

If a mitigation strategy arising from a review of the risks leads to a necessary action by the project team, it will be added to the Shared Action Register. Throughout the programme schedule, the Action Register will be used to record project actions including the date raised, the owner, priority, and status. This action register will be reviewed as part of progress reporting.

3.4 Coordination and integration with third party suppliers

Where projects involve coordination and integration with systems provided by others, an important factor in keeping to schedule is gaining an understanding regarding the impact that these integration points can have. Due to our extensive experience in coordinating the deployment of cloud-based systems across the UK we have in-depth understanding of these issues.

Additionally, our dedicated cloud infrastructure engineers are proficient in liaising with public sector ICT teams, giving organisations comfort that our proposed solutions meet corporate ICT standards in addition to the needs of the project. All dependencies on third parties and dates required will be documented in the project schedule and once finalised will be tracked through the project plan and monthly progress reporting.

3.5 User management

We can provide user management services to allow role-based authenticated end user access to cloud systems, allowing a single point of reference for application management, security monitoring and management of multiple platforms. Our services can include initial user configuration and set up, role identification / configuration, and subsequent user account management. Our dedicated support helpdesk is on hand to provide support for our user management cloud services.

These services can take various forms depending on the cloud hosting model being used. We can advise on, and deliver, both the technical and organisational aspects of private, hybrid and public cloud models and how to ensure that users have easy and seamless access to the services they need.

4 Our approach

Whether you are inspecting bridges, planning new road junctions, creating a school performance dashboard, or analysing health patterns, at Mott MacDonald, we know that the right technology, delivered well, makes a difference to our customers. We deliver realistic real-world solutions enabling you to deliver essential information whenever and wherever you need.

Phrases such as big data, cloud computing and the internet of things are used often without a second thought across industry, but what do they mean and how do you make best use of them for your project? We will help **steer you through the hype to what is important and deliver it right first time.**

Ease-of-use, reliability, information security and availability apply across all software projects no matter the sector or industry. We can help **unpick the problem you are really trying to solve, then deliver an effective solution.**

Being technology agnostic, we are free to recommend the right tools for the job and pride ourselves in blending the best off-the-shelf tools with bespoke elements to create the right solution for you.

Backed by a global company of 20,000 staff across 140 countries, our dynamic, forward-looking team of professional technologists has the knowledge, capability, and dedication to make your cloud technology project a success, and we have the track record to prove it.

Some key facts about Mott MacDonald...



A few of our current customers' thoughts...



I wouldn't have trusted any of the other suppliers to deliver this project

National Highways

We have been kept informed of progress along the way and had absolute faith that works would be delivered to the highest possible standard to the requirements set out

Norfolk County Council

Mott MacDonald have shown the upmost professionalism and a collaborative approach, adjusting rapidly and seamlessly to changing requirements

Defra

5 Why choose Mott MacDonald

Our purpose is to improve society by considering social outcomes in everything we do, relentlessly focusing on excellence and digital innovation, transforming our clients' businesses, our communities and employee opportunities.

This is how

We're aware of the lasting, potentially far-reaching impacts of the work we do. As a matter of principle, nobody should be disadvantaged. We know from experience that inclusive projects deliver the best results for everyone, our clients too. That is why social outcomes – accessibility, inclusion, empowerment, resilience, and wellbeing – are at the heart of our purpose.

To maximise benefit for all and protect against harm we're alert to connections, dependencies and influences between projects and the world around them – infrastructure, services, the natural environment, businesses, and people.

In harness with our colleagues' deep subject knowledge and technical excellence, our digital skillset helps us, our clients, and partners to address old challenges better and solve new ones – seeing problems and possibilities more clearly, and being more agile, efficient, and effective.

Improvement is front and centre of what we offer as we work with you towards a more inclusive and resilient society that allows people to live well in a healthy environment, enabled by economic development, vibrant businesses, and fair return on investment.

Advice that adds advantage

Projects to improve health, education, and life chances, and to recover from natural disasters, are all in our portfolio. But the potential for contributing to better social outcomes extends far wider.

With you, we're focused on combating the causes and effects of climate change, managing the coronavirus pandemic, seizing opportunities in digital transformation, and creating and caring for the infrastructure society depends on.

Working with us, you have access to the vast knowledge of internationally recognised engineers, project and programme managers, environmentalists, planners, economists, data scientists, app developers, modellers, social scientists, project finance advisors and more.

We're joined-up across sectors and geographies. Whatever your needs and wherever you are in the world, we will align the right combination of subject and digital expertise to meet your ambitions.

Doing what's right

We're the largest employee-owned firm of our kind. There are no external shareholder priorities to influence our decision making. We can choose the work we take on and focus on the issues that are important to you – and us.

We insist on the highest standards of integrity. We were the first consultancy firm to be certified to BS 10500, now ISO 37001, the international anti-bribery management standard. This assurance of fairness, openness and honesty applies to all our employees, subconsultants and suppliers everywhere we work.

Excellence at your service

Our people stay with us. Stronger retention gives depth of experience, skills, and knowledge. Our ownership model empowers us to invest in the core ingredients of excellence: excellent people supported by industry-leading systems and technology.

Digitalisation has dissolved physical boundaries, enabling us to create networks and virtual teams worldwide. These enable us to provide expertise, share knowledge, spread best practice, collaborate, problem solve and communicate – with the aim of bringing all project stakeholders greater benefits, sooner.

