

ONGOING SUPPORT AND SERVICE MANAGEMENT BY GLOBAL INITIATIVE

1.	Service overview	1
2.	Service scope	1
3.	Case Studies	2
4.	Key features	3
5.	Key benefits	3
6.	Service delivery model	4
7.	Security, Data, and Compliance	5
8.	Testing, Validation, and Assurance	6
9.	Onboarding, Knowledge Transfer, and Handover	6
10.	Service Constraints	7
11.	Support Model, SLAs, and Warranty	8
12.	Pricing model	10

1. Service overview

Global Initiative provides ongoing support and service management for cloud based platforms and data services operating in public sector and regulated environments. The service focuses on operational continuity, incident coordination, service assurance, and controlled evolution of live systems, delivered in support of buyer owned cloud infrastructure and platforms.

The service is designed to support systems that are already live or transitioning into live operation, providing structured operational support without transferring ownership or control of infrastructure. It can be delivered as a standalone support engagement or alongside related cloud delivery, migration, or improvement work delivered under separate or associated service engagements.

Global Initiative supports public cloud, private cloud, and hybrid environments, including single tenant and multi-tenant platforms, with experience across healthcare, research, and national scale digital services where availability, security, and governance are critical. We are also able to support systems operating within HSCN environments.

2. Service scope

The Ongoing Support and Service Management service provides structured operational support for cloud hosted applications, platforms, and data services throughout their live lifecycle.



In scope activities include service monitoring, incident coordination, problem investigation, change support, operational assurance, and service reporting. Support may cover application platforms, cloud infrastructure components, data services, and integrations, as defined in the Call Off Contract.

The service supports public cloud, private cloud, and hybrid environments, including systems operating within regulated or restricted network contexts. All services are delivered in support of buyer owned infrastructure and third-party cloud services.

Unless otherwise agreed, data is hosted and processed in the UK.

3. Case Studies

TGHN: The Global Health Network – ongoing platform support at global scale

Global Initiative provides ongoing support and service management for The Global Health Network (TGHN), a large-scale digital platform supporting over 1.3 million users worldwide.

The service includes operational monitoring, incident coordination, platform maintenance, and controlled change management across a complex, multi-tenant environment spanning DigitalOcean and University of Oxford infrastructure. Support is structured to accommodate highly variable demand, global access patterns, and mission-critical availability requirements.

Global Initiative works closely with stakeholders to manage live operations, prioritise improvements, and ensure service continuity while supporting long-term platform evolution. This engagement demonstrates the delivery of structured operational support for a large-scale public sector platform operating in a complex global context.

AI-enabled global water infrastructure monitoring and maintenance system

Global Initiative provides ongoing operational support and service management for a global, AI-enabled platform supporting the monitoring and maintenance of hand-operated water pumps across low and middle income countries.

The platform combines IoT sensors, cloud hosted data services, and machine learning models to monitor pump usage and detect faults, enabling proactive maintenance and efficient deployment of field engineers. Global Initiative

supports the live system through structured operational monitoring, incident handling, and service coordination across a geographically distributed and operationally critical environment.

Support activities include system monitoring, incident triage, coordination with third-party providers, and retained technical oversight of the cloud platform and data services. The service also supports change coordination and platform evolution, ensuring updates and improvements can be introduced without disrupting live operations or data flows.

This engagement demonstrates Global Initiative's capability to provide ongoing support and service management for complex, data driven cloud platforms operating at global scale, where service continuity, reliability, and operational visibility are essential.

4. Key features

This service provides structured, ongoing operational support for live cloud based platforms and data services, focusing on stability, continuity, and controlled change. Features are applied proportionately based on buyer needs and the agreed scope of support.

- Retained technical oversight for live systems following delivery or transition
- Structured incident logging, triage, investigation, and resolution
- Operational monitoring and service health visibility
- Change coordination and controlled release support
- Support for third-party integrations, dependencies, and suppliers
- Advisory support for platform optimisation, resilience, and scaling
- Continuity support following staff changes or supplier transitions
- Secure access management and operational governance
- Proactive identification and mitigation of operational risks
- Flexible support models aligned to buyer governance and delivery preferences

5. Key benefits

Working with Global Initiative means engaging a team with over two decades of experience designing, delivering, and supporting complex cloud and data

platforms in public sector and regulated environments. We bring deep technical capability together with practical operational judgement, strong automation, and an understanding of high-risk and high-assurance contexts. Buyers value our ability to support live systems confidently over time, moving smoothly between technical oversight, incident response, and long-term service stewardship without locking them into rigid platforms or supplier dependency.

Key benefits include:

- Proven experience supporting complex, live systems in regulated and high-assurance environments
- Improved stability and continuity of operational services
- Reduced operational risk through experienced oversight and structured service management
- Clear incident ownership, escalation paths, and operational accountability
- Faster, more predictable handling of incidents and issues
- Support for confident operation of cloud and data platforms post-delivery
- Controlled introduction of change without disruption to live services
- Continuity of service beyond individual staff members or suppliers
- Reduced reliance on ad hoc or emergency consultancy
- Support for gradual development of in-house capability and long-term ownership

6. Service delivery model

Global Initiative delivers Ongoing Support and Service Management using a structured, delivery-led model aligned with Agile principles and established service management practices. The approach is designed to support live systems in a controlled, predictable manner, while remaining flexible to buyer priorities and operational context.

Engagements are structured to provide continuity, clear accountability, and transparent communication. A named Delivery Manager acts as the primary point of contact and is responsible for coordination, prioritisation, and day-to-day oversight of support activities. This includes incident management,

change coordination, risk management, and liaison with buyer teams and third-party suppliers where required.

Support work is managed using established service management tooling for incident logging, issue tracking, and change control. This provides visibility over service status, priorities, and dependencies, and supports auditability in regulated environments. Operational activity is reviewed regularly with buyers to ensure alignment with service objectives and evolving needs.

The service is designed to integrate with existing buyer teams and governance structures. Global Initiative works alongside in-house staff, hosting providers, and other suppliers, providing retained technical oversight and practical support without assuming ownership of infrastructure or internal processes.

Delivery models are tailored to buyer preference and may range from light-touch operational assurance and incident coordination through to more comprehensive ongoing support arrangements. Where appropriate, the service supports controlled transition following delivery, staff changes, or supplier exit, ensuring continuity and minimising operational risk.

7. Security, Data, and Compliance

Security and compliance are embedded into Ongoing Support and Service Management and treated as core operational requirements rather than add-ons. Global Initiative is certified to ISO/IEC 27001 and ISO 9001 and is compliant with the NHS Data Security and Protection Toolkit (DSPT). The organisation also holds Cyber Essentials certification.

Operational support activities are delivered using a security-by-design and compliance-by-design approach. Access to systems and environments is controlled through role-based access controls and least-privilege principles, aligned with buyer policies and governance requirements. Where appropriate, access is time-limited and reviewed regularly to support secure ongoing operation.

Data handling and operational practices are aligned with UK GDPR and public sector requirements. Where healthcare or other regulated data is involved, support activities reflect sector-specific governance expectations, including controlled access, auditability, and appropriate handling of sensitive data. Global Initiative does not assume ownership of buyer data and operates within agreed roles and responsibilities.

Security incidents, risks, and corrective actions are managed through documented processes, with clear ownership, escalation paths, and audit

trails. Where ongoing operational support is provided, security monitoring, patching coordination, and risk review activities form part of the agreed service scope.

Where required, Global Initiative works with agreed third-party specialists to support independent assurance activities, including penetration testing, security reviews, and compliance assessments. These activities are coordinated with buyer governance processes and documented as part of service delivery.

8. Testing, Validation, and Assurance

Testing, validation, and assurance activities are integrated into Ongoing Support and Service Management to ensure that live systems remain stable, reliable, and fit for purpose as changes are introduced or issues are resolved. Activities are proportionate to risk and aligned with the operational context of the supported services.

Support includes validation of configuration changes, fixes, and updates prior to release into live environments, using agreed processes and environments where available. Changes are coordinated to minimise risk to service continuity and to ensure that operational behaviour remains predictable and controlled.

Where appropriate, Global Initiative supports verification of operational readiness following incidents, platform updates, or environmental changes. This may include functional checks, configuration review, integration verification, and confirmation of monitoring and alerting behaviour.

In regulated or high-assurance environments, testing and assurance activities are aligned with buyer governance processes and documentation requirements. Global Initiative supports the preparation of evidence for audits, inspections, or internal assurance reviews where required, working alongside buyer teams and agreed third parties.

This approach enables controlled change and ongoing assurance for live systems, while avoiding unnecessary overhead and maintaining operational efficiency.

9. Onboarding, Knowledge Transfer, and Handover

Onboarding is structured to ensure that ongoing support arrangements are established clearly and efficiently from the outset. At the start of each engagement, Global Initiative works with the buyer to confirm scope, supported components, service boundaries, governance arrangements,

escalation paths, and communication channels. This includes agreement on access controls, service management tooling, and operational prerequisites.

Knowledge transfer is treated as a continuous activity throughout the engagement rather than a one-off exercise. Global Initiative provides practical, hands-on knowledge sharing covering system behaviour, operational risks, support processes, and change management considerations. This may include walkthrough sessions, operational briefings, documentation updates, and paired working with buyer teams, depending on need and capability.

Where services follow delivery, transition, or supplier change, onboarding includes familiarisation with existing environments, documentation, and operational controls to ensure continuity of service. For ongoing engagements, this extends to shared understanding of monitoring, incident management, and service reporting arrangements.

Handover is planned and managed explicitly where responsibility transitions back to buyer teams or to alternative suppliers. Handover activities may include documentation finalisation, operational runbooks, environment walkthroughs, and supported transition periods. The aim is to minimise operational risk and ensure buyers are confident to operate or extend the supported systems independently.

10. Service Constraints

Ongoing Support and Service Management is delivered primarily on a remote basis, with on-site support available by prior agreement where required. Effective delivery depends on timely access to buyer stakeholders, systems, documentation, and operational environments. Delays or limitations in access may affect service responsiveness or delivery timelines.

Where services involve regulated environments, legacy systems, or third-party platforms, Global Initiative's ability to provide support may be influenced by dependencies outside its direct control, including third-party change processes, security approvals, or contractual constraints.

Unless otherwise agreed, services support UK-based infrastructure and data residency. Requests for alternative hosting locations or sovereign environments are subject to feasibility, regulatory review, and commercial agreement.

This service is primarily delivered on an ongoing support, advisory, or time-and-materials basis and does not include formal service level commitments by default.

Where ongoing operational support is required, a Standard or Extended service level agreement may be agreed as part of the Call Off Contract. Any service level commitments apply only to explicitly defined operational components of the service and do not extend to project delivery, advisory activities, or third-party services.

All deliverables produced under this service are covered by a 30-day warranty period, where applicable. During this period, defects directly attributable to the supplied work will be remedied at no additional cost.

11. Support Model, SLAs, and Warranty

Global Initiative provides support for Ongoing Support and Service Management through a structured, delivery-led support model. Support is provided via email and an online ticketing system, which acts as the primary channel for incident reporting, service requests, and general enquiries. Phone support is available during UK business hours for incident coordination and escalation. A named Delivery Manager provides continuity and oversight throughout the engagement.

Support arrangements and any associated service level commitments apply only where ongoing operational support is explicitly included in the Call Off Contract.

Standard SLA

Where ongoing operational support is required, a Standard SLA may be agreed as part of the Call Off Contract. The Standard SLA is suitable for most ongoing support and service management arrangements and applies only to explicitly defined operational components of the service. Under the Standard SLA:

- Support is provided Monday to Friday, 9am to 5pm UK time, excluding UK public holidays
- Incidents are logged, triaged, and handled on a best-efforts basis
- Planned maintenance is scheduled in advance where possible
- No uptime or availability percentage is contractually guaranteed



The Standard SLA is intended to support service continuity, incident resolution, and predictable operational engagement without formal availability commitments.

Extended SLA

An Extended SLA may be agreed for buyers requiring higher operational assurance for live or business-critical systems. The Extended SLA applies only to explicitly defined operational components of the service, as set out in the Call Off Contract. Under the Extended SLA:

- Support is provided Monday to Friday, 9am to 5pm UK time, with prioritised incident handling
- Incidents receive same working day response
- Target time to recovery is one working day, subject to issue severity and scope
- A target uptime of 99.9 percent is applied to agreed operational services, measured over rolling three month periods

Uptime commitment

The Extended SLA includes a target of 99.9 percent uptime for agreed operational aspects of the service, measured over each three month cycle. The uptime target reflects the availability of the agreed operational components to perform their intended function under normal operating conditions.

Definition of uptime

Uptime is defined as the percentage of total minutes in a three month cycle during which the agreed operational components are available to perform their intended functions under normal operating conditions.

Exclusions

The following are excluded from uptime calculations: scheduled maintenance notified in advance; emergency maintenance required to address critical issues; customer-induced downtime including misconfiguration, unsupported software, or excessive demand; failures in external networks or third-party services; force majeure events; and security-related downtime required for threat response or emergency patching.

Service credits

The Extended SLA does not include financial reimbursements or service credits unless explicitly agreed in the Call Off Contract.

12. Pricing model

All consultancy, support, and service management activities are provided on a time and materials basis unless otherwise agreed.

Global Initiative operates a deliberately simple and transparent charging structure, reflecting a senior, multi-disciplinary delivery model.

Day rates are fixed by level of seniority and applied consistently across applicable roles listed in the framework.

- Directors / Heads of Department / Department Lead - £1320+VAT per day
- Senior Staff - £1144+VAT per day
- All other staff - £920+VAT per day

Third-party hosting, infrastructure, and service costs are charged at cost, with an agreed administrative fee where applicable.