

FRONTLINE CONSULTANCY AND BUSINESS SERVICES LTD

MANAGEDFRONTLINE PUBLIC CLOUD (AZURE)

G-CLOUD 15

SERVICE DEFINITION DOCUMENT

Document Control

Prepared by

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Frontline Public Cloud (Azure) & Managed Services (G-Cloud 15)

Transform your cloud strategy with Frontline Consultancy and Business Services—a trusted Microsoft Partner delivering secure, scalable, and cost-effective solutions tailored for the UK public sector.

Why Frontline for G-Cloud 15?

Crown Commercial Service Compliant: Fully aligned with UK Government security and compliance standards, including ISO certifications and GDPR adherence.

End-to-End Expertise: From planning and migration to optimisation and ongoing management, we support every stage of your cloud journey.

Hybrid & Multi-Cloud Ready: Maximise existing investments while enabling seamless integration across on-premises, edge, and multi-cloud environments.

Cost Efficiency & Innovation: Reduce migration and operational costs while unlocking advanced capabilities for apps, data, servers, and analytics.

Future-Proof Architecture: Azure's customisable resources ensure agility, resilience, and compliance for evolving public sector needs.

Key Benefits

Secure, compliant hosting for sensitive workloads.

Expert guidance for digital transformation and service modernisation.

Scalable solutions to meet demand fluctuations and budget constraints.

Proven methodologies to control and reduce ongoing costs.

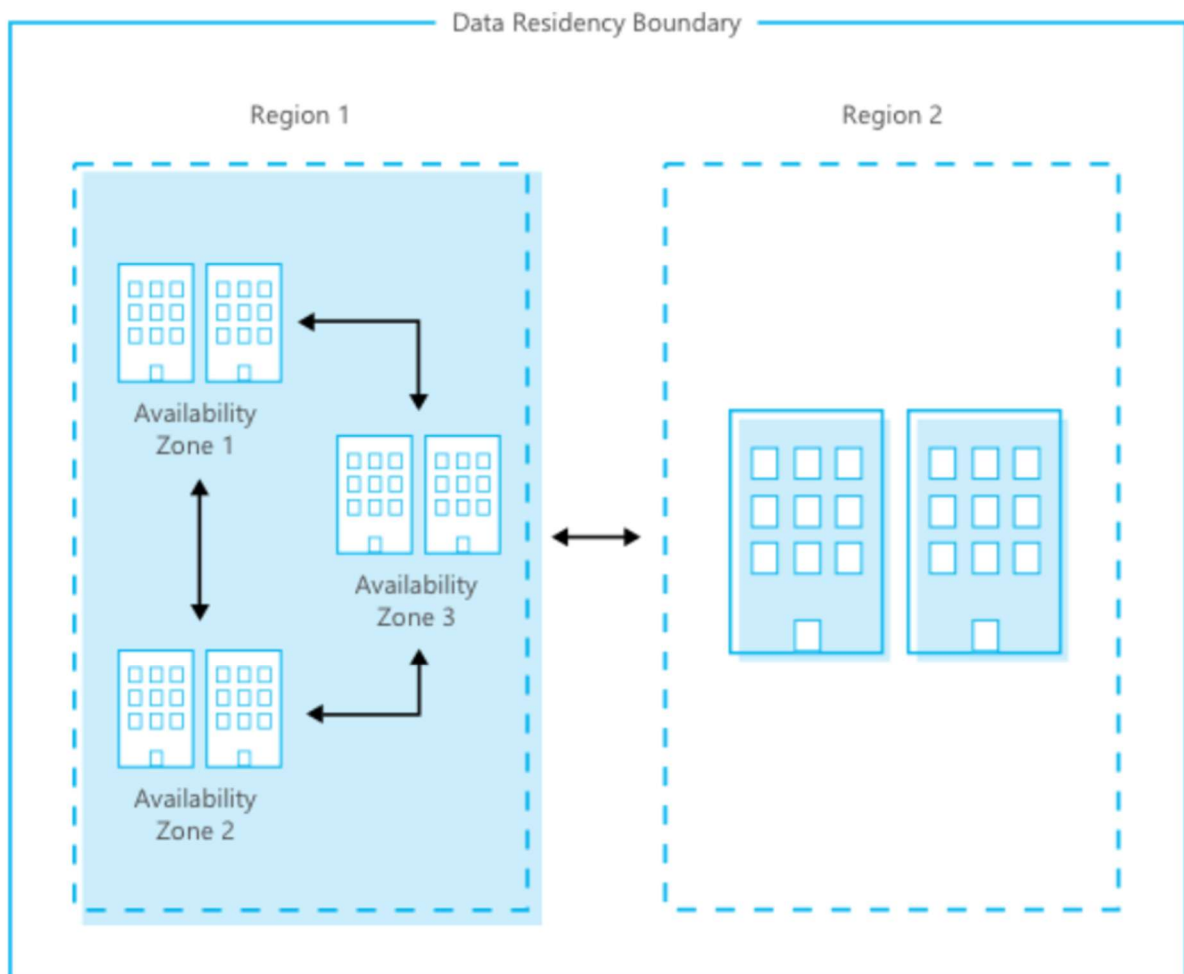
Our Hosted Microsoft Azure Solution empowers organisations to access, manage, and optimise cloud services and resources with confidence. As a Microsoft Partner, we deliver expertise across Azure IaaS.

Our dedicated cloud team supports you throughout your cloud journey, whether you are new to cloud computing or seeking to enhance existing investments. We architect hybrid or cloud only strategies to maximise innovation, cost efficiency, and resilience. Our approach ensures seamless integration across on-premises, cloud, and edge environments, with a focus on security, compliance, and productivity.

With Frontline, you gain a holistic cloud strategy that delivers security, compliance, and innovation anywhere helping you improve services, expand capabilities, and achieve more for less.

About Microsoft Data Centres

Microsoft Azure operates one of the world's largest cloud infrastructures, comprising more than 400 highly secure data centre facilities across 70+ regions and 140 countries/regions. These data centres are interconnected via a resilient, high-capacity global network, enabling low-latency access, geo-redundant backup, and disaster recovery. Azure regions are organised into geographies, allowing customers to meet data residency, sovereignty, and compliance requirements by selecting where their data is stored and processed.



Features and Benefits

Features

Infrastructure-as-Code

Secure self-service portal

Design, configuration, and implementation of Azure environments

Consultancy on Azure package selection and sizing

Migration support from legacy or on-premises systems to Azure

Managed hosting, architecture, and ongoing management

Disaster recovery using Azure-native tools

Benefits

Cost-effective, managed Azure hosting

Virtually limitless scalability and flexible resource allocation

Bespoke solutions tailored to your organisations needs

Expert support and guidance throughout the lifecycle

Enablement of cloud-native digital services

Robust data security and compliance

Flexible, consumption-based pricing models

Business Continuity and Disaster Recovery

We maintain robust business continuity and disaster recovery plans, our processes ensure continuity of service and rapid recovery from disruptions, with clear policies and procedures to mitigate risks.

Onboarding and Offboarding

Onboarding

We provide a tailored onboarding pathway, collaborating with stakeholders to understand goals and requirements. Our agile teams define ways of working, acceptance criteria, and KPIs, ensuring a smooth transition to Azure.

Offboarding

Data ownership remains with the client, and all data is securely transferred and destroyed in accordance with ISO 27001 standards.

Security Services

We are certified to Cyber Essentials Plus and ISO 27001, embedding secure-by-design principles in all service delivery. We work with NCSC accredited providers for penetration testing.

Implementation Methodology

Project Methodology

The Frontline project methodology or Delivery Framework breaks projects down into 6 discreet stages with sub phases as and when required. Please note that some of these phases will be abbreviated due to the single delivery nature of this work but will be managed by our Delivery Framework methodology. This will all be documented and agreed in the project initiation document (PID) and the detailed project plan that will be finalised during the *"Initiate Phase"*.

Regular Project Team meetings will be scheduled and chaired by the Project Manager and action/exception-based minutes will be issued to all attendees and stakeholders.

An executive steering group will be convened at the start off the project before the Initiate Phase which will identify key decision makers and project sponsors within The Customer. This group will then meet by exception throughout the project, except where specifically identified in the methodology below.

You will receive regular stage highlight reports, informing you of stage progress, risks, issues, changes, and timelines; the method, audience and intervals will be agreed during the initial meeting.



Initiate Phase

In this phase a full hand over from the Frontline Sales team to the Project team will signal the commencement of the project.

The Project Manager will create a draft Project initiation Document (PID) and produce an initial High-Level Plan, both of which will be issued to the customer for review and comment prior to the project kick off meeting.

The Project Manager will convene a project kick off meeting with all the key stakeholders from Frontline and The Customer. At this meeting the Draft PID, project scope and initial project plan will be agreed and baselined, key next tasks agreed and assigned, before proceeding to the Discover Phase. From the end of this phase the Project Manager will assume control of the project scope and any amendments will be managed via our change control process.

Discover Phase

In this phase, the Project Manager will convene a detailed requirements session with key operational and technical representation from both Frontline and The Customer. During this session the agreed design, will be reviewed and analysed to ensure that it meets the needs of The Customer. Any changes or additions will be documented and a change note issued for approval.

An updated Project Plan and a High-Level Design document (HLD) will be formally issued at the end of this phase and approved by the key stakeholders.

Design Phase

Frontlines technical architects will then take the HLD from the Discovery Phase and produce a detailed Low-Level Design (LLD) document. This document will also be shared with the Customer for review and formal sign off. At this stage, the Project Manager will convene the agreed steering group, in a formal meeting to accept the HLD, LLD and Project Plan, and provide approval to move into the Build & Test phase.

Build & Test

In this phase the Project Manager will oversee the workload of the Frontline team to implement the agreed project deliverables in line with the Project Plan and LLD. Any changes, issues, and updates will be issued via the project update report as agreed, or via a Change Control Note (CCN) if applicable. Any updates that require urgent action or decisions will be managed by exception, and the Project Manager will convene either the Customer project team or the Steering group (depending upon the impact of the event).

During this phase, the Project Manager will update the project plan which can be viewed online by the customer to get a real time picture of the project progress.

This phase will include either an initial data load with ongoing replication, or Frontline will conduct a test data load from a data source provided by the Customer. This will allow Frontline and The Customer to work together to evaluate the migration before the cut over in the Go-Live Phase and assure all parties that any risks associated with that action have been minimised to the maximum extent. The Customer will be granted access to the review and evaluate the Frontline implementation.

Once all parties are happy that the solution is ready for Go-Live, the Project Manager will call a joint Project Team and Steering Group meeting, evidence of successful implementation and testing will be presented, and a Go/No-Go decision will be made at the meeting.

If concerns are raised that leads to a No-Go decision, the Project Manager will assume responsibility for rectifying any issues and re-issue updated evidence of successful resolution. A further Go/No-Go meeting will be called and assuming all key stakeholders agree the project will move to the Go-Live phase.

Go-Live Phase

Upon receipt of approval to proceed to the Go-Live activities the Project Manager will, initiate the documented procedure to cut-over the Customer service from the current provider to the Frontline Cloud Service. Extensive technical expertise will be available to manage, monitor, and confirm each step in the process. Daily standup meetings and regular check in meetings during the Go-Live activity will be scheduled and chaired by the Project Manager.

During this phase, all key stakeholders and steering group members, from both Frontline and The Customer will be kept informed of progress and be available for any decisions of guidance that may be required.

Once cut-over from the Customer's exiting supplier has been successfully achieved, the Project Manager will issue a formal Go-Live notification to all stakeholders, and the Frontline service will commence.

Post cut-over, the Frontline Project Team will retain responsibility the service for the first 2 weeks of operation, assuming that no issues are experienced. Upon completion of this "Project Warranty" phase the Project Manager will issue a notification that the Go-Live phase is ready to close, a Steering Group meeting will be convened to ratify this, and the project will move into the Close Phase.

Close Phase

Upon receipt of The Customer's agreement that the Project has achieved the required Go-Live objectives, the Project Manager and the Project Team will review any open actions or issues and agree resolution activities and timescales.

The operational responsibility of the service will be handed over to the Frontline Managed Service team for onboarding. The Frontline Service Delivery Manager will from this point be the owner of the service and the primary contact for the Customer.

A Project Close meeting, where the project will be reviewed and any lessons learnt will be recorded for use in future projects between Frontline and The Customer.

Project Documents

During the project, the Project Manager will be responsible for the creation, updating and (where applicable issuing) of the following Project Controls: -

- HLD and LLD

- Project plan
- Meeting minutes
- Project/Steering Group reports
- RAID log update.
- Change Control Notes and Change register

All documents will be available to the customer in an online repository, allowing easy access to information and up-to-date status of any aspect of the project during the implementation.

Risk Management

Any risks identified in the project will be detailed in the RAID log and the Project Manager will proactively review and update these as and when any changes occur.

Frontline use a standard risk matrix (below) to score risks.

Risk appetite will be discussed during the kick-off meeting to determine client tolerances and when and if any escalation is required to the Customer team.

		IMPACT					PROBABILITY	KEY
RISK MATRIX		1 Insignificant	2 Minor	3 Moderate	4 Major	5 Catastrophic		
1	Rare	1	2	3	4	5		
2	Unlikely	2	4	6	8	10		
3	Possible	3	6	9	12	15		
4	Likely	4	8	12	16	20		
5	Almost Certain	5	10	15	20	25		
								Very Low
								Low
								Significant
								High

Change Management

Frontline operates a detailed Change Management process. During all phases of the project the scope will be carefully monitored by the Project Manager.

The Customer will nominate a representative to work with the Project Manager to ensure that the project delivers the required outcomes and review any proposed changes that have been highlighted.

The Project Manager will issue a Change Control Note (an example of which is included below) to this representative, this will detail the proposed change, the justification for the proposal, any impact on budget, deliverables, or timescales and where applicable any alternative options to minimise the change impact.

No changes to the deliverable scope or budget will be made without express written approval from the nominated The Customer representative and the Project Manager will maintain an online repository and log of all changes proposed with details of its acceptance or rejection.

Frontline Consultancy & Business Services Ltd


Project Change Control Note

Prepared by: Dymprna Wilson
 Saved date: 5th May 2017
 Distribution: Frontline Internal & [Customer]

CHANGE REQUEST			
Reference	PXXXX CCN01	Version	1.0
By		Request Date	
Project Code		Project Name	

DESCRIPTION OF CHANGE REQUIRED

 Other document to refer to:

DESCRIPTION OF MAIN IMPACT AREAS

DESCRIPTION OF BUSINESS BENEFIT

 Other document to refer to:

ESTIMATE
Note: Please use the estimating spreadsheet and think about the following:
 Analysis
 Specification
 Development
 Testing
 Implementation
 Training
 Documentation
 Support

 £

PLAN MODIFICATIONS / IMPACT TO TIMESCALES

If there is an impact on timescales Project Managers please complete relevant sections on Page 2 prior to sending to Sales / Account Management

RESOURCES ALLOCATION & RESPONSIBILITIES

CUSTOMER AUTHORISATION

Accept / Decline / Defer		By		Date	
Priority (High / Medium / Low)		Purchase Order			
Comments					

Service Levels

Frontline's standard hours of service are 8am – 6pm Monday to Friday, excluding UK bank holidays. This coverage can be extended to a full 24x7x365 operations support services should this be required.

Frontline's service desk processes are underpinned by ITIL v4 methodology. Incident and problem management processes are fully designed and followed where required. Inbound calls are categorised against the contract and are dynamically allocated to support personnel. All access to managed infrastructure is recorded and monitored with anti-tamper technology that allows for RBAC and MoLP to be applied.

Service Component	Details
Implementation Timeline	5 days – 52+ weeks (depending on scope)
Support Availability	Monday–Friday, 8am–6pm GMT
Additional Support Hours	24x7x365 by contractual agreement
Service Level Agreements	Please see details below

Additional Training (remote or on-site options available)	Can be requested for quote against professional services.
Support for Partner ISV Solutions	Initial SLA as above, then ISV specific SLA
Support for non-partner ISV Solutions	Support is direct with ISV

Frontline Customer Portal

Access to the Frontline customer portal provides a fast and straightforward way for you to open and track any tickets for any of our service catalogue services. This means less service desk calls, and better overall quality of service for all Frontline customers.

The Frontline Client Portal is available 24/7 and allows support requests to be raised. The portal has the following features:

- View all tickets.
- View predefined dashboards.
- View customer specific knowledge base articles with known fixes to certain incidents, requests, and problems. (As they have arisen).

Primary contacts on the customer account can also view:

- All documentation
- The service definition documents (SDDs) where they exist.
- Welcome pack
- Quotes and contracts

Service desk services for tracking and follow-up on incidents / problems with technical teams

Our dedicated service desk tools ensure that tickets are monitored for age and updates. These are managed by the engineers but also by the team leader and service desk manager to ensure that updates are sent on a regular basis throughout the lifecycle of an incident.

Ticket Priority Matrix

Ticket Priority is determined during the initial engagement. The detail provided by the Customer helps us to estimate the urgency and impact of the issue.

Targeted response time and targeted resolution time are determined by the assigned priority categorisation and linked to the specific services agreement purchased by a customer.

The priority level may be revised due to the nature and impact of the issue as the investigation progresses.

The table below shows the priority descriptions attributed to each priority level:

Priority	Impact	Description
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1	Critical	An Incident that has impacted an entire site or service and has stopped all Users and/or Customers from using critical IT functionality where no workaround exists. Excluding individual home worker sites.
2	High	An Incident that has stopped the customer from using non-critical functionality due to it being unavailable or degraded.
3	Medium	An incident which affects the customer's service but has a small impact to the customers operations and high priority Service Requests.
4	Low	Service Requests, or enquiries for information purposes only.
5	Planning/Change	Change Tickets

Target Service Levels

All P1 incidents are alerted to the team leader and service desk manager for immediate escalation and resourcing. Service desk performance will be measured and reported in monthly service reports and regular service meetings.

Service Level	Target Response	Target Resolution	Standard Support Hours
Priority 1	1 hours	4 hours	Monday to Friday - 8:00am to 6pm*
Priority 2	2 hours	8 hours	Monday to Friday - 8:00am to 6pm*
Priority 3	4 hours	16 hours	Monday to Friday - 8:00am to 6pm*
Priority 4	8 hours	32 hours	Monday to Friday - 8:00am to 6pm*

* Excluding UK Bank Holidays

Service Delivery Manager (SDM)

Clients can select Managed Service Delivery as a Service option, this includes the allocation of a Frontline service delivery manager (SDM) to oversee the delivery of an efficient, high-quality service. The SDM will be available as a single direct point of contact for all service-related issues and queries and will be responsible for the provision of the following: -

- Monitor the service level to ensure adherence to agreed SLA's and KPI's
- Provide a monthly service report of all the agreed contractual measurements by the close of the 5th working day. This will include service and performance measurements, proactive capacity reporting and recommendations, service desk ticket performance, security incidents (including any advisories and recommendations).
- Root cause analysis reporting, corrective measures, and recommendations.
- Management of diarised activities such as service meetings, change requests and planned maintenance windows, change advisory board.
- Creation and maintenance of an ongoing service improvement plan, risk register, design documents, change logs and key personnel and authority lists.
- Quarterly test reports for backups / restore processes
- Liaison between the client, Frontline and any other 3rd party support vendors.
- Maintenance and management of the baseline BCP plan, co-ordination and management of agreed tests, test reports, and recommendations if the Managed Disaster Recovery Service.

Support Cost Calculation Approach

Our support pricing model is designed to be transparent, fair, and aligned with the specific needs of the procuring entity. The total cost of support will be calculated based on the projected time required, which is determined through a collaborative assessment during the onboarding or procurement phase. This projection will consider the following key factors:

1. Complexity of the Delivered Solution

- The level of technical complexity, including:
 - Integration with existing systems
 - Custom configurations or bespoke development
 - Security and compliance requirements
- Higher complexity typically requires more specialized resources and extended support coverage.

2. Hours of Operation

- Support costs will reflect the agreed service window:
 - Standard Business Hours (e.g., 09:00–17:00, Monday–Friday)
 - Extended Hours or 24/7 coverage, if required
- This ensures flexibility for customers who need critical support outside normal operating hours.

3. Commercial Model

- All pricing will be based on the submitted SFIA rate card, ensuring:
 - Full compliance with G-Cloud pricing transparency requirements
 - Clear linkage between resource roles, skill levels, and associated costs
- Rates are applied to the projected time for each role involved in delivering support.

Methodology for Cost Estimation

1. Initial Assessment

We collaborate with the customer to understand the solution architecture, operational requirements, and anticipated support needs.

2. Time Projection

Using the complexity and operational factors, we estimate the number of hours required for each SFIA role.

3. Cost Calculation

The projected hours are multiplied by the corresponding SFIA rate, producing a clear and auditable cost breakdown.

Benefits of This Approach

- Transparency: Customers have full visibility into how costs are derived.

- Flexibility: Pricing scales with actual support requirements, avoiding unnecessary overhead.
- Compliance: Aligns with G-Cloud principles and SFIA framework standards.

Roles and Responsibilities

Frontline Consultancy

- Project management and delivery
- Solution Consultancy
- Technical configuration and customisation
- Training and documentation
- Ongoing support and system health checks

Client Organisation

- Provide access to key stakeholders.
- Participate in workshops and UAT.
- Assign internal champions for adoption.
- Maintain internal change management.

Contact Information

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