

Service Definition Document

G-Cloud 15 Lot 3: Cloud Support Services

Date: January 2026

1. Service Overview

1.1 Background on the agency

For 20+ years, we've helped global businesses to shape their future for the better with game-changing digital products, cloud infrastructure and AI Automation services. Whether it's building web applications, mobile apps, managing cloud platforms or helping your internal team to go faster with AI, our experienced product specialists have hard won experience to unlock your potential.

1.2 What the Service Is

Specific to G-Cloud 15, Kyan offers expert consulting services focused on accelerating our clients adoption of cloud and AI technologies. Our services encompass:

- **Strategic Planning:** Infrastructure assessment, development of cloud adoption strategies, and migration roadmapping.
- **Architecture & Design:** Designing cloud-based applications and AI solutions, including architecture design and AI platform integration.
- **Optimisation:** Cost management planning and security assessments.

We deliver actionable recommendations, governance frameworks, and best practice guidance to maximize the value of cloud and AI investments.

Important Note: As a consultancy service provider, Kyan delivers strategic advisory, technical design, and implementation planning. We do not operate or provide hosting infrastructure or software platforms directly. Our role is to help organisations select, adopt, and optimise cloud services procured from third-party providers. At the end of this service definition, we have also included our broader range of services outside of just Cloud.

1.3 Service Benefits

Key Benefits & Outcomes

- **Accelerated Cloud Adoption:** Achieve faster migration and adoption through structured roadmaps and phased delivery.
- **Cost Optimisation & Financial Control:** Reduce infrastructure costs by leveraging FinOps for optimisation and right-sizing recommendations.
- **Enhanced Security Posture:** Minimise security risks by applying NCSC principles and government standards.
- **Improved Service Standards & Compliance:** Increase Service Standard assessment pass rates with expert guidance and improve user outcomes by embedding accessibility and open standards compliance.
- **Sustainability & GreenOps:** Decrease your carbon footprint through GreenOps practices and sustainable architecture design.

- **Strategic & Independent Advice:** Enhance decision-making with independent, vendor-agnostic cloud platform advice.
- **Efficient AI/ML Deployment:** Speed up AI deployment using proven MLOps frameworks and robust governance.
- **Reduced Technical Debt:** Design scalable, future-proof cloud architectures that minimise technical debt.
- **Streamlined Procurement:** Lower procurement risk with support for framework-compliant vendor selection.
- **Operational Efficiency:** Increase operational efficiency through comprehensive multi-cloud strategy and automation planning.
- **Reduced Project Risk:** Minimise project delays with specialist expertise during the Discovery and Alpha phases.

2. Data Backup, Restore, and Disaster Recovery

2.1 Applicability to Consultancy Services

As a consultancy provider, Kyan does not host client data, applications, or infrastructure. Therefore, traditional backup and disaster recovery provisions do not apply in the same manner as for platform or hosting providers.

2.2 Our Approach

Project Documentation and Deliverables:

- All project documentation, recommendations, architecture diagrams, and deliverables are stored securely within our information management systems
- Project files are backed up daily with retention policies which align to the requirements of our clients
- Critical deliverables are versioned and maintained in secure repositories with appropriate access controls

Knowledge Transfer:

- Key projects artefacts are stored either in our Confluence or that of our clients depending on requirements
- All recommendations, designs, and documentation are delivered to clients in portable formats (PDF, DOCX, PPTX, Markdown)
- Clients retain full ownership of all deliverables upon project completion
- Architecture diagrams and technical specifications are provided in industry standard formats for ongoing reference

Business Continuity for Consultancy Delivery:

- Kyan maintains business continuity plans ensuring consultant availability and project continuity which can be shared on request
- Remote working capabilities ensure service delivery continues during disruption
- Project documentation accessible to delivery teams through secure cloud collaboration platforms
- Consultant handover procedures ensure knowledge transfer if team changes occur

2.3 Client Platform Disaster Recovery Advice

As part of our cloud architecture and migration planning services, we provide:

- Disaster recovery strategy recommendations for client cloud platforms
- Business continuity planning aligned to government standards
- RTO (Recovery Time Objective) and RPO (Recovery Point Objective) target definition
- Multi-region and backup architecture design

3. Onboarding and Offboarding Support

3.1 Client Onboarding

Initial Engagement (Week 1):

- Kick-off meeting to establish objectives, scope, and success criteria
- Introduction to assigned consultants and Technical Account Manager (if applicable)
- Agreement of communication protocols, governance structure, and reporting cadence
- Access requirements and security clearance verification (note, our team are not currently security cleared but would be willing to go through the process if required)
- Document sharing and collaboration platform setup

Discovery Phase (Weeks 1-2):

- Stakeholder interviews and current state assessment
- Access to relevant systems for assessment purposes (read only where appropriate)
- Initial findings presentation and approach refinement
- Detailed project plan and milestone agreement

Typical Onboarding Duration: 1-2 weeks depending on engagement complexity

3.2 Client Offboarding

Knowledge Transfer:

- Comprehensive handover documentation including all recommendations, designs, and roadmaps
- Workshop sessions to brief client teams on deliverables and next steps
- Q&A sessions to ensure understanding of recommendations

Project Closure:

- Final deliverables review and sign-off
- Lessons learned session
- Provision of all project documentation in agreed formats
- Removal of consultant access to client systems within 5 working days of project completion

Post-Project Support:

- Optional extended advisory support available (separately scoped and priced)
- Ad-hoc consultation available on best endeavours basis for 30 days post-closure for clarification questions
- Clear escalation path for any outstanding queries

4. Service Constraints

4.1 Delivery Constraints

Remote Delivery Model:

- Support provided remotely via video conferencing and digital collaboration tools
- We are also happy to work from the client's offices as and when required

No Platform Access:

- Consultants cannot access client datacentres or physical infrastructure directly
- Remote access to client cloud environments for assessment purposes requires appropriate security controls and approvals

No Bespoke Development:

- Services exclude custom application coding or system build activities unless specifically requested or procured under appropriate frameworks
- Focus is on strategy, design, and planning rather than hands on implementation
- Configuration and deployment activities are advisory only unless specifically agreed in Statement of Work

Time Limited Engagements:

- Consultancy delivered as fixed-term projects with defined start and end dates
- Not structured as indefinite managed services
- Extensions require new Statement of Work

Security Clearance Limitations:

- Our staff are not currently security cleared but would be willing to go through the process if required

Standard Working Hours:

- Consultancy delivery during standard working hours: Monday-Friday, 9am-5pm GMT
- Out-of-hours workshops or support available by prior arrangement
- Bank holidays excluded unless specifically agreed

Language:

- All services delivered in English only

5. Service Levels

5.1 Performance and Availability

Consultant Availability:

- Consultants available during agreed project days as per Statement of Work
- Typical allocation: 3-5 days per week per consultant depending on engagement intensity
- Technical Account Manager availability for larger projects

Deliverable Quality:

- All deliverables reviewed by senior consultants before client submission
- Compliance with government digital service standards and best practices
- Adherence to agreed quality criteria in Statement of Work

Response Times:

As a consultancy, our support response times are detailed within individual Service Level Agreements (SLAs), which are customised based on the engagement type, priority level, and the specific terms agreed upon with the client.

Standard Response Times (Monday-Friday, 9am-5pm GMT):

- Critical Issues: Typically within 4 hours.
- Low Priority Queries: Up to 2 working days.

Queries raised outside of standard working hours (weekends and bank holidays) will be addressed on the next working day, unless a premium support package has been purchased.

Consultancy-Specific Queries:

- Project based queries are managed according to the agreed upon project governance schedules.
- Ad-hoc advisory service queries are handled on a best endeavours basis, aiming for a response within 2 working days.

The specific SLAs, detailed escalation procedures, and agreed support hours are formally documented and negotiated in the call-off contract Order Form before the commencement of any service.

5.2 Support Levels

As a consultancy provider rather than platform operator, our support model is flexible and tailored to each engagement, negotiated within individual call-off contracts.

Support Framework:

We provide consultancy led support aligned to project needs rather than rigid tiered levels. Each engagement defines appropriate mechanisms through the Statement of Work, including:

- Project Support: Dedicated consultant availability during active engagements, with SLAs typically ranging from 4 hours to 2 working days based on priority
- Technical Advisory Support: Access to specialist cloud and AI consultants for guidance relevant to project scope
- Extended Support: Optional post project advisory for implementation queries

Technical Account Management:

We assign a lead consultant as primary contact for each engagement. Larger or complex projects receive a dedicated Technical Account Manager for delivery oversight and escalation management.

Technical Support Provision:

We provide technical support directly relevant to the consultancy engagement, including architecture guidance, security design advice, and implementation planning. This excludes operational platform support or incident management.

Pricing:

Support costs are incorporated into consultancy day rates (aligned to Government Digital and Data Profession Capability Framework rates). Premium options (out-of-hours availability, extended Technical Account Manager support) are priced separately based on requirements.

All support arrangements and costs are documented in the Order Form prior to commencement.

6. After Sales Support

6.1 Post-Project Advisory

Included Support (30 Days Post-Closure):

- Clarification questions on deliverables
- Best endeavours email support for implementation queries
- Access to project documentation via Confluence

Extended Support Options:

- Retained advisory services (monthly retainer basis)
- Ad hoc day rate consultancy for implementation support
- Review and validation of implementation progress
- All priced separately from initial engagement

6.2 Service Evolution

Continuous Improvement:

- Annual review of recommendations available for ongoing clients
- Updates to reflect technology evolution and changing government standards
- Access to Kyan's research and insights on cloud and AI developments

7. Technical Requirements

7.1 Client Technical Requirements

Access Requirements:

- Secure video conferencing capability (MS Teams, Google Meet, or Zoom)
- Collaboration platform access (typically Microsoft 365, Google Workspace, or equivalent)
- Secure file sharing capability (SharePoint, Google Drive, or CCS-approved alternative)
- VPN or secure remote access for consultant system assessment where required

Assessment Access:

- Read-only access to cloud platforms for architecture review
- Access to existing documentation (architecture diagrams, configurations, policies)
- Stakeholder availability for interviews and workshops
- Representative user access for service assessment

7.2 Kyan Technical Capabilities

Platforms and Technologies:

- Multi-cloud expertise: AWS, Azure, Google Cloud Platform
- Container orchestration: Kubernetes, Docker, OpenShift
- Infrastructure as Code: Terraform, CloudFormation, ARM templates
- CI/CD: GitHub Actions, GitLab CI, Azure DevOps, Jenkins
- Monitoring and observability: Prometheus, Grafana, ELK stack, CloudWatch
- AI/ML platforms: Azure AI, AWS SageMaker, Google Vertex AI, Databricks
- MLOps: MLflow, Kubeflow, Azure ML, Weights & Biases

Methodologies:

- Agile delivery (Scrum, Kanban)
- GDS Service Manual phases (Discovery, Alpha, Beta, Live)
- TOGAF enterprise architecture
- Cloud Adoption Framework (CAF)
- Well Architected Framework reviews
- FinOps Foundation practices

Standards and Certifications:

- ISO 27001 Information Security Management ISO 9001 Quality Management are currently in progress with a target completion date of March 2026
- Cyber Essentials Plus

8. Outage and Maintenance Management

8.1 Service Availability

Consultancy Service Continuity:

As a professional services provider, Kyan does not operate platforms subject to outages. However, we maintain business continuity to ensure uninterrupted consultancy delivery:

- Remote working infrastructure with 99.9% availability through cloud collaboration platforms
- Backup consultants available for critical projects in case of illness or absence
- Documented project knowledge ensuring continuity if team changes required
- Secure documentation systems accessible to delivery teams from any location

Planned Unavailability:

- Bank holidays: All UK bank holidays excluded unless agreed in advance
- Company closure: Typically 24-27 December each year (notified 3 months in advance)
- Individual consultant leave: Minimum 4 weeks' notice for planned absences exceeding 5 days
- Alternative consultant provision or project rescheduling agreed with client

Emergency Continuity:

- Escalation process for critical project support requirements
- Senior leadership contact details provided for emergencies
- Business continuity plan tested annually
- Remote working capability ensures resilience during disruption events

8.2 Client Platform Outage Response

While we don't manage client platforms operationally, our consultancy services can include:

- Incident response playbook development
- Post incident review and remediation planning
- Architecture resilience improvements
- Disaster recovery testing strategy

9. Hosting Options and Locations

9.1 Not Applicable - Consultancy Service

Kyan does not provide hosting services. We advise clients on:

- Appropriate hosting options for their requirements
- Multi-cloud vs single cloud strategies
- On-premise, hybrid, and public cloud architecture decisions
- Data residency and sovereignty requirements
- Compliance with government data location policies
- Management of hosting infrastructure within client owned accounts

9.2 Kyan Corporate Infrastructure

Documentation and Project Storage:

- ISO 27001 certified information management will be in place from MArch 2026
- Project documentation stored in UK jurisdiction
- Data encrypted in transit and at rest
- Access controls aligned to client security classifications

Collaboration Platforms:

- Google Platforms
- Microsoft 365 (UK data residency)
- Secure file sharing via approved UK-based cloud services
- Compliance with government security standards

10. Access to Data (Upon Exit)

10.1 Client Ownership

Full Data Portability:

- Clients retain full ownership of all deliverables, recommendations, and documentation
- All project outputs provided in portable, non-proprietary formats
- Architecture diagrams in standard formats (Visio, Draw.io, PNG/PDF)
- Documentation in DOCX, PDF, or Markdown formats
- Code samples or infrastructure-as-code in standard repositories (Git)

10.2 Exit Process

Project Closure Data Transfer:

1. All deliverables packaged and transferred to client-specified location
2. Access provided to project repository/documentation portal
3. Final handover session with comprehensive walkthrough
4. Verification of complete transfer before project closure
5. Client acknowledgement of receipt

Data Retention:

- Kyan retains copies of project deliverables for 7 years for contractual and insurance purposes
- Client data handled in accordance with GDPR and Data Protection Act 2018
- Secure deletion of client-specific data upon written request after contract obligations expired
- No retention of client credentials or access tokens beyond project completion

Ongoing Access:

- Post-project access to deliverables via secure portal for 90 days
- Extended access available by arrangement
- No fees for data retrieval during retention period

11. Security

11.1 Information Security Management

ISO 27001 Certification:

- Kyan will have ISO 27001 from March 2026
- Comprehensive Information Security Management System (ISMS)
- Regular internal audits and management reviews

Cyber Essentials Plus:

- Cyber Essentials Plus certified (renewed annually)

11.2 Staff Security

Security Clearance:

- If required, all consultants will undergo Baseline Personnel Security Standard (BPSS)
- We are also willing to undergo any further vetting or screening required for specific projects

11.3 Data Protection

GDPR Compliance:

- Full compliance with UK GDPR and Data Protection Act 2018
- Privacy Impact Assessments for all client engagements
- Data Processing Agreements in place before project commencement
- Right to erasure procedures documented
- Data breach notification within 72 hours

11.4 Physical Security

Office Security:

- Access-controlled premises with visitor management
- Secure meeting rooms for confidential discussions

11.5 Operational Security

Access Control:

- Role-based access control (RBAC) for all systems
- Principle of least privilege applied
- Access reviews conducted quarterly
- Immediate revocation upon project completion or staff departure

Vulnerability Management:

- Regular vulnerability scanning of corporate infrastructure
- Patch management within 30 days of critical patches
- Penetration testing annually by CREST-certified testers

Audit and Logging:

- Comprehensive audit logging of all system access
- Log retention for minimum 12 months
- Regular log reviews for security incidents
- Audit trail for all client data access

11.6 Supply Chain Security

Subcontractor Management:

- All subcontractors subject to same security requirements
- Security assessment before engagement
- Contractual security obligations
- Regular security audits of subcontractors

11.7 Incident Management

Security Incident Response:

- 24/7 security incident response capability
- Incident response plan tested quarterly
- Client notification within 4 hours of confirmed security incident affecting client data
- Root cause analysis and remediation planning
- Lessons learned incorporated into security controls

Business Continuity:

- Business Continuity Plan
- Annual testing of disaster recovery procedures
- Alternative working arrangements to ensure service continuity
- Communications plan for major incidents

12. Service-Specific Capabilities

12.1 Core Cloud Consultancy Services

Cloud Strategy and Planning

- Cloud adoption strategy and business case development
- Multi-cloud and hybrid cloud architecture design
- Cloud-first policy compliance guidance
- Total cost of ownership (TCO) analysis
- Cloud maturity assessments

Cloud Migration

- Current state infrastructure assessment and discovery
- Migration strategy development (lift-and-shift, replatform, rearchitect)
- Migration roadmap and phased delivery planning
- Risk assessment and mitigation planning
- Application portfolio analysis and prioritisation
- Data migration strategy and planning
- Cutover planning and validation

Cloud Architecture

- Well Architected Framework reviews (AWS, Azure, GCP)
- Reference architecture design
- Landing zone design and implementation planning
- Network architecture and connectivity (VPN, Direct Connect, ExpressRoute)
- Identity and access management design
- Disaster recovery and business continuity architecture
- High availability and resilience design

FinOps and Cost Optimisation

- Cloud financial management strategy
- Cost allocation and showback/chargeback models
- Resource right-sizing recommendations
- Reserved instance and savings plan analysis
- Cost anomaly detection and alerting
- FinOps capability maturity assessment
- Cost governance framework development

GreenOps and Sustainability

- Carbon footprint assessment of cloud infrastructure
- Sustainability optimisation recommendations
- Green cloud architecture design
- Energy efficiency improvements

- Alignment with Greening Government ICT strategy
- Sustainability reporting and metrics

Security and Compliance

- Zero trust architecture design
- Security assessment and gap analysis
- Compliance framework mapping
- Data residency and sovereignty planning
- Encryption strategy and key management

DevOps and Automation

- CI/CD pipeline design and strategy
- Infrastructure as Code (IaC) strategy and implementation planning
- GitOps workflow design
- Automation opportunity assessment
- DevSecOps integration
- Platform engineering strategy

Cloud Governance

- Cloud operating model design
- Governance framework development
- Policy as Code implementation planning
- Cloud Center of Excellence (CCoE) establishment
- Skills and capability development planning
- Cloud adoption playbooks

12.2 Digital Product Development Consultancy (Additional services)

Discovery and Research

- User research and needs assessment
- Service design and user journey mapping
- Prototyping and concept validation
- Stakeholder engagement and alignment
- Options appraisal and recommendation
- GDS Discovery phase support

Digital Service Design

- Service Standard compliance guidance (Discovery, Alpha, Beta, Live phases)
- Accessibility compliance (WCAG 2.1 AA minimum)
- Inclusive design principles
- Design system development
- Component library planning
- Multi-channel service design

Technology Strategy

- Technology Code of Practice compliance
- Open standards adoption planning
- API strategy and design
- Integration architecture
- Legacy modernisation strategy
- Technology roadmapping

Agile Delivery

- Agile transformation and coaching
- Scrum/Kanban implementation
- Product ownership and backlog management
- Sprint planning and facilitation
- Retrospective and continuous improvement
- Delivery team coaching

Quality and Assurance

- Test strategy and approach
- Automated testing strategy (unit, integration, E2E)
- Performance testing and optimisation
- Security testing strategy
- Accessibility testing and remediation
- Quality assurance frameworks

Data and Analytics

- Data strategy development
- Data governance frameworks
- Analytics and reporting strategy
- Data pipeline architecture
- Master data management
- Data quality frameworks

12.3 AI Consultancy Services (Additional services)

AI Strategy and Roadmap

- AI opportunity assessment and use case identification
- AI maturity assessment
- AI strategy and roadmap development
- Business case and ROI analysis for AI initiatives
- AI governance framework development
- Responsible AI and ethical AI principles implementation

AI Solution Design

- AI/ML solution architecture design
- Model selection and evaluation
- Data requirements and preparation strategy
- Feature engineering approach
- Training and inference infrastructure design
- Model monitoring and observability strategy

Generative AI

- Large Language Model (LLM) evaluation and selection
- Prompt engineering strategy and best practices
- Retrieval-Augmented Generation (RAG) architecture design
- LLM fine-tuning approach and planning
- GenAI application architecture
- Hallucination mitigation strategies
- Content moderation and safety controls

MLOps and AI Platforms

- MLOps capability assessment
- ML lifecycle management strategy
- Model versioning and registry design
- CI/CD for ML pipelines
- Model monitoring and drift detection
- A/B testing and experimentation frameworks
- AutoML platform selection and implementation planning

AI Platform Integration

- Azure AI services integration planning
- AWS SageMaker architecture and strategy
- Google Vertex AI implementation planning
- Databricks platform design
- MLflow implementation
- Kubeflow pipeline design

Natural Language Processing (NLP)

- NLP use case assessment
- Text analytics and sentiment analysis
- Named entity recognition (NER) implementation
- Document classification and categorisation
- Chatbot and conversational AI design
- Language translation strategy

Computer Vision

- Image recognition and classification
- Object detection architecture
- Optical character recognition (OCR) strategy
- Video analytics and processing
- Anomaly detection in visual data
- Edge AI for computer vision

Responsible AI

- AI ethics framework development
- Bias detection and mitigation
- Model explainability and interpretability (XAI)
- Fairness assessment
- AI transparency and documentation
- Privacy-preserving AI techniques
- Compliance with AI regulations (EU AI Act readiness)

AI Data Strategy

- Training data strategy and sourcing
- Data labelling and annotation approach
- Synthetic data generation
- Data augmentation techniques
- Feature stores and data versioning
- Data quality for AI/ML

AI Governance

- AI risk management framework
- Model governance and approval workflows
- AI audit and compliance
- Model inventory and cataloguing
- AI policy development
- Stakeholder engagement on AI adoption

13. Quality Assurance

13.1 Quality Management System

ISO 9001:2015 Certification:

- Will be in place from March 2026

13.2 Deliverable Quality

Review Process:

- Peer review of all technical deliverables
- Senior consultant sign off before client submission
- Compliance checking against agreed criteria
- Version control and change management
- Client feedback incorporation

Standards Compliance:

- GDS Service Manual adherence
- Technology Code of Practice compliance
- NCSC guidance implementation
- Industry best practices (TOGAF, ITIL, FinOps, MLOps)
- Accessibility standards (WCAG 2.1 AA minimum)

14. Continuous Service Improvement

Knowledge Management:

- Regular capability assessments
- Lessons learned capture and sharing
- Best practice documentation
- Internal communities of practice
- Innovation time for research and development

Industry Engagement:

- Active participation in cloud and AI communities
- Conference attendance and speaking
- Contribution to open-source projects
- Government Digital Service engagement
- FinOps Foundation membership
- MLOps community participation

Technology Evolution:

- Continuous monitoring of technology trends
- Regular assessment of emerging technologies
- Pilot projects and proof-of-concepts
- Certification maintenance (AWS, Azure, GCP)
- Training investment (minimum 10 days per consultant per year)

15. Commercial Terms

15.1 Pricing Model

Day Rate Basis:

- All consultancy priced on day rate basis
- Aligned to Government Digital and Data Profession Capability Framework rates
- Rates vary by seniority and specialism
- Volume discounts available for large engagements (negotiated per call-off)

Fixed Price Projects:

- Available for well-defined scope
- Based on estimated effort at agreed day rates
- Change control process for scope variations

Retainer Arrangements:

- Monthly retainer for ongoing advisory services
- Agreed allocation of days per month
- Unused days may roll over (maximum 3 months)

15.2 Expenses

Included in Day Rate:

- Remote working and standard tooling
- Standard collaboration platforms
- Travel within M25 (where on-site required)

Separately Charged:

- Travel and accommodation outside M25 (at cost, pre-approved)
- Specialist software licences required for specific projects
- Third-party training or certifications requested by client
- DV clearance costs (where required and not already held)

16. Contact Information

General Enquiries:

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Document Control

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End of Service Definition Document