



FuturePaths

G-Cloud 15 Service Definition

Service Line 16

Managed Service Desk and
Applications Support

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Service Definition Document:

Any questions regarding this document should be directed to:

Supplier	FuturePaths
Framework	G-Cloud 15
Lot	Lot 3 – Cloud Support
Service Type	Professional Advisory Services
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1. Introduction

FuturePaths provides Managed Service Desk and Applications Support to help organisations deliver reliable, responsive, and user focused IT services. This service supports live cloud and digital environments, ensuring incidents, requests, and application issues are handled effectively while improving service quality and user experience.

2. Service Overview

The Managed Service Desk and Applications Support service delivers structured, ITIL aligned operational support for end users and business applications. FuturePaths provides scalable, multi tier support that integrates seamlessly with existing suppliers, platforms, and service management tooling, supporting stable operations and continuous service improvement.

3. What the Service Does

FuturePaths provides end to end service desk and application support including:

- Logging, triage, and resolution of incidents and service requests
- Level 1, Level 2, and Level 3 application and technical support
- Major incident coordination and escalation management
- Proactive monitoring, reporting, and trend analysis
- Supplier and vendor coordination where required
- Knowledge management and service improvement activities

The service focuses on restoring service quickly, reducing repeat issues, and improving overall service performance.

4. Benefits

This service enables organisations to:

Improve end user experience and satisfaction

Reduce downtime and business disruption

Provide consistent, predictable support services

Strengthen operational resilience and control

Gain better insight through service reporting and analytics

Enable continuous improvement across applications and services

5. How the Service is Delivered

FuturePaths delivers this service through experienced service management and application support professionals. Delivery is flexible and scalable, aligned to client needs and complexity, and typically includes:

- Service onboarding and knowledge transfer
- Integration with existing service management tooling
- Agreed support models, SLAs, and escalation paths
- Ongoing operational delivery and reporting
- Continuous service improvement and optimisation

Support is delivered by Consultants, Senior Consultants, Principal Consultants, or Executive Consultants depending on scope and criticality.

6. Service Scope

In Scope

- Managed service desk operations
- Application and technical support
- Incident, request, and problem management
- Reporting, analytics, and service improvement
- Supplier coordination within agreed scope

Out of Scope

- Major transformation or system replacement programmes
- Bespoke software development
- Infrastructure build or migration activities
- Hardware break fix unless explicitly agreed

7. Service Levels

Service levels and support arrangements are agreed with each customer and typically include:

- Defined support tiers and coverage hours
- Agreed response and resolution targets
- Incident prioritisation and escalation processes
- Regular service performance reporting
- Governance and service review meetings

8. Security and Compliance

FuturePaths delivers this service in line with UK government security, confidentiality and data protection requirements. Secure working practices are applied throughout delivery, making the service suitable for regulated, sensitive and safety-critical environments.

9. Pricing

Services are delivered by Executive Consultants, Principal Consultants, Senior Consultants or Consultants in line with the FuturePaths SFIA-aligned rate card.

Typical engagements range from 10 to 120 days, depending on scope, complexity and organisational context. Travel and subsistence are charged at department rates where applicable.

10. Onboarding and Offboarding

Onboarding

- Confirmation of service scope and supported applications
- Knowledge transfer and service documentation review
- Tooling, access, and integration setup
- Agreement of service levels and reporting

Offboarding

- Knowledge and documentation handover
- Transition support where required
- Final service review and reporting
- Formal service closure

11. Service Constraints

Service delivery is dependent on agreed scope, supported applications, operating hours, and client provided access to systems and information. On site support, non standard tooling, and services outside agreed scope are excluded unless explicitly agreed.

12. Further Information

Further details, clarification and engagement planning are available through the Digital Marketplace.



FuturePaths

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