



G-Cloud 15

Application Management Service Definition

Date: 04/11/2025

Author: Sean Quigg

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Versions

The versions of this document are shown in table one below:

Table one

Version	Version date	Reason for iteration	By whom
1.0	04 November 2025	First draft;	Sean Quigg (Comcentris)

1 Service Overview

Our **Application Management Service (AMS)** provides comprehensive support for cloud-based and hybrid applications. We ensure that business-critical applications remain secure, performant, and up to date throughout their lifecycle.

This service is designed to help public sector organisations manage, maintain, and optimise their applications hosted on any UK government-approved public cloud platform (AWS, Azure, Google Cloud, etc.).

Key Features

Application monitoring and performance management

Incident, problem, and change management (ITIL v4 aligned)

Patch and version management

Security and compliance management (ISO 27001, Cyber Essentials Plus)

Configuration and release management

Continuous improvement and service reporting

Application enhancements and new features.

Technology refreshes and new capabilities

Bespoke application development

Experts in the TIDI Case Management System

2 Service Scope

Supported environments: Cloud-native, PaaS, SaaS, or hybrid applications including bespoke applications.

Technology coverage: .NET, Typescript, Python, Java, Node.js, APIs

Frameworks and Specialisms:

- Expert Full Stack development in
 - C# .NET (.NET Framework 4.8 and .NET Core 8)
 - ASP.NET Websites and secure REST Apis
 - Ionic/Capacitor/Angular/React Apps
 - WinForms Desktop Apps
 - Cloud native hosting and security in Azure
 - Microsoft Reporting Services and associated Web Service
- [ABP framework](#)
- [Ionic Framework](#)
- [Capacitorjs](#)
- [Angular](#)
- [React](#)
- [Bootstrap](#)
- [Microsoft Azure](#)
 - Multi factor authentication using Microsoft Entra and OAuth2
 - Observability using Application Insights
 - Secret/Certificate storage using Azure Key Vault
 - Azure App Services and WebJobs
 - Azure Static Web Apps
 - Azure SQL
 - Server less functions with Azure Functions
 - Azure DevOps (boards, repositories, pipelines)

- [Google Platform APIs](#)
- [Microsoft Graph API](#)
- [Microsoft Dynamics API](#)
- [Microsoft SharePoint](#)
- Google Cloud Platform for:
 - App Notifications using [Firebase Messaging](#)
 - [Google Platform APIs](#) for maps, markers, routes, places, geolocation
- Desktop apps using [Windows Forms](#)
- Reporting with [SQL Server Reporting Services](#)
- SMS Notifications using [Brevo API](#)
- [Content Management Integration with Simpleview API](#)
- Linq and [Entity Framework Core](#)
- Payments integration with [WorldPay](#)
- Testing tools – [Jasmine/Cypress/Karma/Selenium/xUnit/Shouldly](#)

Integration: With CI/CD pipelines, ITSM tools (e.g., Jira), and monitoring platforms

Optional add-ons: DevOps automation, cloud cost optimisation, and container orchestration (Kubernetes), Bespoke development

3 Service On boarding and Off boarding

On boarding:

- Kick-off workshop and environment discovery
- Knowledge transfer and runbook creation
- Integration with existing service desks
- Transition period with dual support (if applicable)

Off boarding:

- Handover documentation and configuration export
- Knowledge transfer back to client or successor supplier
- Data and access securely removed or returned

4 Service Levels and Reporting

Service Metric	Target	Description
Incident Response	1 hour (P1), 4 hours (P2)	Initial response time
Resolution	4 hours (P1), 8 hours (P2), 24 hours (P3)	Time to restore service
Availability	99.9%	Uptime target
Monthly Reports	Provided	Performance, SLA compliance, trends

5 Service Management and Governance

The service is managed by an **ITIL v4 Service Management team**, with regular service reviews, change advisory boards, and reporting dashboards if required

Clients receive a named **Service Delivery Manager** and **Technical Lead**.

6 Security and Compliance

- Hosted in UK/EU data centres certified to ISO 27001 and aligned with NCSC Cloud Security Principles
- Staff vetted to BPSS or SC level (as required)
- GDPR and DPA 2018 compliant

7 Termination and Exit

Upon contract termination, we provide:

- Full data and configuration export
- Documentation handover
- Secure data deletion certification

Exit support can be provided on a **time and materials** basis.