



G-Cloud 15

Ongoing Support Service Definition

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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 **Ongoing Cloud Support Service** provides continuous management, optimisation, and support for cloud-based environments and applications.

The service is designed for public sector organisations who have transitioned to the cloud and now require proactive, reliable, and secure support to ensure the stability, performance, and compliance of their cloud services.

We act as an **extension of your IT and service management teams**, providing day-to-day technical operations, service monitoring, incident management, and continuous improvement.

1.1 Key Features

- Business-hours operational support (configurable)
- Incident, problem, and change management (ITIL v4 aligned)
- Cloud platform administration (Azure, AWS, GCP, etc.)
- Continuous performance and cost optimisation
- Patching, upgrades, and configuration management
- Security monitoring and vulnerability management
- User and access management
- Service reporting and governance reviews
- Optional enhanced services (DevOps, automation)

2 Service Scope

The service can cover:

- **Cloud Hosting Support:** day-to-day management of IaaS, PaaS, SaaS environments
- **Application Support:** maintenance, patching, and monitoring of live applications
- **Cloud Platform Optimisation:** resource tuning, scaling, and cost control
- **Security and Compliance:** threat monitoring, incident response, and policy enforcement
- **Service Management:** ticket handling, reporting, and KPI tracking
- **Bespoke Development:** New application features/functionality

Supported Platforms:

- Amazon Web Services (AWS)
- Microsoft Azure
- Google Cloud Platform (GCP)
- Microsoft 365, Dynamics 365, etc.

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](#)

3 Service Onboarding and Transition

Onboarding Process:

- Kick-off and scope confirmation workshop
- Environment discovery and documentation
- Access and tooling setup (e.g., Service Desk, monitoring)
- Knowledge transfer and service runbook creation
- Go-live and acceptance review

Timescales:

Typical onboarding is completed within **2–6 weeks**, depending on environment complexity.

Transition from Existing Supplier:

We provide a structured transition plan, ensuring no service disruption and full handover of documentation and access.

4 Service Delivery and Management

- Delivered remotely by our Northern Ireland-based **Service Operations Team**
- Managed under **ITIL v4** and **ISO 20000/27001** principles
- Governed through regular service review meetings
- Incident and change management aligned with the Customer's governance model
- Customer portal for incident logging, tracking, and reporting

5 Service Levels (SLAs)

Metric	Target	Description
Incident Response (P1)	1 hour	Acknowledgement and start of triage
Incident Resolution (P1)	4 hours	Restore service for critical issues
Incident Response (P2)	4 hours	Non-critical issue engagement
Change Implementation Window	Within agreed CAB schedule	Standard and emergency changes
Service Availability	99.9%	During supported hours
Reporting Frequency	Monthly	SLA, incidents, and improvement actions

6 Service Security and Compliance

Services delivered from **Northern Ireland-based secure locations**

Staff vetted to **BPSS or SC clearance** as required

Compliant with:

- ISO 27001 (Information Security)
- ISO 20000 (Service Management)
- Cyber Essentials
- UK GDPR / Data Protection Act 2018
- NCSC Cloud Security Principles

All data remains within the UK/EU unless otherwise agreed.

7 Customer Responsibilities

Customers are expected to:

- Provide timely access to relevant systems, data, and personnel
- Maintain licensing and subscriptions for third-party tools/platforms
- Approve changes and releases as required
- Notify the Supplier of planned outages or maintenance activities

8 Offboarding and Exit Support

When the service ends:

- Full documentation and configuration details are provided
- Data and access are securely transferred or deleted
- Exit handover sessions provided
- Support available on a **time-and-materials basis** post-termination

All exit activities align with **G-Cloud framework obligations** to ensure minimal disruption.

9 Ordering and Invoicing

Services can be ordered directly through the **UK Government Digital Marketplace (G-Cloud 15)**.

Payment Terms:

Invoices issued monthly in arrears, payable within **30 days net**.

Contract Duration:

Standard initial term of **12 months**, extendable by mutual agreement.