

Service Definition

Cloud Support Services – Ongoing Support

We provide comprehensive, security-cleared support for cloud environments, ensuring resilience, compliance, and operational continuity. Our service includes architecture assurance, proactive monitoring, incident management, and end-user training coordination. We deliver programmatic roadmaps, governance frameworks, RAID management, and financial forecasting aligned with DDaT TOM design and benchmarking. Support extends to technology auditing, vendor advisory, and lifecycle management for defence, justice, and enterprise-grade solutions.

Service scope and outcomes

This service covers ongoing support capabilities for public sector cloud environments, including:

- Product support capabilities, continuous advisory and operational support for cloud platforms and services.
- Logging and management of incidents, structured incident handling, prioritisation, and resolution aligned to SLA commitments.
- Reporting and proactive results analysis, regular reporting on performance, risk, and compliance, with trend analysis for improvement.
- Vendor coordination for platform dependencies, management and engagement with specialist resources or vendors where required.
- End-user training coordination, scheduling and facilitation of training sessions to maintain operational competence.

Expected outcomes include:

- Improved service reliability and reduced downtime through proactive monitoring and incident response.
- Clear governance and accountability via RAID logs, reporting, and structured escalation paths.
- Enhanced compliance and assurance through technology audits and vendor performance reviews.
- Increased operational efficiency through lifecycle management and financial forecasting.
- Sustained user capability through periodic training coordination and knowledge transfer.

Engagement planning and design

We tailor each engagement to your organisational context, cloud platforms, and operational priorities. Typical planning activities include:

- Confirming scope, stakeholders, and critical service dependencies.
- Aligning support processes with DDaT TOM principles and public sector standards.
- Defining SLA priorities, escalation paths, and reporting cadence.
- Establishing success criteria, artefacts, and governance checkpoints for assurance and compliance.

Ongoing Support Activities

Our ongoing support service includes:

Architecture assurance: Continuous review of cloud configurations and integrations against best practice and compliance requirements.

Proactive monitoring: Health checks, performance analysis, and early detection of anomalies to prevent service disruption.

Incident management: Logging, triage, and resolution of incidents with clear communication and SLA adherence.

Vendor advisory and coordination: Managing supplier dependencies and engagement with specialist resources or vendors where required.

End-user training coordination: Organising and scheduling training sessions to maintain operational readiness.

Lifecycle management: Planning upgrades, patching schedules, and technology refresh cycles to optimise performance and cost.

Findings, Reporting, and Recommendations

We provide structured outputs to support governance and decision-making:

- Incident and performance reports with root cause analysis and trend insights.
- RAID logs and governance dashboards for risk and issue tracking.
- Recommendations for optimisation, cost control, and compliance improvement.
- Vendor performance summaries and audit findings for assurance purposes.

Deliverables

Depending on scope, deliverables may include:

- SLA-aligned incident and performance reports.

- RAID logs and governance artefacts.
- Architecture assurance and configuration review reports.
- Technology audit findings and vendor advisory notes.
- Training schedules and coordination plans.
- Lifecycle management roadmaps and financial forecasts.

Service delivery approach

Discovery and onboarding

We begin by confirming your cloud environment, operational objectives, and support requirements. We agree scope, SLAs, and reporting arrangements to ensure clarity and alignment.

Support execution

We deliver ongoing support activities, including monitoring, incident management, vendor coordination, and governance reporting. Our team engages with service owners, technical leads, and suppliers to maintain continuity and compliance.

Continuous improvement

We review performance data, identify trends, and recommend enhancements to optimise service reliability, cost efficiency, and compliance posture.

Knowledge transfer

We provide documentation, training coordination, and governance handover to sustain capability and reduce dependency.

Engaging with us

Once you have conducted your search on the digital marketplace and followed the appropriate process to identify us as a possible supplier, beginning your journey with us is simple. It starts with a conversation with one of our Partners to ensure that we can deliver to your needs; if we have any reservations about our ability to deliver then we commit to provide honest feedback without charge.

If both parties feel that we can establish a constructive working relationship, then we will move to support you as necessary with the completion of the G-cloud order form. We will complete any required paperwork in the timeliest manner possible to ensure that a call-off contract can be raised rapidly, along with the relevant terms and conditions.

Onboarding

Service onboarding will commence within a few days of the completion of paperwork. We confirm objectives, scope, artefact lists, stakeholder availability, delivery schedules, and reporting arrangements to ensure a smooth start and timely access to required information and environments.

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Implementation

This service provides ongoing support, advisory, and assurance for cloud environments. It does not include major architecture redesigns, platform migrations, or implementation of new cloud services unless separately contracted and explicitly scoped

Performance reporting

We agree service levels and reporting frequency at the outset and reflect these in the statement of work. You will have direct access to a Partner for oversight and escalation. We recommend weekly reporting in month one, moving to fortnightly in month two and monthly thereafter. Reporting highlights objectives, activities completed, findings emerging, risk changes, and remediation progress.

Milestone confirmation and efficiency analysis

At the half-way point of the project or following the third month, we will invite you to undertake a review meeting with the Managing Partner. At this point and via an open and honest dialogue, we will reconfirm the delivery objectives within the statement of works with the intention of reducing timelines and costs. This crucial engagement also provides an excellent opportunity to highlight any areas of outstanding performance or concerns and to reconfigure service delivery if required.

Service constraints

Cloud Support Services operate within defined constraints to ensure clarity and compliance:

- Availability may be limited to agreed hours unless 24/7 coverage is contracted.
- Response times follow SLA priorities; scope covers specified platforms only.
- Security clearance is required for sensitive environments such as defence or justice.
- Major upgrades or architecture changes fall outside routine support and require separate agreements.
- Vendor dependencies can impact resolution timelines; training is scheduled periodically.
- Financial limits and contractual terms govern additional services

This service does not include hardware installation, physical maintenance, replacement of parts, or the dispatch of service technicians. All hardware-related

responsibilities, including break/fix activities, physical interventions, or on-site support, remain with the Buyer's internal teams or relevant third-party vendors.

Consistent with Lot 3 Cloud Support Services, this service helps set up and maintain cloud software/hosting but does not include bespoke design/development.

Security and assurance

Support is delivered by experienced professionals with appropriate security clearances for sensitive environments. All activities adhere to agreed governance, confidentiality, and compliance requirements. This service is a cloud support service and does not host, store, or process Buyer data.

Backup, Restore, Business Continuity & Disaster Recovery

We do not host or operate Buyer systems. Backup and business continuity measures relate to:

- supplier-managed project artefacts stored in collaboration tools
- continuity of consultancy service delivery

No infrastructure or production workload DR is provided or required for this service.

Offboarding

At completion, we provide agreed artefacts, confirm delivery of outputs, and hand over materials necessary for continued governance and operational continuity.

Access to Artefacts on Exit

All deliverables and artefacts created during the engagement will be provided to the Buyer in open, accessible formats. As the service does not host or store customer production data, no data extraction or migration services apply

Termination

Our standard termination period is 10 working days, however, subject to agreement and the operational practicalities of termination, we may accommodate shorter periods of notice where possible.

Customer contributions

We request the following of our clients:

- Prompt confirmation or approval of any deliverables, expenses or time and materials related documentation if applicable;

- Access to the required technology, systems, documentation, and team members to allow deliverables to be achieved;
- Holding or sponsoring any security clearances as may be required;
- Sufficient provision of time and/or data to allow deliverables to be completed.

Buyers remain responsible for managing their own cloud platforms, infrastructure, data, and any required backups, restores, or disaster recovery arrangements

Technical Dependencies

Delivery of this service requires the Buyer to provide access to relevant systems, documentation, and stakeholders necessary for assessing configurations, reviewing incidents, or coordinating with vendors. No technical infrastructure is provided as part of this service.