DRIE SECURE SYSTEMS

G-CLOUD 15 - SERVICE DEFINITION DOCUMENT

Cloud managed services & operational support

Service overview

The Cloud Managed Services & Operational Support service provides ongoing operational support for cloud-hosted infrastructure and applications used in live public sector services. The service focuses on maintaining service availability, performance and security, while providing clear operational assurance, governance and accountability.

The service is suitable for organisations that require dependable, proportionate operational support for business-critical digital services running in public, private or hybrid cloud environments.

Scope of the service

drie provides managed operational support aligned to the agreed service scope and support level. The service focuses on day-to-day operational activities rather than new feature development or transformation programmes.
Depending on requirements, the service may include:

- Monitoring of cloud infrastructure and applications
- Incident, problem and service request management
- Operational support for infrastructure and applications
- Patch, update and routine maintenance activities
- Backup and recovery operations
- Capacity and performance monitoring
- Security monitoring and remediation support
- Operational reporting and service reviews

The exact scope, service hours and response targets are agreed in advance.

Delivery approach

The service is delivered in line with established public sector service management practices and agile operating principles. Support is provided primarily remotely, with on-site support available by agreement.

Operational activities are delivered against agreed service levels, with clear escalation routes and regular service reviews. The service is typically delivered as a recurring managed service and may be provided under a fixed monthly charge or other agreed commercial model.

Delivery is designed to provide transparency, predictability and value for money.

Security, governance & assurance

Security and governance are embedded into operational delivery. This includes role-based access controls, audit logging, secure handling of data, segregation of environments and alignment with organisational security policies.

The service supports operational assurance through documented processes, reporting and clear accountability. It supports alignment with UK regulatory requirements, including UK GDPR, but does not provide formal certification or legal assurance.

Customer responsibilities

The customer retains ownership of systems, data and service outcomes. The customer is responsible for defining service priorities, approving changes, and maintaining business continuity and disaster recovery arrangements unless explicitly included in scope

The customer must provide appropriate access, information and timely decision-making to support effective service delivery.

Service outputs

Outputs are agreed as part of the service scope and may include operational reports, incident and performance metrics, service review outputs and updated operational documentation. Outputs are designed to support assurance, oversight and continuous improvement.

Exit and handover

On termination of the service, drie supports an orderly transition by providing relevant documentation, knowledge transfer and cooperation with incoming suppliers where required. Exit arrangements are agreed in advance to minimise service disruption.

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