



Service Definition Document

Ongoing Application Support

G-Cloud 15, Lot 3 – Cloud Support Services (Additional Support)

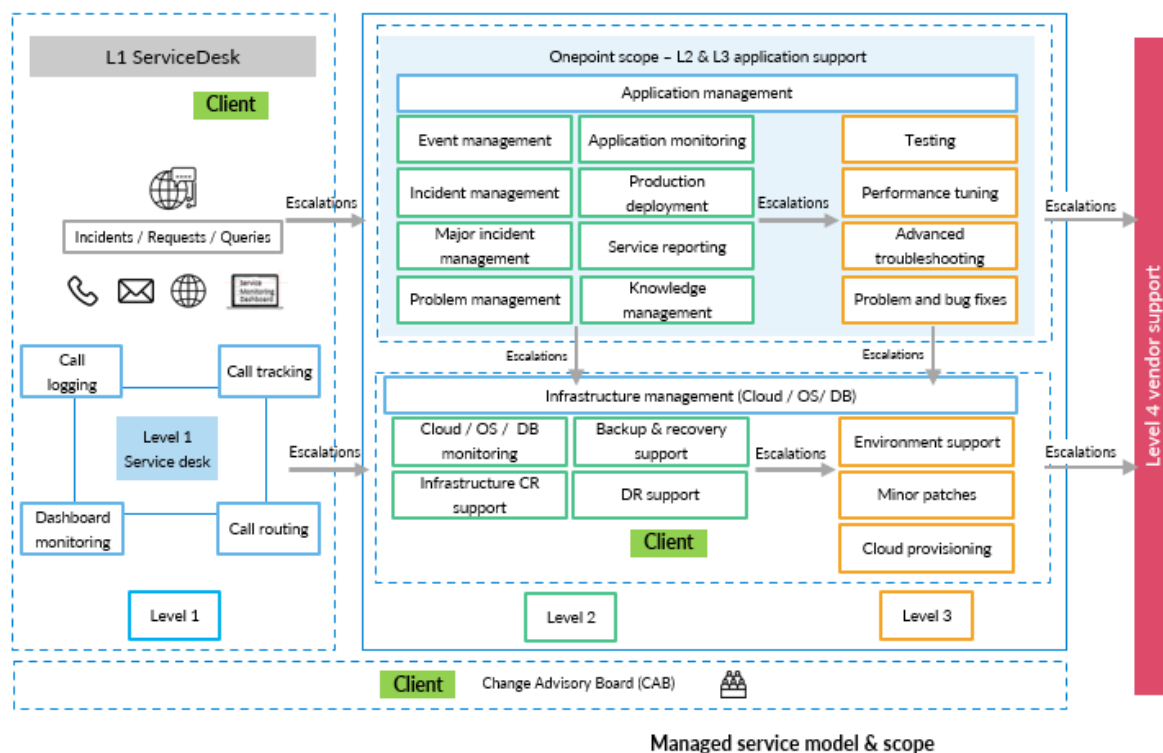
1. Service Definition

Expert 24/7 Ongoing Cloud Support for all applications. We provide proactive **incident logging, trend analysis, and problem management** leveraging our strong engineering workforce.

We also deliver expert end-user training and specialised troubleshooting, ensuring mission-critical stability and **continuous optimisation** across public, private, and hybrid cloud platforms like Microsoft Azure, AWS, and Google.

For Application support, we take **complete ownership of L2, L3 support** and vendor escalation management for L4 support. L1 support is typically owned by the Customer, using their existing support centres, however, Onepoint can provide L1 support at extra cost.

Our standard ITIL based managed service model, and scope is captured in the figure below.



2. Features

1. **Incident Management:** Professional logging and resolution of cloud-hosted application incidents.
2. **Platform Agnostic:** Support for applications across Public, Private, and Hybrid clouds.

3. **Proactive Analysis:** Results analysis of problem trends to suggest permanent fixes.
4. **Knowledge Force:** Access to expert engineers for advanced cloud platform troubleshooting.
5. **Training Coordination:** End-user training to ensure proficient day-to-day cloud service operation.
6. **Performance Monitoring:** Proactive monitoring to identify and resolve issues before impact.
7. **Problem Management:** Root cause analysis to mitigate recurring cloud application defects.
8. **SLA Adherence:** ITIL-aligned service desk ensuring response and resolution time compliance.
9. **Change Management:** Governed application updates and patches within cloud-hosted environments.
10. **Service Reporting:** Transparent reporting on incident trends and service delivery performance.

3. Key Service Benefits & Outcomes

1. **Guaranteed Availability:** Minimise application downtime through proactive 24/7 expert cloud support.
2. **Operational Stability:** Ensure reliable service delivery across all cloud-hosted application portfolios.
3. **Reduced Recurrence:** Identify and eliminate recurring issues via expert trend analysis.
4. **Enhanced Skills:** Empower users through tailored end-user training and knowledge transfer.
5. **Cost Efficiency:** Optimise cloud resource usage through professional service functionality tuning.
6. **Expert Access:** Cloud certified workforce for specialised technical guidance.
7. **Transparent Delivery:** Gain clear visibility into service health via detailed reporting.
8. **Future-Proofing:** Maintain application longevity through continuous cloud-native optimisation and support.
9. **Risk Mitigation:** Secure business continuity with rapid, ITIL-aligned incident response protocols.
10. **Flexible Support:** Scalable support models tailored to your specific application requirements.

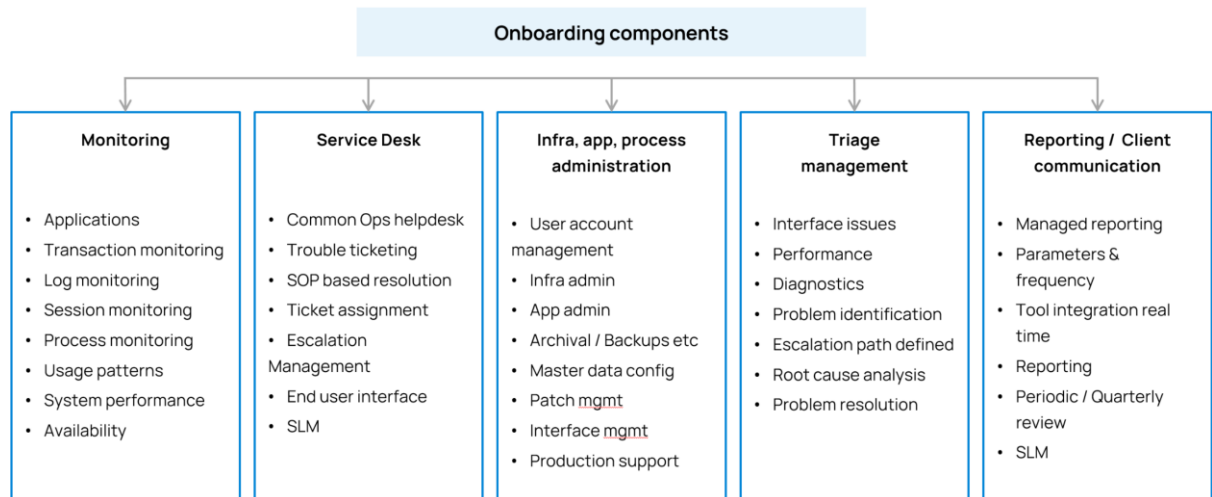
4. Pricing Model

Pricing is based on:

- Onepoint Rate Card attached under the Pricing section.
- All rates are fixed, pre-published and transparent, excluding VAT, with **no POA** and no variable charging outside unit agreement.

5. Onboarding

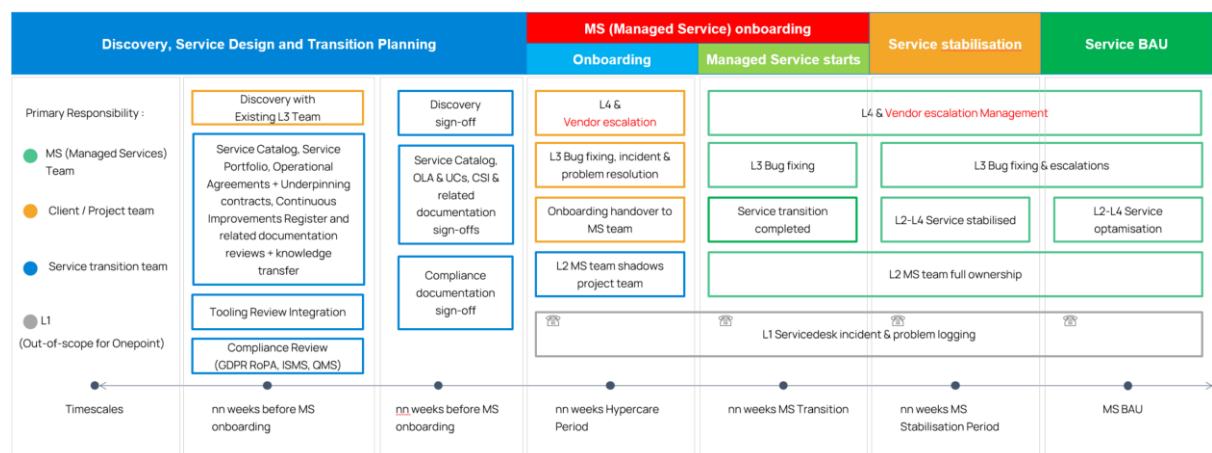
Typical Onboarding Component includes:



Estimated onboarding duration: **1-4 weeks**, dependent on number of systems and complexity.

6. Implementation Approach

ITIL based Managed services framework for Existing Production service is captured in the figure below.



7. Offboarding

Knowledge & Asset Transfer: We hand over all technical documentation & conduct live handover sessions

Credential Revocation: Revocation of encryption keys and role credentials to prevent unauthorised access.

Final Project Closure Report: A final report is provided detailing the status of tickets & CR's (if any).

No vendor lock-in mechanisms are applied, unless agreed at contract stage.

8. SLAs & Service Levels

Below SLA's Apply for L2 & L3 support. For L4 support, cloud service provider's (e.g. Azure, AWS, Boomi, Snowflake etc.) SLA will apply.

Priority	Basic Support	Initial Response	Incident (Workaround) Resolution*	Problem Resolution**	SLA Target %
P1	Critical: A complete business down situation or single critical system down with high financial impact	≤ 1 Business Hour	≤ 4 Business Hours	2 Business Days	90%
P2	High: A component of the company's ability to operate is affected. Some of the aspects of the business can continue, but it's a major problem	≤ 2 Business Hours	≤ 8 Business Hours	3 Business Days	90%
P3	Moderate: The company's core business is unaffected, but an issue is affecting one or more people, there might be workarounds available.	≤ 1 Business Day	≤ 3 Business Days	5 Business Days	90%
P4	Low: - Minor or cosmetic fault (does not impact the capability or	≤ 1 Business Day	≤ 5 Business Days	As agreed	90%

	functionality of the system or service) - Small number of users impacted; - All Service Requests				
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* Workaround may not always be possible

**Problem resolution dependent on code deployment

Notes:

1. P1 & P2 incidents to be called in
2. All activities carried and measured during the agreed business hours for support as per contract
3. SLA's are per incident (so a failure to meet the response or resolution time or both is deemed as a failure to meet the SLA for that incident)

9. Shared Responsibility Model

Area	Supplier Responsibility	Buyer Responsibility
Platform account and licences	NA	Procurement, integration & deployment
Environments	NA	Production & Non-Production env provisioning
Identity & access security	NA	Zero Trust, RBAC, encryption
Incident Management	Bug fixing, incident & problem resolution	Incident Logging, communicating for P1/ P2 incidents as agreed
Reporting	Monthly report preparation & distribution	Review & feedback
Change control	Managed maintenance windows	Change sign-off

10. Service Boundaries

- Excludes software development, unless Change request (CR) is raised
- L1 support unless specifically requested

11. Accessibility & Compliance

- In line with the **UK GDPR & NCSC** guidelines and principles
- **ISO certified** data best practices ensuring confidentiality, integrity and availability with strong, standardised end-to-end Encryption, enforced at rest and in transit where appropriate
- **Zero Trust** role provisioning

This service is delivered under the terms of the G-Cloud 15 Framework Agreement and the Call-Off Contract.