



Cloud Application Deployment Platform

Service Definition

1. Service Overview

The Cloud Application Deployment Platform provides a secure, scalable environment for deploying, operating, and managing cloud-hosted applications. It enables public sector organisations to provision application services rapidly while maintaining governance, security, and operational control.

The platform supports modern application delivery, automation, and lifecycle management within regulated environments. It reduces deployment complexity while ensuring resilience, auditability, and predictable service performance.

The service is designed for organisations seeking consistent application delivery standards, operational transparency, and secure cloud hosting aligned with public sector expectations.

2. Service Scope

The platform supports:

- Cloud application hosting and deployment
- Automated application lifecycle management
- Integration with enterprise systems
- Role-based governance controls
- Operational monitoring and reporting
- Secure configuration management
- Workflow automation
- Tenant isolation

Buyers retain ownership of their applications and data. The platform provides operational capability rather than application ownership.

3. Service Features

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- Secure cloud-native deployment architecture
 - Automated provisioning and scaling
 - Role-based administrative controls
 - Integrated monitoring and audit logging
 - API-driven configuration management
 - Workflow automation capability
 - Compliance-aligned hosting environment
 - Centralised administration dashboards
 - Continuous platform updates
 - Multi-tenant operational isolation
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4. Service Benefits

- Accelerates application deployment
 - Reduces operational complexity
 - Maintains secure hosting environments
 - Improves governance visibility
 - Protects sensitive organisational data
 - Enables scalable delivery models
 - Supports consistent operational standards
 - Simplifies lifecycle management
 - Enhances monitoring and oversight
 - Aligns with compliance requirements
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5. Onboarding and Implementation

Onboarding includes environment provisioning, access configuration, integration validation, and operational setup. Buyers receive onboarding guidance and administrative documentation.

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Structured onboarding workshops may be delivered remotely or onsite by agreement. Buyers provide administrative permissions and integration details required for deployment.

Transition planning ensures continuity of existing services and controlled adoption of the platform.

6. Service Management

The platform is maintained through controlled release management, security patching, operational monitoring, and incident management. Service health is continuously evaluated through automated monitoring and logging.

Support is delivered through structured ticketing aligned with defined response targets. Governance reporting ensures operational transparency.

7. Support Levels

Standard support provides business-hours incident handling and operational guidance.

Enhanced and Premium tiers are available, providing extended coverage, priority response, and proactive optimisation advisory.

A dedicated technical account manager or cloud support engineer may be assigned under enhanced tiers to provide continuity and escalation management.

8. Security and Compliance

The platform operates within an ISO/IEC 27001-aligned governance framework. Data is encrypted in transit and at rest. Access controls, audit logging, and monitoring protect buyer environments.

Security posture is reviewed regularly and aligned with public sector operational expectations.

9. Availability and Resilience

The platform is designed for high availability through redundant infrastructure, automated failover, and operational monitoring. Resilience principles minimise single points of failure.

Detailed resilience architecture can be provided under controlled disclosure.

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10. Data Protection and Exit

Buyers retain ownership of all application data. At contract end, data can be exported in structured formats. A managed offboarding process ensures continuity and secure sanitisation following confirmation of successful transfer.

No buyer data is retained after termination.

11. Constraints and Assumptions

The service assumes supported cloud integrations, buyer-managed application code, and administrative cooperation. Some advanced capabilities require compatible APIs and supported environments.

Service delivery is primarily remote unless onsite engagement is agreed.

12. Commercial Model and Ordering

Services are delivered using transparent, effort-based commercial arrangements aligned to the published SFIA rate card. Buyers may select the pricing structure most appropriate to their operational needs.

Time and Materials

Services may be delivered on a time and materials basis using the SFIA rate card. Charges are based on effort expended and invoiced periodically in arrears. This model supports advisory, operational, and evolving service requirements where scope may change over time.

Fixed Capacity Engagement

Services may be delivered through an agreed fixed-capacity team for a defined duration. Pricing is based on allocated resource capacity rather than delivery of a specific outcome. This model provides predictable availability of skilled personnel while allowing buyers to prioritise work flexibly.

Statement of Work (Resource-Based)

Services may be delivered under a high-level Statement of Work using SFIA day rates. Delivery is resource-based rather than outcome-based. Weekly worksheets confirm services provided and effort expended. This structure supports controlled engagement while maintaining commercial transparency.

Expenses, where applicable, are agreed in advance and invoiced at cost. VAT is applied where required. Pricing assumes remote delivery unless onsite work is separately agreed.

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Services are ordered through G-Cloud call-off procedures with scope confirmed prior to commencement.

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