



Cloud Operations Optimisation and Continuous Support Service

Service Definition

1. Service Overview

The Cloud Operations Optimisation and Continuous Support Service provides ongoing advisory and operational support to help public sector organisations improve cloud performance, governance, and resilience. The service focuses on continuous improvement, optimisation, and operational maturity rather than basic incident handling.

It enables organisations to maintain efficient, secure, and stable cloud environments while adapting to evolving operational requirements. The service supports long-term sustainability of cloud investments through structured optimisation and governance.

2. Service Scope

The service supports:

- Continuous operational optimisation
- Cloud performance review and tuning
- Governance and best practice alignment
- Capacity and demand advisory
- Incident trend analysis
- Root cause investigation
- Security posture review
- Service improvement planning
- Usage efficiency analysis
- Regular operational reporting

The service complements managed operations but does not replace buyer ownership of infrastructure or platforms.

3. Service Features

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- Continuous cloud optimisation framework
- Proactive operational health reviews
- Performance and capacity advisory
- Governance maturity assessments
- Incident trend analytics
- Root cause investigation support
- Service improvement roadmapping
- Efficiency monitoring tools
- Security posture advisory
- Regular review reporting

4. Service Benefits

- Sustains long-term operational performance
- Identifies risks before impact occurs
- Improves governance maturity
- Enables structured continuous improvement
- Aligns cloud capacity with demand
- Strengthens operational resilience
- Reduces inefficiencies and waste
- Prevents recurring operational failures
- Supports secure cloud operations
- Provides strategic operational visibility

5. Onboarding and Engagement Approach

Engagement begins with an operational baseline assessment and stakeholder workshops. Buyers provide access to relevant telemetry, documentation, and governance information.

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A structured improvement plan is agreed before optimisation activities begin. Engagement outputs are delivered through formal reporting and governance reviews.

Delivery is primarily remote unless onsite engagement is agreed.

6. Service Management

The engagement operates under consultancy governance processes including milestone reviews, progress reporting, and escalation handling.

Continuous advisory support is tracked through agreed deliverables and review cycles. Buyers receive regular operational reports and improvement updates.

7. Support Levels

Standard advisory support is included within the engagement scope.

Enhanced advisory availability may be agreed for accelerated optimisation programmes.

A dedicated cloud optimisation lead may be assigned for complex environments.

8. Security and Compliance

The service operates within an ISO/IEC 27001-aligned governance framework. Optimisation recommendations align with public sector security, compliance, and operational standards.

Security posture considerations are embedded in all improvement activities.

9. Availability and Resilience

The service focuses on improving resilience outcomes through optimisation planning, capacity modelling, and continuity advisory.

Recommendations support high-availability cloud operations and resilience architecture.

10. Data Protection and Exit

Buyers retain ownership of all operational data and engagement outputs. At contract end, materials are returned or securely deleted as agreed.

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No buyer data is retained after engagement closure.

11. Constraints and Assumptions

The service assumes buyer cooperation, access to operational telemetry, and stakeholder availability. Outcomes depend on the accuracy of information provided.

The service is advisory and optimisation-focused rather than infrastructure ownership.

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.

Fixed Capacity Engagement

Services may be delivered through an agreed fixed-capacity advisory team for a defined duration.

Statement of Work (Resource-Based)

Services may be delivered under a high-level Statement of Work using SFIA day rates. Weekly worksheets confirm advisory effort provided.

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

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

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