



Managed Cloud Operations and Support Service

Service Definition

1. Service Overview

The Managed Cloud Operations and Support Service provides structured operational management of hybrid cloud environments for public sector organisations. The service ensures secure, resilient, and efficient cloud operations while reducing the operational burden on internal teams. It supports infrastructure, platforms, and cloud-hosted applications through governance-driven service management.

The service is designed for organisations seeking predictable cloud operations, continuous optimisation, and operational maturity aligned with public sector requirements. It enables internal teams to focus on strategic delivery while operational responsibility is managed through structured processes.

2. Service Scope

The service covers:

- Hybrid cloud infrastructure management
- Platform and application operational support
- Monitoring and incident management
- Performance optimisation
- Capacity planning
- Security oversight
- Governance reporting
- Change management support

The service excludes ownership of third-party licences unless separately agreed. Buyers retain control of their environments while operational delivery is supported through managed expertise.

3. Service Features

- Managed hybrid cloud operations

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- Continuous monitoring and incident response
 - Performance optimisation management
 - Security and compliance oversight
 - Backup and recovery advisory
 - Application lifecycle support
 - Capacity and scalability management
 - Change and release governance
 - Operational reporting dashboards
 - Structured service reviews
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4. Service Benefits

- Reduced operational risk
 - Improved service availability
 - Secure and compliant cloud management
 - Predictable operational performance
 - Lower internal resource burden
 - Scalable infrastructure support
 - Governance transparency
 - Continuous service improvement
 - Enhanced operational resilience
 - Cost control through optimisation
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5. Onboarding and Implementation

Onboarding follows a structured discovery and transition process including environment assessment, access configuration, monitoring setup, and governance alignment. A transition plan is agreed before service commencement.

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Buyers provide appropriate administrative access and relevant architectural documentation where available. Onboarding ensures continuity of existing services and controlled operational handover.

6. Service Management

The service operates under defined IT service management processes including incident management, change management, problem management, escalation handling, and performance reporting.

Support is delivered remotely unless onsite engagement is separately agreed. Governance reporting ensures transparency of operational activity.

7. Support Levels

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

Enhanced and Premium tiers are available, providing extended coverage, priority handling, 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 service operates within an ISO/IEC 27001-aligned governance framework. Access controls, monitoring, and logging are enforced to maintain operational security. Security posture is reviewed regularly and aligned with public sector expectations.

9. Availability and Resilience

The service supports high-availability cloud environments through redundancy principles, monitoring, and operational resilience practices. Detailed resilience information is available to buyers on request under appropriate security disclosure arrangements.

10. Data Protection and Exit

Buyers retain full ownership of their data. At contract end, data can be exported in structured formats. A managed offboarding process ensures continuity during transition and secure sanitisation after transfer confirmation.

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11. Constraints and Assumptions

Service delivery assumes supported cloud platforms, remote connectivity, and buyer cooperation in governance alignment. Some activities depend on third-party provider availability and administrative permissions.

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.

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