BETTERGOV | DIGITALLY DRIVEN, SOCIALLY EMPOWERED

Secure Cloud and Platform Delivery Services

Lot 3: Cloud Support Services
G-Cloud 15 (RM1557.15)
Better Group Limited (trading as BetterGov)

BETTERGOV

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1. Introduction

1.1. Purpose of the document

This Service Definition document gives a clear overview of the specific offering from BetterGov under the G-Cloud framework. It helps public sector organisations understand what we provide, the benefits, and how it will be delivered, so they can make informed decisions when buying through G-Cloud.

The document covers:

- The purpose and principles behind our approach.
- How our offering meets Government Digital Service (GDS), Digital Scotland Service (DSS) and Digital Service Standard for Wales (DSSW) standards and Cloud First principles.
- Key features and benefits for public sector organisations.
- Our commitment to transparency, compliance, and social value.

By setting out these details, the document makes it easy for buyers to check suitability, compare options, and work with BetterGov confidently.

1.2. Service Description

BetterGov designs, builds and operates secure, resilient and scalable cloud platforms for public sector organisations. Our service combines cloud engineering, automation, security assurance and compliance-aligned delivery to enable rapid, safe adoption of cloud technologies. We ensure platforms are robust, cost-efficient and optimised for mission-critical services across Government and Defence environments.

2. About the BetterGov

Better Group Limited trading as BetterGov is a specialist consultancy dedicated to supporting the UK Public Sector in delivering modern, efficient, and user-centred services. Founded in 2016, we operate under the ethos ***Digitally Driven, Socially Empowered***, helping government organisations transform through digital, data, and technology. Our approach aligns with GDS, DSS, DSSW standards, the Technology Code of Practice, and Cloud First principles, ensuring compliance, security, and best practice.

We work collaboratively with client teams to deliver measurable outcomes while transferring knowledge and building internal capability. Our goal is to leave organisations stronger, more confident, and digitally mature.

2.1. Services We Provide

BetterGov offers a comprehensive range of services tailored to public sector needs:

- **Digital Transformation** - Designing and implementing user-centred digital services that improve citizen experience.
- **Cloud Services** - Migration, optimisation, and support for cloud-based applications and infrastructure.
- **Programme & Project Management** - Agile delivery across discovery, alpha, beta, and live stages, ensuring timely and cost-effective outcomes.
- **Systems Implementation** - Expertise in complex domains such as Social Care, Education, Finance, and Health.

- **Technology Consulting** - Independent, technology-agnostic advice for bespoke requirements and strategic planning.
- **Capability Building** - Coaching, mentoring, and training to upskill internal teams and embed sustainable practices.
- **Service Design & User Research** - Applying user-centred design principles to create accessible, inclusive, and effective services.

2.2. Our values

3. Scope of Service

This service provides comprehensive support across the full lifecycle of secure cloud and platform delivery. The scope includes assessing existing environments, defining cloud architectures, and designing secure, scalable platforms aligned with Government, Defence and Cloud First standards. BetterGov engineers build and configure cloud environments using automated, repeatable patterns, ensuring security controls, identity integration, monitoring and operational tooling are embedded from the outset.

We provide DevOps enablement, CI/CD pipeline implementation, environment provisioning, infrastructure automation, and resilience planning to ensure platforms can scale, recover and operate reliably under load. The service covers data, application and workload migration, including dependency analysis, readiness assessment, phased cut-over planning and risk-managed execution. Throughout delivery, BetterGov ensures compliance with governance, assurance and accreditation requirements, including security reviews, architectural alignment, and operational readiness checks. We also optimise cloud platforms for cost, performance and maintainability, while uplifting client capability through knowledge transfer, documentation and collaborative engineering. This enables organisations to confidently manage, evolve and secure their cloud services long-term.

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4. Service Features/Benefits

4.1. Features

- Secure cloud design
- Platform engineering capability
- DevOps automation support
- Resilient architecture planning
- Compliance aligned delivery

- Continuous monitoring capability
- Efficient environment provisioning
- Identity integration support
- Operational readiness checks
- Performance optimisation

4.2. Benefits

- Improved service security
- Greater platform resilience
- Lower operational risk
- Faster cloud adoption
- Reduced downtime incidents
- Better cost efficiency
- Simplified platform operations
- Enhanced compliance posture
- Stronger service reliability
- Future ready cloud capability

5. Service Delivery

Our service delivery model ensures flexibility, efficiency, and compliance with G-Cloud standards

5.1. Operating model

- Agile delivery (Scrum/Kanban) with iterative planning and transparency
- ITIL-aligned service management for incident, change and problem
- Governance and reporting to track milestones, risks, and performance

5.2. Delivery approach (remote/on-site/hybrid)

- Remote-first delivery leveraging secure collaboration tools
- On-site support for critical workshops and discovery sessions
- Hybrid delivery where a blend of remote and in-person engagement is required

5.3. Tooling and frameworks used

- Project management: Azure DevOps / Jira / Trello / Confluence
  Collaboration & Analytics: Microsoft Teams / SharePoint / Slack / Miro / OneDrive / Power BI
- Frameworks: Agile (Scrum/Kanban), PRINCE2 governance, ITIL service management
- Security & compliance: Aligned to government security standards and CCS guidelines

5.4. Delivery classifications and vetting

By default, work is delivered on systems classified as OFFICIAL. For systems above OFFICIAL, we agree and apply additional security controls as required. All staff hold at least **BPSS** clearance, confirmed during onboarding. Where higher levels are needed, we can provide vetting up to the highest level to meet government security requirements.

Clearance levels supported:

- **BPSS** – Baseline Personnel Security Standard
- **SC** – Security Check

- **DV** – Developed Vetting

6. Service Management

6.1. How the Service is Managed

BetterGov provides a structured and transparent approach to service management, ensuring effective delivery and governance throughout the engagement. Each project is overseen by a dedicated **Engagement Lead** and supported by a **Director** for strategic oversight. Our service management framework includes:

- **Defined Roles and Responsibilities**: Clear accountability for delivery, quality assurance, and stakeholder engagement.
- **Agile Delivery Approach**: Iterative planning and delivery aligned with recognised UK public sector digital standards, including the Government Digital Service Standard, the Digital Service Standard for Wales, and the Digital Scotland Service Standard.
- **Risk and Issue Management**: Proactive identification and mitigation of risks to maintain service continuity.
- **Change Control**: Formal process for managing scope changes and ensuring alignment with agreed objectives.

6.2. Reporting and Governance Arrangements

We maintain robust reporting and governance to ensure transparency and alignment with client expectations:

- **Regular Status Reports**: Weekly or fortnightly reports covering progress, risks, issues, and upcoming milestones.
- **Governance Meetings**: Scheduled governance sessions with key stakeholders to review performance, decisions, and priorities.
- **Performance Metrics**: Reporting against agreed KPIs and SLAs to demonstrate value and compliance.
- **Final Delivery Review**: Comprehensive closure report at project completion, including lessons learned and compliance confirmations.

6.3. Escalation Approach

BetterGov operates a clear and structured escalation process to ensure timely resolution of issues:

- **First Level:** Issues are raised with the assigned Project Manager, who will attempt resolution within agreed timelines.
- Second Level: If unresolved, the matter is escalated to the Account Director for intervention and decision-making.
- **Executive Level:** For critical issues impacting delivery or contractual obligations, escalation is made to the Executive Sponsor or Director for immediate action.
- **Escalation Timelines:** Each escalation level includes defined response times, agreed during onboarding, to ensure prompt resolution.
- **Documentation and Communication:** All escalations are logged, tracked, and communicated to stakeholders through governance reports and meetings.

6.4. Quality and Security Management

BetterGov is Cyber Essentials Plus certified and operates documented QMS/ISMS aligned to ISO 9001/27001 principles (policy set, risk register, internal audits, corrective actions, management review). We are ICO registered for data protection

7. Security and Compliance

7.1. Certifications (ISO, Cyber Essentials)

BetterGov hold **Cyber Essentials Plus** certification, which is renewed yearly, demonstrating our commitment to robust cybersecurity practices. We follow the principles and best practices outlined in ISO 9001 or ISO 27001 standards to ensure quality management and information security. We are also **ICO Registered** for Data Protection, ensuring compliance with UK data protection regulations.

7.2. Data Residency

All customer data is stored in secure **cloud environments hosted within UK-based data centres**, ensuring compliance with UK government requirements and minimising data sovereignty risks.

7.3. UK GDPR Compliance

Our service is fully aligned with UK GDPR requirements. We implement appropriate technical and organisational measures to protect personal data, including secure handling, access controls, and data subject rights management. Data processing agreements are available upon request.

8. AI and Automation

AI and automation are used only to support analysis and operational efficiency. All decisions, recommendations, and outputs are reviewed and owned by named consultants. There are no autonomous actions.

- Intelligent Analytics
- AI-powered dashboards support insight generation - human analysts interpret and validate findings
- Process Automation
- RPA reduces manual effort by up to 60% - all automation is auditable and reversible

8.1. AI Strategy

Advisory services for responsible AI adoption aligned with government frameworks - governance first, capability second

8.2. Our AI Principles

- AI is optional - never required for service delivery
- Human-led decision making on all outputs
- Governance and explainability before deployment
- No autonomous actions without explicit approval

9. Accessibility

BetterGov is committed to ensuring that all services are accessible and inclusive, in line with public sector accessibility standards.

- Compliance with WCAG 2.1 AA
- Adoption of WCAG 2.2 patterns where feasible
- Accessible documentation formats available on request (HTML, accessible PDF, large print, Easy Read

10. Service Levels (SLAs) and Credits

10.1. Service Levels

BetterGov agrees tailored Service Level Agreements for each engagement. Standard commitments include:

- Initial enquiry response: Within 4 working hours
- Proposal submission: Within 5 working days of requirements clarification
- Resource mobilisation: Within 10 working days of contract signature
- Issue escalation response: Within 24 hours (4 hours for critical issues)
- Status reporting: Weekly

10.2. Service Level Credits

Service credits are not standardised across all engagements and will be agreed on an individual contractual basis. Any applicable service credits will be defined within the terms of the specific contract agreed between BetterGov and the customer. These credits will reflect the nature of the services provided, performance commitments, and any associated service level agreements (SLAs) as negotiated during the procurement process.

11. Onboarding / Offboarding

11.1. How Customers Start Using the Service

Once the Call-Off Contract is signed, BetterGov confirms all assigned project staff, including a director, who will provide oversight and hold full responsibility for the project or programme. Key customer stakeholders are identified and included in governance and communication plans from the outset to ensure transparency and alignment.

11.2. Mobilisation

- Kick-off meeting to agree scope, milestones and deliverables
- Access provisioning and tooling setup
- Delivery timelines defined in the Statement of Works
- Risk assessment and mitigation plan
- Security and compliance checks (e.g., UK GDPR)
- Training and familiarisation

11.3. Exit process and data handover

- Formal sign-off of deliverables and milestones
- Knowledge transfer sessions for continuity
- Secure export of all customer data in agreed formats to support transition to a new supplier
- Assistance with data extraction and handover, ensuring a smooth transition as required
- Confirmation of deletion and no residual data in BetterGov systems
- Access termination and final closure report

11.4. Retention defaults

Unless specified otherwise, working artefacts are retained for 90 days post-closure for audit/verification, then securely deleted in line with customer instructions and UK GDPR.

12. Customer Responsibilities

To ensure successful delivery of the service, the following standard responsibilities, delays in providing access, information, approvals, or resources may impact project timelines and outcomes. Any critical dependencies or requirements will be agreed during onboarding and reviewed throughout the engagement.

12.1. Providing Access and Information

- Supply necessary information, documentation and approvals
- Ensure timely access to relevant systems, environments and personnel

12.2. Compliance and Governance

- Adhere to legal, regulatory and security requirements
- Maintain responsibility for data ownership and UK GDPR compliance

12.3. Technical Readiness

- Ensure infrastructure, connectivity and prerequisite licences are in place
- Provide secure network access and any required VPN/authentication credentials

12.4. Decision-Making and Engagement

- Nominate a primary point of contact for communication and decisions
- Respond promptly to queries and requests for clarification

12.5. Dependencies

- Timely provision of required information and approvals
- Availability of customer resources during onboarding and throughout the contract
- Operational third-party services/integrations compatible with the agreed solution

13. Technical Requirements & Constraints

To ensure smooth implementation and optimal performance of the service, the following technical requirements and known constraints should be considered and agreed during onboarding.

13.1. Prerequisites

- **Internet Connectivity:** A stable and secure internet connection is required for all cloud-based services.
- **Supported Browsers:** Latest versions of modern browsers (e.g., Chrome, Edge, Firefox) for accessing web interfaces.
- **User Devices:** Devices must meet minimum specifications for operating system and memory as outlined in the service documentation.
- **Authentication:** Access requires valid credentials and may include multi-factor authentication (MFA).
- **Customer Infrastructure:** Where integration is required, the customer must ensure compatible systems and provide necessary API access.

13.2. Known Limitations

- **Third-Party Dependencies:** Service performance may be impacted by external systems or integrations managed by the customer.
- **Bandwidth Constraints:** High-volume data transfers may require sufficient network capacity.
- **Browser Compatibility:** Older or unsupported browsers may not deliver full functionality.
- **Customisation Limits:** Any customisation beyond agreed scope may require additional consultancy or development effort.
- **Service Availability:** Subject to scheduled maintenance windows, which will be communicated in advance.

14. Training & Knowledge Transfer

14.1. Included Training

- **Onboarding Sessions:** We provide initial training as part of service implementation to ensure users understand core functionality and best practices.
- **User Guides & Documentation:** Comprehensive digital guides and FAQs are included to support self-service learning.
- **Knowledge Transfer:** Our delivery team will share relevant insights and processes during project handover to enable smooth adoption.

14.2. Optional Capability-Building Services

- **Advanced Training Workshops:** Customised sessions for specialist roles or extended functionality.
- **Change Management Support:** Guidance on embedding new processes and driving user adoption.
- **Continuous Learning Programmes:** Ongoing capability-building through webinars, refresher courses, and tailored learning paths.
- **Consultancy for Skills Development:** Strategic advice to help internal teams build expertise in service optimisation and governance.

15. Social Value Commitment

15.1. Our approach to Social Value

BetterGov is committed to delivering social value in line with UK Government and public sector standards, including the Social Value Model and Procurement Policy Note (PPN) 06/20. We embed social value principles throughout our engagements to ensure that our work benefits communities, supports sustainability, and promotes equality.

- **Assignment-Specific Commitments:** For every engagement, we work with the client to identify the most relevant social value priorities based on their objectives, local context, and community needs. This ensures that commitments are meaningful, measurable, and aligned with the client's goals.
- **Economic Impact**: We prioritise local supply chains and create opportunities for SMEs and VCSEs wherever possible.
- **Skills and Employment:** We provide knowledge transfer, mentoring, and training to upskill client teams, supporting long-term capability and workforce development.
- **Environmental Responsibility:** We adopt sustainable practices, minimise carbon footprint, and align with Net Zero objectives in all projects.

- **Community Engagement:** We encourage initiatives that benefit local communities and promote volunteering and charitable contributions.
- **Equality, Diversity, and Inclusion:** We encourage inclusive working practices and ensure fair treatment and equal opportunities across all engagements.

15.2. Alignment with Public Sector Methods

Our delivery approach aligns with the Government's Social Value Model themes:

- **COVID-19 Recovery:** Supporting resilience and adaptability in public services.
- **Tackling Economic Inequality:** Creating opportunities for diverse suppliers and disadvantaged groups.
- **Fighting Climate Change:** Reducing environmental impact through sustainable solutions.
- **Equal Opportunity:** Promoting diversity and inclusion in all aspects of service delivery.
- **Wellbeing:** Improving health and wellbeing through better-designed services.

15.3. Measurements and Reporting

BetterGov ensures that social value commitments are measurable and reported transparently as part of project governance. Examples of the type of measurements and reporting below:

- SME/VCSE supplier engagement metrics
- CO_2e reduction measures (e.g., cloud-optimised workloads)
- Local employment hours and apprenticeships supported
- EDI training sessions and diversity metrics
- Volunteering days delivered

16. Pricing Overview

16.1. Pricing Model

BetterGov operates a flexible pricing model based on the scope and complexity of each engagement. Pricing is agreed on a **Call-Off Contract basis** and detailed in the Statement of Works. Our model typically uses **time and materials, fixed-price arrangements**, or a **blend of both**, depending on client requirements and project deliverables. All rates comply with the G-Cloud framework and are transparent, with no hidden costs.

16.2. Optional Extras

Optional services and enhancements can be provided upon request, including:

- Additional consultancy or advisory support beyond the agreed scope.
- Extended knowledge transfer and training sessions.
- Bespoke reporting or analytics.
- Enhanced governance or compliance reviews.

These extras will be priced separately and agreed with the client before delivery.

16.3. SFIA Rate Card Reference

Pricing aligns with the Skills Framework for the Information Age (SFIA) rate card published with our G-Cloud services. The detailed SFIA rate card is provided as a separate upload in the PPG listing and referenced in call-offs.

17. Ordering & Invoicing

17.1. How to order via G-Cloud

Buyers place orders via the Public Procurement Gateway (PPG) using Contract Award Service (CAS). Select BetterGov's service, confirm scope and pricing, and raise a call-off contract in accordance with CCS guidance.

17.2. Billing and Payment Terms

Below is our standard terms and will be agreed as per framework call off contract.

- **Billing Frequency:** Invoices are issued **monthly in arrears** for **Time and Materials** or defined **Milestone Payments**; **Fixed Price** deliverables agreed in the Call-Off Contract.
- **Payment Terms:** Payment is due within **30 days of invoice date**, in line with **Public Sector Payment Policy**.
- **Accepted Payment Methods:** Bank transfer (BACS) to the account details provided on the invoice.
- **Pricing Basis:** Charges are calculated based on the agreed rate card and any usage metrics defined in the Call-Off Contract.
- **Late Payment:** Interest may be charged on overdue amounts in accordance with the **Late Payment of Commercial Debts (Interest) Act 1998**.

18. Business Continuity & Disaster Recovery

BetterGov is committed to ensuring service resilience and continuity for all client engagements. Our approach to Business Continuity and Disaster Recovery (BC/DR) is tailored to client requirements and documented in the Statement of Works. BetterGov ensures that all BC/DR processes comply with relevant standards and public sector best practices, including ISO 22301 principles for business continuity.

RPO (Recovery Point Objective) and RTO (Recovery Time Objective) Targets

- **RPO**: Typically, up to **24 hours**, limiting data loss to the last backup cycle.
- **RTO**: Typically, within **24–48 hours** for critical services, subject to contractual agreement.

These targets can be customised during onboarding to meet specific client needs.

DR Testing Frequency

- **Annual Testing**: Disaster Recovery plans are tested at least once per year to validate backup integrity and restoration processes.
- **Optional Enhanced Testing**: Additional or more frequent DR testing can be arranged as part of optional services.

Testing includes simulation of failover scenarios, reporting of results, and continuous improvement actions.

19. Reporting & KPIs

19.1. Monthly and Quarterly Reporting

BetterGov provides structured reporting to ensure transparency, accountability, and alignment with agreed objectives. Our reporting framework includes:

- **Monthly Reports**
  - Progress against milestones and deliverables
  - Current risks, issues, and mitigation actions
  - Resource utilisation and financial status
  - Performance against agreed KPIs and SLAs
- **Quarterly Reports**
  - Overall project health and outcomes achieved
  - Strategic alignment and benefits realisation
  - Lessons learned and continuous improvement actions
  - Updated risk register and forward planning

19.2. KPIs Metrics

KPIs are agreed during onboarding and tailored to each engagement. Typical KPIs include:

- Delivery against agreed timelines and milestones
- Quality of deliverables (aligned to ISO 9001 standards)
- Customer satisfaction scores
- Compliance with Government Standards, England, Scotland and Wales along with the Technology Code of Practice standards

Reports are shared via secure channels and discussed in governance meetings to ensure clarity and prompt decision-making.

20. Assumptions & Dependencies

The successful delivery of BetterGov services depends on certain assumptions and dependencies, which will be confirmed and tailored during onboarding. BetterGov will work collaboratively with the client to identify and manage any additional assumptions and dependencies specific to the engagement.

Typical examples include:

- **Access to Stakeholders:** The client will provide timely access to key decision-makers and subject matter experts for workshops, approvals, and governance meetings.
- **Availability of Systems and Data:** Required environments, tools, and data will be accessible to enable service delivery.
- **Third-Party Coordination:** Where external suppliers or partners are involved, the client will manage dependencies to avoid delays.
- **Compliance Requirements:** Any client-specific security, data protection, or regulatory standards will be communicated at the outset.
- **Change Control:** Any changes to scope or timelines will follow the agreed change management process.
- **Resource Commitment:** Client resources will be available for knowledge transfer and training sessions as planned.

BetterGov ensures these assumptions and dependencies are documented in the Statement of Works and reviewed regularly to maintain alignment and minimise risk.

21. Service Constraints

BetterGov services are delivered on an engagement basis, tailored to the specific needs of each client. As such, there are no fixed constraints beyond those agreed in the individual Call-Off Contract and Statement of Works. Any limitations, dependencies, or prerequisites will be identified during onboarding and documented as part of the engagement plan.

Typical considerations include:

- **Availability of Client Resources**: Timely access to stakeholders, systems, and information is essential for successful delivery.
- **Scope and Timelines**: Defined in the Statement of Works and subject to change control processes.
- **Third-Party Dependencies**: Where applicable, coordination with external suppliers or partners may impact timelines.
- **Compliance Requirements**: All services will adhere to relevant standards (e.g., GDS, DSSS, DSSW, ISO 9001 and GDPR) and any additional client-specific policies.

BetterGov maintains flexibility to adapt to client requirements while ensuring governance, quality assurance, and compliance throughout the engagement.

22. Data Protection (UK GDPR)

BetterGov is fully committed to protecting personal data and ensuring compliance with the **UK General Data Protection Regulation (UK GDPR)** and the Data Protection Act 2018. BetterGov ensures that all staff are trained in data protection principles and that compliance is embedded throughout service delivery.

Our approach includes:

- **Compliance Framework**
  - All processing of personal data is carried out lawfully, fairly, and transparently.
  - Data is collected and used only for specified, explicit, and legitimate purposes.
  - We implement appropriate technical and organisational measures to ensure data security and confidentiality.
- **Roles and Responsibilities**
  - BetterGov acts as a **Data Processor** when handling client data and will only process data in accordance with the client's instructions.
  - A designated **Data Protection Officer (DPO)** oversees compliance and provides guidance on data protection matters.
  - BetterGov is **registered with the Information Commissioner's Office (ICO)**, demonstrating our commitment to UK data protection standards.
- **Security Measures**
  - Encryption of data in transit and at rest.
  - Access controls and role-based permissions.
  - Regular security audits and vulnerability assessments.
- **Data Subject Rights**
  - We support clients in fulfilling data subject rights under UK GDPR, including:
  - Right of access, rectification, and erasure.
  - Right to restrict processing and data portability.
- **Data Breach Management**
  - Immediate notification to the client in the event of a data breach.

    - Incident response procedures aligned with UK GDPR requirements.
- **Retention and Deletion**
    - Data is retained only for the duration of the engagement and securely deleted upon completion, with written assurance provided.

Transforming the digital landscape for public services

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