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Service Definition: Mission Critical Application Support

Lot 3 Cloud Support

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Summary

We provide high-availability, mission-critical application support for live digital services operating in production environments. Our service is designed for public sector and regulated organisations that depend on secure, resilient applications to deliver essential services.

We operate as an extension of your delivery and operations teams, providing proactive monitoring, incident management, service reporting, and continuous improvement. Support is delivered by experienced engineers and delivery managers who understand cloud-native systems, operational risk, and public-sector governance.

This service is suitable for applications built by Talk Think Do or third parties and supports business-critical workloads hosted on Microsoft Azure.

1. Scope of Service

We provide ongoing operational support for live, mission-critical applications, including:

- Third-line application support
- Incident management and escalation
- Proactive monitoring and alerting
- Availability, performance, and security oversight
- Routine maintenance and reliability engineering
- Operational reporting and service reviews
- Support for cloud-native and containerised systems

The service is designed for systems where downtime, data loss, or degraded performance would materially impact users, revenue, or statutory obligations.

We support applications developed by Talk Think Do or inherited from other suppliers, following a structured onboarding and transition process.)

2. Deliverables

Depending on the agreed service level, deliverables include:

- Onboarding and transition plan
- Service Design Document (SLAs, escalation, monitoring, tooling)

- Incident management and resolution
- Proactive monitoring and alerting
- Routine maintenance and security updates
- Monthly service reports and review meetings
- Continuous improvement recommendations
- Service closure and handover report (if applicable)-live

3. How the Service is Delivered

The service is delivered as a managed support engagement with defined service levels and named contacts.

We assign a dedicated Delivery Manager and technical support team who become familiar with your application, architecture, and operational context. Support requests are handled through agreed tooling and processes, with clear prioritisation, escalation, and communication throughout incident lifecycles.

We combine reactive support with proactive engineering to reduce recurring incidents and improve system resilience over time.

4. Project Initiation

Each engagement begins with a structured onboarding phase to ensure safe transition into support.

This includes:

- Application and architecture review
- Knowledge transfer from incumbent teams or suppliers
- Definition of SLAs, priorities, and escalation paths
- Monitoring and alerting configuration
- Security, compliance, and access setup

The output is a Service Design Document covering all operational aspects of the service.

5. Service Levels

We offer tiered service levels aligned to business criticality, including:

- Defined incident priorities (P1–P4)
- Response and resolution targets
- In-hours, extended hours, or 24/7 cover
- Named escalation routes and incident commanders

Service levels are agreed during onboarding and documented in the Order Form. Custom SLAs can be defined where required.

6. Post Go-Live and Hypercare

This service is commonly used as the successor to post-delivery hypercare following a new build or major release.

We provide continuity from delivery into live operations, retaining system knowledge and ensuring a controlled transition into steady-state support. Enhanced early-life support periods can be included where required.

7. Technical Approach

Our support model is optimised for cloud-native Microsoft Azure platforms, including:

- Azure App Services, Functions, AKS, and container platforms
- Infrastructure-as-Code (Bicep / Terraform)
- CI/CD pipelines using Azure DevOps or GitHub
- Application performance monitoring and observability
- Security scanning and dependency management

Routine engineering activities include patching, performance tuning, dependency updates, and platform upgrades.

8. Onboarding and Offboarding

Onboarding is delivered as a managed transition project, including workshops, documentation review, and service setup. Knowledge transfer is planned and tracked to reduce operational risk.

Offboarding includes transition planning, documentation handover, and knowledge transfer to internal teams or a new supplier. This is managed to minimise disruption to live services.

9. Team and Delivery Model

Support is delivered by a named Talk Think Do delivery team with deep knowledge of modern, cloud-native application architectures.

The team typically includes:

- Delivery Manager - accountable for service performance, reporting, governance and coordinating response to high-severity incidents
- Backend Engineers - Microsoft-certified engineers responsible for application logic, integrations, data, and platform services
- Frontend Engineers - Microsoft-certified engineers responsible for user-facing components and client-side performance

All engineers providing support are experienced delivery engineers who also work on live builds and modernisation projects. This ensures that incidents are handled by practitioners with real product and platform knowledge, rather than a separate first- or second-line support function.

10. Roles and Responsibilities

Responsibility	Talk Think Do	Buyer
Provide support team	☒	
Incident management and resolution	☒	
Provide application access		☒
Business impact assessment		☒
Approve service changes		☒

Attend service reviews	☒	☒
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11. Security, Privacy, and Standards

We are ISO 27001 certified and Cyber Essentials Plus accredited. We follow Privacy by Design principles and ensure compliance with UK GDPR.

Security controls include access management, monitoring, vulnerability scanning, and audit logging.

12. Accessibility

This service supports applications that meet WCAG 2.2 AA accessibility standards. Where required, we support accessibility monitoring and remediation as part of ongoing maintenance.

13. Dependencies

The service requires:

- Hosting on Microsoft Azure
- Appropriate access to environments and tooling
- Availability of client stakeholders for onboarding and reviews

Additional dependencies may be identified during initiation.

14. Service Constraints

Routine enhancements and changes are constrained to the agreed support scope. Larger changes, new features, or architectural work are delivered through separate delivery or discovery services.

15. Exit Planning

We support structured exit planning to ensure continuity of service. This includes documentation, knowledge transfer, and optional transition support to a new provider or internal team.

16. Pricing

Pricing is provided in the associated Pricing Document and is based on service level, coverage hours, and support capacity. Charges are typically monthly and transparent.

17. Ordering and Invoicing

This service can be ordered via G-Cloud. This service can be ordered via the G-Cloud framework. Invoicing is quarterly in advance under standard G-Cloud terms.

18. Case Studies

CalMac Ferries: Sustaining Operations with Responsive Application Support

Talk Think Do has supported CalMac Ferries, the UK's largest ferry operator responsible for lifeline services connecting mainland Scotland with island communities, through responsive application support and incident management for a critical integration platform. The system underpins core operational flows including booking, payment, data exchange, and communications - with high availability demands across ~160,000 sailings and ~5 million passengers annually.

What We Delivered:

- In-hours incident management (P1–P4) to resolve issues rapidly and minimise operational disruption.
- Planned maintenance to keep dependencies compatible with Azure and .NET and reduce buildup of technical debt.
- Delivery of enhancements across APIs, integrations, and application components to improve stability and interoperability.
- Independent technical assurance to provide confidence in system direction and investment decisions.
- Seamless collaboration with CalMac's internal teams and infrastructure partners to align support, operational priorities, and risk management.

Outcomes & Impact:

- Reliable day-to-day operations with faster incident resolution and proactive updates.
- Enhanced integration capabilities that support better data flow and operational efficiency.
- Strong working relationship rooted in shared understanding of CalMac's service priorities and context.

Client Feedback:

“Talk Think Do have been a valuable support to CalMac, taking the time to understand our needs and provide a seamless support service whilst being responsive and reactive to additional requests and challenges.” — Procurement Manager, CalMac Ferries.

Livestock Information Services (LUIIS): Supporting and Evolving a National Identification System

Talk Think Do provides ongoing support and evolution for the UK’s Livestock Unique Identification System (LUIIS) - a legally mandated, mission-critical platform that issues and manages livestock IDs, supporting supply chain traceability, disease control, and regulatory compliance.

What We Delivered:

- Continued operational support and new functionality to evolve ordering processes for livestock identification tags.
- Improvements to the LUIIS API to increase flexibility, interoperability, and security.
- Platform enhancements to support additional livestock categories in line with policy changes.
- Deployment of secure Azure environments to bolster resilience and scalability.
- Focused code quality improvements and extensive test automation to reduce long-term maintenance costs.
- Integrated collaboration with LIS and strategic partners to ensure the system remains stable, compliant, and ready for future needs.

Outcomes & Impact:

- Continued support for the ordering and fulfilment of over 25 million livestock identification tags (2024–25).
- Increased platform agility to respond to future policy or operational changes.
- Improved code quality enabling faster delivery of new features and lower ongoing risk.

19. Accreditations and Technology Partnerships

- ISO 27001 Certified

- Cyber Essentials Plus
- Microsoft Solutions Partner
- GitHub Enterprise Partner
- Learnosity Partner