



# Service Definition

## End User Compute Deployment, Management & Support

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## 1.1 Service Description

### 1.1.1 Windows 11

Our Windows 11 based End User deployments adopts the 'Evergreen IT' principles by being always up to date and implementing loosely coupled services. We encourage our customers to adopt a automatic patching schedule to ensure the threat landscape is minimised. OGEL IT will review the buyer's existing build image and associated update process to ensure they are in-line with our best practise and as part of the transition and post go live implementation will implement any associated remedial actions.

Our Windows builds are designed based on secure by design principles and we recommend an independent CHECK test is commissioned via an Accredited partner to ensure a secure baseline has been established. OGEL IT will assist the buyer with scoping, facilitating the assessment and remediating in agreement with the buyer. It should be noted that not all actions from the CHECK will be remediated as there will be a balance to be struck between security and usability, OGEL IT are able to work through these with the buyers appointed Security Officer.

Our Windows image will be updated on an annual basis to maintain the version between an n-1 and n-2 basis, where n is the latest release from Microsoft. This will ensure a reliable build is used and feature releases are no longer than 1 year behind, in the event the buyer would like to adopt a more regular feature release we are able to accommodate; Microsoft release Windows 11 feature updates twice per year. The annual build update includes the following elements:

- Windows 11 feature release.
- Office Pro Plus update.
- BIOS update.
- Driver update.
- Base build software updates.
- Review of new feature and functionality.
- Update of associated GPOs.
- Review of GPOs against latest Microsoft and NCSC baselines.

The creation of a new gold image will be completed for provisioning to new devices or as part of rebuilds in addition to rolling out the update to all exiting assets across the estate. Included within the services is the maintenance of the build for two hardware variants, additional device variants attract additional costs as detailed within the associated pricing document.

### 1.1.2 Smartphones

OGEL IT will review the buyers MDM if using smartphones to ensure it follows best practise and adheres to NCSC end user device security baselines. Following a review the results will be discussed with the buyers Security Officer where remediation activities will be agreed and implemented during transition or as part of the post go live implementation and improvements phase.

### 1.1.3 macOS

Our macOS deployments are managed via Intune where we provide autoenrollment for DEP enrolled devices. Policies configured in accordance with NCSC guidance are pushed to devices to ensure they are secure. Software packaging and Operating systems updates are managed and pushed out via Intune platform or our MSP tooling.

## 1.1.4 Security

It is recommended if not already that Microsoft Defender Advanced Threat Protection (ATP) is enabled on all client devices to monitor endpoint behaviour, report into the wider Microsoft security services to enable the application of powerful cloud analytics and mapping to known threat intelligence. In addition, OGEL IT recommends the implementation of our SIEM and SoC services enable rich behavioural analysis. The SOC will also leverage information obtained by ATP as part of its managed SIEM log ingestion and analysis using trained security analysts.

## 1.2 Service Features

- Secure end user devices.
- Up to date patching & compliance.
- Incident investigation and resolution.
- Semi-annual infrastructure updates.
- Semi-annual EUD updates.
- Software packaging and deployment.
- Cloud hosted infrastructure.
- Physical and virtual clients.

## 1.3 Service Benefits

- Reduced deployment times.
- Reduce operational overheads.
- Evergreen IT adoption.
- Automated updating.

## 1.4 Support Level Options

| Support Type      | Build Maintenance           | Build Management & Support       |
|-------------------|-----------------------------|----------------------------------|
| Charge            | See Pricing Document        | See Pricing Document             |
| Minimum Spend     | 200 Devices Minimum         | 100 Devices Minimum              |
| Support Hours     | 9am to 5pm Monday to Friday | 8am to 6pm Monday to Friday      |
| 24/7 Support      | ✗                           | Available – See Pricing Document |
| Device Patching   | ✓                           | ✓                                |
| Device Monitoring | ✗                           | ✗                                |
| Level 1 Support   | ✗                           | ✗                                |
| Level 2 Support   | ✗                           | ✓                                |
| Level 3 Support   | ✓                           | ✓                                |
| Online Portal     | ✓                           | ✓                                |
| Online Chat       | ✗                           | ✗                                |
| Email             | ✓                           | ✓                                |

| Support Type       | Build Maintenance | Build Management & Support |
|--------------------|-------------------|----------------------------|
| Telephone          | ✗                 | ✓                          |
| Response Targets   | ✓                 | ✓                          |
| Resolution Targets | ✗                 | ✓                          |

Additional options are available for less devices.

| Support Tier    | Description                                                                                                               |
|-----------------|---------------------------------------------------------------------------------------------------------------------------|
| Level 1 Support | Helpdesk Agent, taking calls from end user. Triaging incidents.                                                           |
| Level 2 Support | Technical Support, 2nd line. Providing initial troubleshooting and investigation.                                         |
| Level 3 Support | Technical Support 3rd line. Providing escalation of technical issues from 2nd line. Interacting with vendors for support. |

## 1.5 Incident Priority Definitions

| Severity        | Response Time | Resolution Time |
|-----------------|---------------|-----------------|
| Priority 1 (P1) | 30 Minutes    | 4 Hours         |
| Priority 2 (P2) | 1 Hour        | 8 Hours         |
| Priority 3 (P3) | 4 Hours       | 3 Days          |
| Priority 4 (P4) | 1 Day         | 5 Days          |

## 1.6 Service Constraints & Requirements

- Microsoft SCCM or Intune is required for Windows 11 management within the buyer's environment. Design & Implementation can be provided using our advertised rate card should these need to be deployed.
- Microsoft Intune is required for mobile device management within the buyer's environment; it can be configured as part of the engagement using our advertise rate card.
- Intune is required within the buyer's environment for macOS management.
- All licensing is to be purchased by the buyer separately.
- Windows 11 Enterprise is required for all devices (or Bundled M365)
- The service includes to management of two hardware variants within each operating system family. Additional annual charges apply for maintaining more than two.
- Services are offered with a minimum term of 1 year.

## 1.7 Staff Clearance

All staff are UK Based, BPSS cleared as a minimum and we have 3rd line resources and consultants available that hold Security Clearance.

## 1.8 Service Reporting

All our support services include a monthly service report detailing our KPI targets and performance against those targets. For fully managed services we also provide additional infrastructure reporting to show security and patching compliance and where required automated system alert information.

## 1.9 On-boarding

On-boarding to the services requires a review of the buyers existing environment and may require some additional configuration and therefore these services are charged using our advertised rate card.

If you are onboarding following one of our design, migration and implementation services then the process is simple and there will be a reduced setup cost.

## 1.10 Off-boarding

Off-boarding from our services is a simple process with any handover and decommissioning requirements completed using our advertised rate card. There are no mandatory offboarding requirements however we expect customer will require support migrating to another solution or a technical handover.