



AWS OVGA

G-Cloud 15 Service Definition

1. Summary

As part of the ongoing development of the One Government Cloud Strategy, Crown Commercial Service (CCS) have signed a renewed Memorandum of Understanding (MoU) with Amazon Web Services (AWS). One Government Value Agreement 2.0 ("OGVA 2.0") takes the form of a three-year MoU between CCS and AWS. Developed based on feedback from public sector organisations, OGVA 2.0 incorporates additional benefits for government departments, agencies, and organisations across the wider UK public sector that help them derive greater value from AWS computing services.

Jisc is an AWS Consulting Partner and AWS Government Reseller with extensive expertise in the AWS platform, this allows us to become your strategic business partner at any stage of cloud maturity. We can assist and facilitate procurement of AWS via the OGVA agreement. This service is only available via the Jisc resell service for those organisations who qualify for and are purchasing via the OGVA Cloud Prime tier.

The pre-requisites to join the Cloud Prime Tier are:

Agree to the minimum prerequisites of the Cloud Prime Tier, in respect of the minimum spend and spend commit requirements over the duration of the contract.

Jisc will sign a new, three-year Private Pricing Agreement with AWS as an authorised Public Sector partner based on OGVA 2.0-specific terms as agreed with CCS. You will sign a G-Cloud call-off contract with Jisc.

A contract for AWS Support for the duration of their OGVA 2.0 call-off contract. This can be either:

- AWS Enterprise Support Service, or
- AWS Enterprise On-Ramp Support

2. Service Description

The Jisc OGVA resell service allows organisations to procure and use services from the AWS (see list below) and the AWS Marketplace catalogue. We will help you to manage your cost optimisation through our FinOps solution which is included at no cost. Tracking your annual spend commit figures during the life of the contract is also made easy by the FinOps solution.

Service Features	Basic
FinOps (IBM Apptio Cloudability) and general billing queries, Support Hours	08:00 -18:00 (Mon-Fri)
Service onboarding	✓
Service Level Agreement	✓
Technical support via ITSM portal or by phone/email	✓
AWS vendor escalation	✓
Invoices in GBP	✓
Option to fund consumption via prepayments	✓
Option for invoices to be split at an AWS account level	✓
Account/Relationship manager	✓
FinOps Consumption reports (self service)	✓
Full lifecycle FinOps (self service)	✓
Service offboarding	✓

3. List of qualifying AWS services

Amazon API Gateway	Amazon OpenSearch Service	Amazon WorkSpaces Secure Browser	AWS Elemental MediaTailor
Amazon AppFlow	Amazon Personalize	AWS Amplify	AWS Entity Resolution
Amazon AppStream 2.0	Amazon Pinpoint	AWS Amplify Console	AWS Fargate
Amazon Athena	End User Messaging	AWS App Mesh	AWS Fault Injection Service
Amazon Augmented AI (A2I)	Amazon Polly	AWS App Runner	AWS Firewall Manager
Amazon Aurora	Amazon Q	AWS AppFabric	AWS Global Accelerator
Amazon Bedrock	Amazon Q Business	AWS Application Discovery Service	AWS Glue
Amazon Braket	Amazon Q Developer	AWS Application Migration Service (MGN)	AWS Greengrass
Amazon Chime	Amazon Quantum Ledger Database (QLDB)	AWS AppSync	AWS Ground Station
Amazon Cloud Directory	Amazon Quick Suite	AWS Artifact	AWS Health Dashboard
Amazon CloudFront	Amazon QuickSight	AWS Audit Manager	AWS HealthImaging
Amazon CloudSearch	Amazon RDS on VMware	AWS B2B Data Interchange	AWS HealthLake
Amazon CloudWatch	Amazon Redshift	AWS Backup	AWS HealthOmics
Amazon CodeCatalyst	Amazon Rekognition	AWS Batch	AWS Identity and Access Management (IAM)
Amazon CodeGuru	Amazon Relational Database Service (RDS)	AWS Budgets	AWS IoT

Amazon Cognito	Amazon Route 53	AWS Certificate Manager	AWS IoT Analytics
Amazon Comprehend	Amazon SageMaker	AWS Chatbot	AWS IoT Core
Amazon Comprehend Medical	Amazon SageMaker AI	AWS Clean Rooms	AWS IoT Device Defender
Amazon Connect	Amazon Security Lake	AWS Cloud Map	AWS IoT Device Management
Amazon Kinesis Data Firehose	Amazon Simple Email Service (SES)	AWS Cloud9	AWS IoT Events
Amazon Data Firehose	Amazon Simple Notification Service (SNS)	AWS CloudFormation	AWS IoT FleetWise
Amazon DataZone	Amazon Simple Queue Service (SQS)	AWS CloudHSM	AWS IoT Greengrass
Amazon Detective	Amazon Simple Storage Service (S3)	AWS CloudTrail	AWS IoT SiteWise
Amazon DevOps Guru	Amazon Simple Workflow Service (SWF)	AWS CodeArtifact	AWS IoT TwinMaker
Amazon DocumentDB (with MongoDB compatibility)	Amazon Sumerian	AWS CodeBuild	AWS Key Management Service
Amazon DynamoDB	Amazon Textract	AWS CodeCommit	AWS Lake Formation
Amazon ECS Anywhere	Amazon Timestream	AWS CodeDeploy	AWS Lambda
Amazon EKS Anywhere	Amazon Transcribe	AWS CodePipeline	AWS License Manager
Amazon Elastic Block Store (EBS)	Amazon Pinpoint	AWS CodeStar	AWS Mainframe Modernization
Amazon Elastic Compute Cloud (EC2)	End User Messaging	AWS Compute Optimizer	AWS Managed Services
Amazon Elastic Container Registry (ECR)	Amazon Polly	AWS Config	AWS Migration Hub
Amazon Elastic Container Service (ECS)	Amazon Q	AWS Control Tower	AWS Mobile Hub
Amazon Elastic File System (EFS)	Amazon Q Business	AWS Cost Explorer	AWS Network Firewall
Amazon Elastic Graphics	Amazon Q Developer	AWS Data Exchange	AWS Nimble Studio
Amazon Elastic Inference	Amazon Quantum Ledger Database (QLDB)	AWS Data Pipeline	AWS OpsWorks
Amazon Elastic Kubernetes Service (EKS)	Amazon Quick Suite	AWS Database Migration Service	AWS OpsWorks for Chef Automate
Amazon Elastic MapReduce (EMR)	Amazon QuickSight	AWS DataSync	AWS OpsWorks for Puppet Enterprise
Amazon Elastic Transcoder	Amazon RDS on VMware	AWS DeepRacer	AWS Organizations

Amazon Elastic VMware Service	Amazon Redshift	AWS Cloud Map	AWS Outposts
Amazon ElastiCache	Amazon Rekognition	AWS Cloud9	AWS Panorama
Amazon Elasticsearch	Amazon Relational Database Service (RDS)	AWS CloudFormation	AWS Parallel Computing Service (PCS)
Amazon EventBridge	Amazon Route 53	AWS CloudHSM	AWS Payment Cryptography
Amazon File Cache	Amazon SageMaker	AWS CloudTrail	AWS PrivateLink
Amazon FinSpace	Amazon Pinpoint	AWS AppSync	AWS Proton
Amazon Forecast	End User Messaging	AWS Artifact	AWS Resilience Hub
Amazon Fraud Detector	Amazon Polly	AWS Audit Manager	AWS Resource Access Manager (RAM)
Amazon FreeRTOS	Amazon Q	AWS B2B Data Interchange	AWS RoboMaker
Amazon FSx	Amazon Q Business	AWS Backup	AWS RTB Fabric
Amazon FSx for Lustre	Amazon Q Developer	AWS Batch	AWS Secrets Manager
Amazon FSx for NetApp ONTAP	Amazon Quantum Ledger Database (QLDB)	AWS Budgets	AWS Security Hub
Amazon FSx for OpenZFS	Amazon Quick Suite	AWS Certificate Manager	AWS Security Hub CSPM
Amazon FSx for Windows File Server	Amazon QuickSight	AWS Chatbot	AWS Server Migration Service (SMS)
Amazon GameLift	Amazon RDS on VMware	AWS Clean Rooms	AWS Serverless Application Repository
Amazon GameLift Servers	Amazon Redshift	AWS Cloud Map	AWS Service Catalog
Amazon GameLift Streams	Amazon Rekognition	AWS Cloud9	AWS Shield
Amazon Glacier	Amazon Relational Database Service (RDS)	AWS CloudFormation	AWS SimSpace Weaver
Amazon GuardDuty	Amazon Route 53	AWS CloudHSM	AWS Single Sign-On
Amazon Inspector	Amazon SageMaker	AWS CloudTrail	AWS Snowball Edge
Amazon IVS	Amazon SageMaker AI	AWS CodeArtifact	AWS Snowmobile
Amazon Kendra	Amazon Security Lake	AWS CodeBuild	AWS Step Functions
Amazon Keyspaces (for Apache Cassandra)	Amazon Simple Email Service (SES)	AWS CodeCommit	AWS Storage Gateway
Amazon Kinesis Streams	Amazon Simple Notification Service (SNS)	AWS CodeDeploy	AWS Supply Chain
Amazon Kinesis Data Streams	Amazon Simple Queue Service (SQS)	AWS CodePipeline	AWS Systems Manager
Amazon Kinesis Video Streams	Amazon Simple Storage Service (S3)	AWS CodeStar	AWS Transfer Family

Amazon Lex	Amazon Simple Workflow Service (SWF)	AWS Compute Optimizer	AWS Transfer for SFTP
Amazon Lightsail	Amazon Sumerian	AWS Config	AWS Transform
Amazon Location Service	Amazon Textract	AWS Control Tower	AWS Transit Gateway
Amazon Lookout for Equipment	Amazon Timestream	AWS Cost Explorer	AWS Trusted Advisor
Amazon Lookout for Metrics	Amazon Transcribe	AWS Data Exchange	AWS Verified Access
Amazon Lookout for Vision	Amazon Transcribe Medical	AWS Data Pipeline	AWS VPN
Amazon Machine Learning	Amazon Translate	AWS Database Migration Service	AWS WAF
Amazon Macie	Amazon Verified Permissions	AWS DataSync	AWS Wavelength
Amazon Managed Blockchain	Amazon Virtual Private Cloud	AWS DeepRacer	AWS Well-Architected Tool
Amazon Managed Grafana	Amazon Transcribe Medical	AWS Device Farm	AWS X-Ray
Amazon Managed Service for Apache Flink	Amazon Translate	AWS Direct Connect	Elastic Load Balancing
Amazon Managed Service for Grafana	Amazon Verified Permissions	AWS Directory Service	FreeRTOS
Amazon Managed Service for Prometheus	Amazon Virtual Private Cloud	AWS Elastic Beanstalk	AWS OpsWorks
Amazon Managed Streaming for Apache Kafka	Amazon WorkDocs	AWS Elastic Disaster Recovery (DRS)	AWS OpsWorks for Chef Automate
Amazon Managed Workflows for Apache Airflow	Amazon WorkLink	AWS Elemental MediaConnect	AWS OpsWorks for Puppet Enterprise
Amazon MemoryDB for Redis	Amazon WorkMail	AWS Elemental MediaConvert	AWS Organizations
Amazon Monitron	Amazon WorkSpaces	AWS Elemental MediaLive	AWS Outposts
Amazon MQ	Amazon WorkSpaces Application Manager	AWS Elemental MediaPackage	AWS Panorama
Amazon Neptune	Amazon WorkSpaces Applications	AWS Elemental MediaStore	AWS Parallel Computing Service (PCS)

4. The FinOps Service

We utilise IBM's Apptio Cloudability tool to provide data aggregation, cost transparency, and Reporting, a summary of the features is listed below:

- **Centralised Cost Data:** It integrates data from your AWS accounts to create a unified financial view of your cloud costs.
- **Cost Allocation and Show back/Chargeback:** Helps allocate costs accurately to business units, applications, or projects, thus enabling accountability.
- **Custom Dashboards and Reports:** Offers configurable dashboards for your organisation allowing finance teams, project teams and IT leaders to track KPIs, budgets, and variances.
- **Drill-Down Analysis:** Enables granular exploration from total IT spend down to individual resource or service costs.
- **Benchmarking:** Compares internal spend and efficiency against industry benchmarks.

4.1 Cloud Consumption Analysis

The solution delivers on cloud cost management and optimisation by:

- **Usage and Spend Analytics:** Tracks consumption patterns by account, service or tag.
- **Resource Tagging and Allocation:** Improves spend attribution accuracy with robust tagging governance and analytics.
- **Budget Tracking and Forecasting:** Monitors budgets and forecasts future cloud spend based on historical usage trends.
- **Anomaly Detection:** Alerts teams to unusual spending or consumption spikes in real-time.

4.2 Trends and Optimisation

The solution enables continuous cost optimisation and performance improvement:

- **Trend Analysis:** Visualises historical spending and usage patterns to identify long-term trends and opportunities.
- **Rightsizing Recommendations:** Identifies underutilised or overprovisioned resources and suggests optimal configurations.
- **Reserved Instance (RI) and Savings Plan Optimisation:** Analyses usage to recommend optimal purchasing strategies for cost efficiency.
- **Automation and Policy Enforcement:** Can integrate with cloud providers or FinOps tools to automate optimisation actions.
- **Scenario Planning:** Models "what-if" scenarios to forecast the financial impact of cloud migrations, scaling, or pricing model changes.

4.3 Information Assurance

Our service is designed to support the secure hosting of OFFICIAL information assets. Jisc along with AWS are ISO27001, ISO20000-1 and ISO9001 certified organisations and will use as required appropriately certified management infrastructure, network connectivity, staff security clearance and processes to deliver the service

5. Service Onboarding

Your designated staff members will be provided with access to our ITSM tool, enabling them to log incidents and service requests as required.

As part of our service, we will assume responsibility for your Payer account(s), as we are invoiced directly by AWS and settle payments for your cloud services usage. The account transfer will be co-ordinated with you during a scheduled call. Please note that, following the month in which the transfer is completed, you will be invoiced by us for your cloud usage in GBP, with payments due monthly in arrears.

To setup access to the IBM Apptio Cloudability FinOps tool, we use the AWS Cost & Usage report (CUR 2.0) as our source of meta-data, which provides details regarding your service use and associated costs. Access is required only to your payer account(s), and we adhere strictly to the AWS best practice approach to manage access on a least privilege basis, using RBAC, IAM and SCP. The meta-data obtained is used both for invoice generation and for producing the reports available via our FinOps solution.

Upon completion of the access setup by our engineers, your nominated staff will be onboarded and provided with guidance and remote training covering the features and reporting capabilities within the FinOps tool.

6. Service Offboarding

Service termination is defined as end of contract, at which point we will work with you along with AWS and any new AWS partner you have chosen to change the ownership of your payer accounts. Jisc will delete access controls and CUR meta data if not required by you going forward.

5. Customer Responsibilities

Customers have the following responsibilities:

- You must follow designated procedures for logging incidents, service requests and change requests.
- You must agree to Jisc owning the root account on your AWS payer account/s¹
- If you choose not to purchase our separate managed service, you are responsible for the security of your AWS infrastructure.

6. Service Management

Jisc is a proven service management specialist with extensive experience of service management implementation, operation and continual service improvement. All our operational

¹ As an AWS partner, we are required to own all management/billing accounts procured through us. In this case, 'own' means that the credentials (email address, password, and MFA device) used to access the root user must be managed by Jisc.

processes are aligned with ITIL v3 and information assurance is provided through our ISO 27001, ISO 90001 and ISO 20000-1 certification.

7. Support

Jisc provides support via our experienced service desk personnel who act as your first point of contact for any FinOps or invoice related incident or service changes that you may have. Support is provided during core hours of service, Monday to Friday between the hours of 08:00 - 18:00, excluding UK public holidays.

Please note any AWS infrastructure queries will be dealt with by AWS via their Enterprise Support Service or AWS Enterprise On-Ramp Support depending on which has been purchased.

7.1 Incident Management

Jisc's Cloud engineers will follow ITIL incident management process guidelines to diagnose incidents and to restore access to the IBM Apptio Cloudability FinOps tool as quickly as possible with minimum disruption, in line with the agreed hours of service.

The timings below indicate the target time to respond to an incident. In some cases, for example where there is an issue with the IBM Apptio Cloudability site, (classified as a Priority 1 incident) this will require us to triage the incident and raise a call with their service desk. Once we receive a response, we will the notify customers.

Service Incident	Target Response
Priority 1 incidents	
Target response	30 mins
Target resolve	8 Hours
Priority 2 incidents	
Target response	2 Hours
Target resolve	16 Hours
Priority 3 incidents	
Target response	4 Hours
Target resolve	24 Hours

AWS have pre-defined processes and runbooks for common events. Customers can report incidents through the designated AWS support portal, service desk, or emergency contact channels, where tickets are logged and tracked; incident reports can then be requested via the same portal or by contacting support, and are provided after investigation with details on impact, root cause, and remediation. AWS support plans details can be found here, [AWS Support plan comparison – AWS Support features – AWS](#)

7.2 Incident Priority Definitions

Priority 1 incidents: Access to the IBM Apptio Cloudability site failed or severely impaired resulting in the site being unavailable for all your staff.

Priority 2 incidents: Access to the IBM Apptio Cloudability site impaired resulting in a loss of functionality for your staff, but access can continue in an impaired manner.

Priority 3 and 4 incidents: A Minor bug or cosmetic UI glitch within the IBM Apptio Cloudability site or a single user account problem.

7.3 Service Requests and Change Requests

Jisc's service will follow ITIL request fulfilment process to manage IBM Apptio Cloudability and invoice service requests and change requests.

Service/Change request response target	Basic
Our target to respond to a request for information, advice, access to a service component. Each request will be assessed on a case-by-case basis, and we will then confirm the time frame for completion. We will supply a quote for any associated charges for this work.	4 Hours

8. Account Management

Your account will be managed by our cloud service delivery team who will be your primary contact at Jisc for all service-related matters.

9. Ancillary Services

9.1 Managed Cloud

Jisc also offer a separate Managed service via the G-Cloud framework, which is designed to look after the day today management of your AWS infrastructure such as networking, security and identity management.