



Service Definition Document

Service Title: Digital Transformation, Architecture Support and Cloud Migration Service

Supplier: Quantum Value IT Services Limited (QV)

Framework: G-Cloud 15 (RM1557.15)

Version: 1.0

Date: October 2025

1. Service Overview

Quantum Value provides secure, end-to-end digital transformation, enterprise architecture, cloud migration, and managed cloud services for UK public sector organisations seeking to modernise legacy systems, improve operational efficiency, and deliver user-centred digital services that meet the GOV.UK Service Standard and Technology Code of Practice.

Our services support departments and arm's-length bodies across the full government service lifecycle — Discovery, Alpha, Private Beta, Public Beta, and live service operation — combining digital strategy, enterprise and solution architecture, data and integration design, secure cloud-native delivery, and ongoing operational support across public, private, and hybrid cloud environments.

As part of service delivery, Quantum Value also provides AI-enabled capabilities to enhance service operation and user support. This includes the use of conversational chatbots to handle common enquiries, provide guided self-service, and support user interaction; automation of routine operational and support tasks such as monitoring, provisioning, maintenance, and backup validation; and AI-assisted monitoring and analytics to support incident detection, alerting, and triage. These capabilities are used to improve responsiveness, consistency, and efficiency while retaining appropriate human oversight for decision-making and escalation.

We also apply AI-enabled capabilities in a controlled and transparent manner to enhance monitoring, analytics, automation, decision support, and user interaction, with appropriate human oversight. AI is used to improve service reliability, insight, and efficiency, not to replace accountable decision-making.

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All services are delivered in line with the NCSC Cloud Security Principles, ISO 27001:2022, ITIL v4 operational practices, data protection requirements, and central government assurance expectations, ensuring delivery is auditable, secure, and sustainably operated.

2. Service Objectives

The primary objectives of this service are to:

- Enable departments to **modernise legacy digital services** in a secure and cost-effective way.
- Provide **architecture leadership and governance** across multi-supplier environments.
- Accelerate **cloud adoption** through repeatable, compliant migration patterns.
- Ensure that all services are **user-centred**, accessible, and maintainable.
- Build sustainable **internal capability** within government teams through coaching and co-delivery.
- Maintain compliance with **NCSC**, **Cabinet Office**, and **GDS** assurance frameworks.

3. Service Features

Quantum Value's service offering includes the following key features and deliverables:

1. **User-centred design:** All solutions are designed around verified user needs, with iterative testing to meet accessibility (WCAG 2.2 AA) and inclusion standards.
2. **End-to-end service design:** We map complete service journeys across channels and organisational boundaries, ensuring seamless, interoperable experiences.
3. **Enterprise and technical architecture:** We define cloud-native, secure, and scalable architectures aligned to the Technology Code of Practice and NCSC guidelines.
4. **Cloud migration and modernisation:** We design and deliver secure migration strategies to AWS, Azure, or GCP, including re-hosting, re-platforming, or re-architecting workloads.
5. **Integration and API strategy:** We implement open-standards-based APIs, data interoperability, and federated access aligned to government API Standards.
6. **Security by design:** We embed zero-trust principles, encryption, and identity management early in every solution lifecycle.
7. **Data architecture and analytics enablement:** We design data pipelines, data lakes, and analytical models enabling evidence-based decision making.
8. **Operational readiness:** We ensure services are maintainable, supportable, and fully transitioned into live operations.

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9. **Performance optimisation:** We continuously monitor and refine architectures for efficiency, resilience, and cost control.
10. **Capability building:** We mentor and co-deliver with client teams to embed sustainable skills in service design, architecture, and cloud engineering.

4. Service Benefits

The service provides the following measurable benefits:

1. **Accelerated delivery:** Reduced time from concept to live service through agile and iterative delivery methods.
2. **Improved value for money:** Re-use of government-approved components and open-source technologies lowers cost of ownership.
3. **Reduced operational risk:** Secure, well-architected designs minimise downtime and compliance breaches.
4. **Enhanced user outcomes:** Services meet the GOV.UK Service Standard and are fully accessible to all users.
5. **Future-proof technology:** Cloud-native architectures ensure scalability and adaptability to new technologies.
6. **Increased transparency:** Auditable, standards-based approaches provide clear governance and accountability.
7. **Sustainability:** Cloud hosting and optimised infrastructure support reduced carbon emissions and energy use.
8. **Knowledge transfer:** Co-delivery models upskill internal staff, reducing long-term dependency on suppliers.
9. **Compliance alignment:** Built-in conformity with NCSC, GDS, and ISO 27001 ensures readiness for assurance reviews.
10. **Security and resilience:** Continuous monitoring, incident management, and configuration baselines maintain strong operational posture.

5. Service Scope

Quantum Value's service covers the following activities:

5.1 Strategic and Discovery Activities

- Business and user-needs analysis
- Current-state architecture review and gap assessment
- Digital strategy and cloud adoption roadmap

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- Identification of reuse and common components

5.2 Design and Architecture

- Enterprise architecture modelling (TOGAF 9.2 aligned)
- Solution architecture definition for new and legacy services
- Data, application, and technology architecture layers
- Security and privacy architecture patterns

5.3 Delivery and Implementation

- Agile technical delivery and integration
- Secure migration of workloads to cloud platforms
- Infrastructure-as-code design (Terraform, CloudFormation)
- Automation of deployment pipelines (CI/CD)

5.4 Operations and Transition

- Transition planning and service handover
- Operational runbooks and monitoring configuration
- Knowledge transfer and training of internal support staff
- Post-implementation review and optimisation

6. Service Levels (SLAs)

Channel	Availability	Standard Response Time	Resolution Target	Notes
Email Support	Monday–Friday, 09:00–17:00 (UK time, excluding public holidays)	Within 4 business hours (non-critical)	Within 2 business days	Weekend enquiries responded to within 8 hours, resolved within 3 days.
Chat Support	Monday–Friday, 09:00–17:00	Initial response < 2 minutes	Within 1 business day	Immediate triage; escalated as required.
Phone Support	Monday–Friday, 09:00–17:00	Answered < 30 seconds (average)	Within 1 business day	Critical incidents prioritised for same-day resolution or workaround.

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Response and resolution times vary depending on issue **criticality, priority, and contractually agreed service targets.**

Target SLA compliance: **≥ 95 %** of incidents resolved within agreed thresholds.

6.1 Extended Support

Extended support services are available by agreement to meet specific operational or business-critical requirements. These may include extended hours support outside standard UK business hours, enhanced response and resolution targets, on-call engineering cover, or increased service availability during planned releases, incidents, or peak demand periods. Extended support arrangements are tailored to the client's service needs, risk profile, and operating environment, and are defined contractually within the relevant Statement of Work. Where extended support is in place, service levels, escalation paths, and pricing are clearly documented and reviewed regularly to ensure continued effectiveness and value for money.

7. Support Levels

- **Level 1 – Frontline Support:** First-line response for general queries, access requests, and incident triage via email, chat, or phone.
- **Level 2 – Technical Support:** Handles configuration issues, integration troubleshooting, and platform-level faults.
- **Level 3 – Specialist Support:** Managed by senior engineers and solution architects for complex design or code-level issues.
- **Level 4 – Vendor Support:** Liaison with third-party providers or platform vendors where external dependencies exist.

All levels operate under agreed priorities, with documented escalation paths and monthly performance reporting.

8. Onboarding and Offboarding

Onboarding

1. Kick-off session to confirm scope, success metrics, and reporting cadence.
2. Risk assessment and initial security review.
3. Definition of access controls and environment setup.
4. Delivery of an onboarding pack containing contact details, escalation routes, and communication standards.

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Offboarding

1. Secure data and knowledge transfer to client or successor supplier.
2. Removal or revocation of all access credentials.
3. Handover of all design and configuration documentation.
4. Final review meeting confirming lessons learned and closure.

All onboarding/offboarding activities are fully auditable and aligned with **ISO 27001 Annex A.5 Information Security Policies** and **A.8 Asset Management** controls.

9. Personnel Security

Quantum Value conforms to **BS7858:2019 – Screening of Individuals Working in a Secure Environment** and **NCSC Cloud Security Principle 6 (Personnel Security)**.

Key controls include:

- **Pre-employment screening** (identity verification, employment history, references).
- **Baseline Personnel Security Standard (BPSS)** checks for all staff prior to system access.
- **Enhanced clearances (SC/NPPV)** for personnel working with sensitive or classified data, where required by contract.
- **Confidentiality agreements** signed before access to client data or environments.
- **Role-based access control (RBAC)** ensuring least-privilege access.
- **Annual security awareness training** covering data protection, phishing, and incident reporting.
- **Periodic access reviews** and audit logs for privileged users.

Evidence of screening and training is maintained for audit and available upon request.

10. Security & Compliance Alignment

Quantum Value maintains a mature **Information Security Management System (ISMS)** aligned with **ISO 27001:2022**.

Our security approach includes:

- Application of **NCSC Cloud Security Principles (1–14)** across architecture and operations.

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- Alignment with **UK GDPR** and the **Data Protection Act 2018**.
- Encryption of all data in transit (TLS 1.2+) and at rest (AES-256).
- Secure key and credential management using AWS KMS/Azure Key Vault.
- Regular vulnerability scanning and patch management.
- Secure configuration baselines for infrastructure and code.
- Incident response and breach notification procedures compliant with ICO guidance.

11. Service Management

- **Dedicated Service Manager** assigned as single point of contact.
- **Monthly reporting** on SLA performance, incident trends, and improvement actions.
- **Change management** governed via agreed approval workflow.
- **Continuous improvement** using post-incident reviews and retrospectives.
- **Customer satisfaction** measured via periodic feedback surveys.

12. Service Reviews

Formal **Quarterly Service Reviews (QSRs)** are held to assess:

- SLA and KPI performance
- Security and compliance posture
- Delivery risks and mitigation
- Financial and operational status
- Opportunities for optimisation or innovation

Findings are logged in a joint action tracker and reviewed at subsequent QSRs.

13. Exit and Data Management

At contract termination or transition, Quantum Value will:

1. Return or securely destroy all customer data as directed.
2. Provide written confirmation of data deletion.
3. Supply final architecture artefacts and configuration documentation.
4. Ensure continuity of service through managed handover to new suppliers if required.

Data management activities are executed under **ISO 27001 Annex A.11 Operations Security** and **A.8.10 Deletion of Information** controls.

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14. Invoicing

- Services are invoiced monthly in arrears based on timesheets or deliverables.
- Payment terms: **Net 30 days** from invoice date.
- All work is governed by mutually agreed **Statements of Work (SoWs)** defining scope, deliverables, and acceptance criteria.

15. Governance & Reporting

Quantum Value operates transparent governance aligned with Cabinet Office delivery frameworks:

- Weekly stand-ups and progress reviews.
- Monthly executive-level performance reports.
- Risk, issue, and dependency logs maintained in shared repositories.
- Audit trails maintained for all configuration and change records.

16. Continuous Improvement

Continuous improvement is embedded within our delivery model through:

- **Lessons learned workshops** post-project and post-incident.
- **Automation reviews** to reduce manual overhead.
- **Cost-optimisation assessments** using cloud provider tooling.
- **Architecture assurance cycles** ensuring ongoing alignment with standards.

17. Sustainability and Social Value

Quantum Value is committed to delivering measurable social and environmental value:

- Preference for **low-carbon hosting** and sustainable cloud usage.
- Promotion of **SME collaboration** within delivery supply chains.
- Investment in **digital skills development** and knowledge transfer for UK civil servants.
- Encouragement of **remote-first working practices** to minimise travel emissions.

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18. Contact Details

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Document Control

Version	Date	Author	Approved By	Change Summary
1.0	Oct 2025	Sarma Amirapu	Operations Director	Initial G-Cloud 15 service definition

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