

A full-page background image showing a sunset over a vast ocean. The sun is a bright yellow-orange orb on the horizon, with its light reflecting as a shimmering path across the water. The sky is filled with soft, wispy clouds in shades of orange, pink, and blue. On the left side, the dark silhouette of a rocky coastline with some sparse vegetation is visible. In the bottom right, there are dark, silhouetted trees or bushes.

JUST AFTER MIDNIGHT

Google Cloud Architecture Support
Review Service Definition
Document

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1. Service Overview

Just After Midnight provides managed cloud support and assurance services for Google Cloud Platform (GCP) environments.

The Google Cloud Architecture Support Review Service delivers an operationally focused assessment of existing GCP platforms, identifying risks, optimisation opportunities, and areas for improvement that affect the ongoing support, resilience, and operation of live workloads. The review evaluates GCP workloads against the Google Cloud Architecture Framework and established Google Cloud best practices, covering reliability, security, cost optimisation, performance efficiency, and operational excellence.

Just After Midnight works as an extension of customer operational teams, supporting day-to-day decision-making through structured, practical recommendations aligned to operational and business objectives. The service is suitable for organisations operating business-critical systems that require secure, resilient, and well-governed Google Cloud environments.

2. Scope of Support Review Service

The Google Cloud Architecture Support Review Service includes the following core service areas:

- Assessment of GCP architecture and configuration in the context of ongoing operational support
- Evaluation of workloads against Google Cloud Architecture Framework principles
Identification of resilience, security, and operational risks impacting live services
- Cost and performance optimisation review for in-life workloads
- Assessment of operational management, monitoring, and incident response capabilities
- Prioritised recommendations and improvement guidance to support stable and supportable operations

The service can be applied to individual workloads, multiple workloads, or across multiple GCP projects, folders, organisations, and environments.

2.1. Operational Review Coverage

Reviews assess GCP workloads using the Google Cloud Architecture Framework and relevant best-practice guidance, covering:

- Operational Excellence – monitoring, alerting, incident response, change management, and support processes
- Security and Privacy – identity and access management, network security, and data protection
- Reliability – high availability, backup, disaster recovery, and resilience design
- Performance Efficiency – scaling approaches, service selection, and architecture patterns
- Cost Optimisation – resource usage, cost visibility, and efficiency opportunities

2.2. Support Review Delivery Approach

The support review is delivered using a structured and repeatable methodology designed to provide operational assurance for live or live-ready GCP environments:

- Scoping of workloads, operational context, and review objectives
- Review of architecture documentation, configuration, and policies
- Workshops with technical and operational stakeholders
- Assessment against Google Cloud Architecture Framework guidance with a focus on run-state supportability
- Consolidation, prioritisation, and validation of findings

The depth and duration of the review are agreed during onboarding to suit customer operational requirements

2.3. Support Review Outputs and Deliverables

At the conclusion of the review, customers receive:

- A written assessment aligned to the Google Cloud Architecture Framework
- Summary of key operational risks, gaps, and improvement areas
- Prioritised recommendations with rationale and expected operational impact
- Guidance on remediation and next steps to improve service stability, resilience, and supportability
- Optional review sessions to discuss findings with operational and technical teams

2.4. Security, Access, and Data Protection

The review is delivered using secure working practices appropriate for live operational environments:

- Read-only access to GCP environments (where required)
- Secure handling of configuration, architectural, and operational data
- Compliance with GDPR and UK data protection requirements

No changes are made to live environments unless separately agreed.

3. Support Engagement Model

The Google Cloud Architecture Support Review Service is delivered as a time-boxed cloud support and assurance engagement, which includes:

- Agreed scope, operational objectives, and milestones
- Named consultant and technical point of contact
- Regular progress updates aligned to operational stakeholders
- Documentation of scope, assumptions, and dependencies

4. Knowledge Transfer and Ongoing Support Alignment

Knowledge transfer is an integral part of the service and is delivered with an operational focus:

- Explanation of findings and recommendations in the context of live service support
- Guidance on applying Google Cloud best practices within existing operational models
- Support for planning remediation and improvement work

Follow-on implementation, optimisation, or operational support can be provided under separate agreements.

5. Summary

The Google Cloud Architecture Support Review Service provides organisations with a clear, operationally focused assessment of their GCP environments.

The service helps identify risk, improve operational resilience, optimise costs and performance, and support informed decision-making for workloads that underpin business-critical cloud services.

6. Get in Touch

Further details, including scope, workload coverage, and review delivery, can be discussed via the G-Cloud framework.

Engagements are defined through agreed statements of work and service terms, ensuring transparency, accountability, and alignment with operational requirements.

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