

DiB – Service definition

Contents

Contents..... 2

Service overview..... 3

Service description..... 3

Service benefits..... 3

Service scope and limitations..... 3

Onboarding and setup..... 4

Support arrangements..... 4

Security and assurance..... 4

Data handling..... 4

End of contract..... 4

Pricing model..... 4

Service constraints..... 4

Accessibility..... 5

Service overview

The DiB Technology is a secure compute orchestration platform delivered as a physical appliance deployed on customer-owned hardware. The service is designed for high-assurance environments and uses strong isolation, ephemerality, and rebuild-based management principles.

Service description

The service provides orchestration of isolated compute workloads using hypervisor-based isolation. All components are ephemeral by design: neither the platform nor guest compute nodes persist data once terminated. The system is built on a highly reduced Linux operating system and implemented using memory-safe programming languages.

The appliance can orchestrate compute creation using multiple mechanisms, including network-based triggers, API endpoints, and protected orchestration management suitable for cross-domain environments.

Intended users

The service is intended for public sector organisations requiring secure, on-premises compute orchestration where shared cloud services are not suitable.

Key features

Appliance-based deployment on physical hardware

Dedicated, single-tenant service per customer

Hypervisor-based workload isolation

Fully ephemeral compute and platform components

Reduced operating system footprint

Memory-safe implementation

Flexible orchestration mechanisms

Certificate-based workload identity, including optional HSM backing

Logging and monitoring framework

Rebuild-based management model

Service benefits

No shared resources between customers

Reduced attack surface and data remanence

Strong isolation between workloads

Predictable and repeatable deployments

Suitable for high-assurance and restricted environments

Service scope and limitations

The service does not provide shared, multi-tenant cloud infrastructure. Availability, capacity, and resilience depend on customer-selected hardware and deployment architecture.

Onboarding and setup

Onboarding is delivered through consultancy-led engagement. Training and support are provided either remotely or on-site and cover installation, configuration, and operation. User documentation is supplied.

Support arrangements

Support is provided at multiple levels, including:
Standard remote support during business hours
Enhanced remote support with extended coverage
Optional on-site engineer support
Support options and response arrangements are agreed contractually.

Security and assurance

The service follows defined information security, configuration management, vulnerability management, and incident management processes. Changes are applied through rebuild and redeployment rather than in-place modification. Vulnerability updates are typically released on a 4-6 week cycle.

Data handling

The service does not persist customer data. All hardware and networks remain under customer control on customer premises. No data extraction is required at contract end.

End of contract

At contract end, supplier support ceases. The appliance remains on customer-owned hardware. No data is retained by the supplier.

Pricing model

Pricing covers use of the DiB Technology for the contract term and standard support. Additional services such as enhanced support, on-site engineering, consultancy, or training are charged separately.

Service constraints

The service requires suitable physical hardware, secure hosting facilities, and appropriate network connectivity provided by the customer.

Accessibility

This document is provided in an accessible format suitable for screen readers and meets Digital Marketplace accessibility requirements.