

Service Definition Document - Cloud Solution Development

Service Description

Our Cloud Solution Development offering provides design, implementation, and deployment of cloud-based infrastructure and applications tailored to customer requirements. This service encompasses the full lifecycle of cloud solution delivery, from initial architecture design through to production deployment and handover.

The service covers public cloud platforms including Amazon Web Services (AWS), Microsoft Azure, and Google Cloud Platform (GCP), as well as private and hybrid cloud environments such as OpenShift & Proxmox Virtual Environment (PVE).

Scope of Service

The service includes:

- Architecture design and documentation aligned with customer requirements and industry best practices
- Infrastructure as Code (IaC) development using cloud native tooling such as Terraform, Bootc, Ansible, and similar technologies
- Container and orchestration solutions including Kubernetes, Amazon ECS, and containerised workloads
- CI/CD pipeline development
- Migration planning and execution from on-premises or legacy workloads
- Integration with existing customer systems and third-party services
- Documentation and knowledge transfer

Deliverables

Typical deliverables include:

- Architecture documentation (high-level and low level design documentation)
- Infrastructure as Code repositories with version control
- Deployment playbooks and operational procedures
- Configuration documentation
- Handover and training sessions as required

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Data Backup and Disaster Recovery

Solutions are designed with appropriate backup and disaster recovery capabilities based on customer requirements. This typically includes consideration of Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO), multi-availability zone or multi-region deployment options, automated backup configurations, and documented recovery procedures.

Specific backup and disaster recovery provisions are defined during the solution design phase and documented in the architecture deliverables.

Onboarding and Offboarding

Onboarding includes initial engagement meetings, requirements elicitation, access provisioning, and project initiation activities. A dedicated point of contact is assigned for the duration of the engagement, typically engineering lead where we can.

Offboarding includes comprehensive handover documentation, knowledge transfer sessions, and removal of supplier access to customer environments.

Service Constraints

The following constraints apply:

- Work is delivered remotely by default; on-site attendance is available but must be detailed in the initial requirement to ensure we can facilitate.
- Third-party software licensing is the responsibility of the customer unless otherwise agreed
- Major scope changes are managed through a change control process

Service Levels

Standard support hours are 0900 to 1700 UK time, Monday to Friday, excluding UK public holidays. Extended or out-of-hours support is available by prior arrangement and subject to contract. Response times for queries and issues during active engagements:

- Acknowledgement within 1 business day
- Initial response or update within 2 business days

Service levels may be adjusted by mutual agreement to meet specific customer requirements.

After-Sales Support

Following project completion, support is available for:

- Clarification of deliverables and documentation
- Defect resolution within an agreed warranty period
- Ongoing support and maintenance under separate agreement

Technical Requirements

This is subject to contract/requirement but typically customer responsibilities include:

- Provision of appropriate cloud account access and permissions
- Availability of customer personnel for requirements gathering and review sessions
- Timely feedback on deliverables and approval of designs
- Network connectivity to relevant systems where required

Outage & Maintenance Management

For managed deployments, planned maintenance windows are agreed with the customer in advance. Emergency maintenance is communicated as soon as practicable. The supplier does not control cloud provider maintenance schedules but will assist in managing the impact of such events.

Hosting Options & Locations

Solutions can be deployed to any cloud region supported by the target platform. The supplier is UK-based and can support deployments worldwide.

Data residency requirements are accommodated through appropriate region selection during solution design.

Access to Data on Exit

All customer data remains the property of the customer throughout and following the engagement. Upon contract termination or completion:

- All customer data, code, and documentation is handed over to the customer
- Supplier retains no copies of customer data beyond the agreed retention period
- Export assistance is provided in standard formats as required
- Supplier access to customer environments is revoked

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Security

Security measures include the following:

- Staff screening performed in accordance with BS7858:2019
- Cyber Essentials Plus certification maintained
- Secure development practices aligned with NCSC guidance
- Encryption of data in transit and at rest as standard
- Access controls based on least privilege principles
- Regular security awareness training for all personnel

Additional security requirements, including security clearances, can be accommodated subject to contract.