



Service Definition

AWS Application Operational Support Services

Supplier: A&A Digital Tech Ltd

Framework: G-Cloud 15

Lot: Lot 3 – Cloud Support Services

1. Service overview

A&A Digital Tech AWS Application Operational Support Services provide ongoing operational support for applications hosted on Amazon Web Services (AWS). The service covers monitoring, incident management, maintenance, patching and minor enhancements for SaaS and PaaS workloads, ensuring availability, security and controlled change in live environments.

2. Scope of the service

The service supports live applications running on AWS following deployment. It includes day-to-day operational management, monitoring and support activities required to maintain stable and secure application services. The service does not include major application redevelopment or large-scale architectural change unless explicitly agreed at call-off.

3. Features

- Application monitoring and alerting on AWS
- Incident, problem and service request management
- Application patching and routine maintenance activities
- Deployment support for application releases and updates
- AWS resource configuration and operational support
- Performance monitoring and optimisation
- Log management and analysis
- Backup and restore support
- Environment health and service status reporting
- Minor application change and configuration support

4. Benefits

- Improved application availability and stability
- Faster detection and resolution of incidents
- Reduced operational risk in live environments
- Predictable and transparent application support costs
- Clear ownership of application operations
- Improved compliance with operational and security standards
- Reduced operational burden on internal teams
- Better visibility of application health and performance
- Controlled and auditable changes to live services
- Improved user experience for supported applications

5. Service constraints

The service can be delivered remotely, on-site, or using a hybrid delivery model, depending on buyer requirements and agreement at call-off. Effective delivery depends on timely access to AWS environments, application documentation, monitoring tools and authorised contacts provided by the buyer. The service supports agreed applications and environments only; support for additional workloads or major changes may require separate agreement. Third-party AWS service availability may impact service outcomes.

6. Onboarding and implementation

Onboarding includes confirmation of supported applications, environments, access arrangements and operational procedures. A structured handover is completed to establish monitoring, incident management and reporting processes prior to live support.

7. Service management and support

Support is provided in line with agreed support levels (Level 1, Level 2 and Level 3). A named service manager or application support lead can be provided to coordinate support activities, manage escalations and oversee service performance.

8. Offboarding and exit management

At the end of the engagement, A&A Digital Tech supports an orderly exit, including handover of operational documentation, monitoring configurations and incident history. No buyer data is retained beyond the end of the contract unless otherwise agreed.

9. Security and data protection

A&A Digital Tech follows UK government cloud security principles. Staff screening is performed in line with BS7858:2019. Buyer data accessed during operational support activities is handled in accordance with UK GDPR and contractual data protection requirements.

10. Accessibility

This document is written in plain English and structured using accessible headings. Reporting outputs and communications can be adapted to support accessibility requirements where required.

11. Pricing

Pricing is agreed at call-off and depends on scope, number of applications, environments and required support levels. All pricing is transparent and documented in the call-off contract.