

Application Support and Service Management

Service Definition

1. Service overview

Application Support and Service Management provides ongoing operational support to maintain the availability, stability and performance of digital applications. The service supports public sector organisations that require structured post-delivery support, including incident handling, routine maintenance and service management activities.

2. How the service works

The service is delivered as an ongoing support and service management engagement aligned to the buyer's operational needs.

Typical activities include:

- Monitoring application health and availability
- Logging, triage and investigation of incidents
- Fault resolution within the agreed scope
- Routine application maintenance activities
- Support for dependency and security updates
- Access and permission management
- Coordination of agreed changes
- Service reporting and review meetings
- Platform version updates
- Maintenance of support documentation

Support is delivered remotely. Buyers are expected to provide access to applications, environments, documentation and escalation contacts.

3. Skills and experience

The service is delivered by skilled support engineers with experience supporting and managing digital applications in public sector and regulated environments.

Roles involved may include:

- Application support engineer
- Service management or operations specialist
- Quality Control
- Delivery or service lead

The team applies established incident management, operational support and service management practices appropriate to live digital services.

4. Relevant experience

The supplier has provided application support and service management for public sector and regulated organisations.

Relevant experience includes:

- Supporting live digital applications used by internal teams and public users
- Managing incidents and service issues within agreed operational frameworks
- Providing ongoing maintenance and service reporting

This work has helped organisations maintain service availability, reduce operational risk and improve visibility of application performance.

5. Onboarding and offboarding

Onboarding

The service begins with a mobilisation process to confirm scope, supported applications, service hours, escalation routes and access requirements. Buyers provide application documentation, environment access and operational contacts.

Offboarding

At service end, access is removed and all buyer-owned materials are returned. A close-out process confirms handover arrangements, outstanding issues and final service reporting.

6. Service constraints

The service provides operational application support and service management only. It does not include new feature development, major functional changes or application redesign unless otherwise agreed. Support is limited to the defined scope, applications and service hours. Delivery depends on buyer-provided access, documentation and timely approvals. The buyer remains responsible for application ownership, data accuracy and compliance obligations.

7. Service management and support

A named service or delivery lead manages the service and acts as the primary point of contact. Day-to-day activities include monitoring, incident management and routine maintenance within scope. Issues, risks and trends are communicated through regular reporting and review meetings. Support levels are limited to the agreed service arrangement.

8. Technical and operational requirements (if applicable)

Buyer-provided access to application environments, monitoring tools and documentation is required. The buyer must approve any third-party services or tools used as part of support activities.

9. Hosting, data and security

The service does not include hosting. Any access to systems or data is used solely for the purpose of delivering application support and is handled in line with agreed confidentiality and data protection requirements. No long-term data storage is required as part of the service.



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10. Exit, data return and deletion

On exit, buyer-owned materials, access credentials and documentation are returned or removed as agreed. Any copies held by the supplier are deleted in accordance with agreed retention and confidentiality arrangements. No ongoing support is provided beyond the agreed offboarding activities.



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