

# Application Hosting and Cloud Infrastructure Management

## Service Definition

### 1. Service overview

Application Hosting and Cloud Infrastructure Management provides managed cloud infrastructure and application hosting for public sector digital services. The service supports organisations that require reliable, secure environments to host applications, manage infrastructure and maintain operational availability.

### 2. How the service works

The service is delivered as an ongoing managed hosting and infrastructure management engagement.

Typical activities include:

- Provisioning cloud infrastructure within agreed public cloud platforms
- Configuration of hosting environments and supporting services
- Deployment support for buyer-provided applications
- Routine infrastructure and platform maintenance
- Monitoring and alerting configuration
- Backup configuration and management
- Access and permission management
- Incident investigation and initial response within scope

The buyer supplies application code, configuration details and deployment assets. Delivery and support activities are typically provided remotely.



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### 3. Skills and experience

The service is delivered by practitioners with experience managing cloud infrastructure and hosting applications for public sector and regulated environments.

Roles involved may include:

- Cloud or infrastructure engineer
- Application support engineer
- Service or delivery lead

The team applies established operational and security practices appropriate to public sector cloud hosting.

### 4. Relevant experience

The supplier has provided application hosting and cloud infrastructure management for public sector and regulated organisations.

Relevant experience includes:

- Managing cloud infrastructure for public-facing and internal applications
- Supporting application availability through monitoring and maintenance
- Operating hosted environments for content-managed and bespoke applications

This work has supported stable operations and reduced infrastructure management overhead for buyers.

### 5. Onboarding and offboarding

#### *Onboarding*

The service begins with a mobilisation process to confirm hosting requirements, cloud platforms, environments, access controls and deployment approaches. Buyers provide application code, configuration details and access permissions.



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## *Offboarding*

At service end, the buyer is supported to retrieve application data and configurations. A close-out process confirms handover or migration arrangements as agreed.

## 6. Service constraints

The service covers application hosting and infrastructure management only. It does not include application development, major functional changes or content management. Hosting is provided only within agreed cloud platforms and regions. Support, response times and availability are limited to the defined service scope. The buyer remains responsible for application functionality, 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, routine maintenance and incident investigation within scope. Issues and risks are communicated to the buyer as they arise. Ongoing support is limited to the agreed service boundaries.

## 8. Technical and operational requirements (if applicable)

Buyer-provided application code, deployment assets and configuration information are required. The buyer must provide appropriate access permissions and approve any third-party services used within the hosted environment.

## 9. Hosting, data and security

The service includes hosting within agreed public cloud environments. Buyer data is hosted in agreed regions and handled in line with applicable data protection requirements. Platform-level security controls are applied. Business continuity and disaster recovery capabilities are limited to those provided by the underlying cloud platform.

## 10. Exit, data return and deletion

On exit, buyer-owned application data and configurations are returned or made available for migration as agreed. Any remaining copies held by the supplier are deleted

in line with agreed retention and confidentiality arrangements. No ongoing support is provided beyond the agreed offboarding activities.



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