

# Digital Estate Infrastructure Optimisation

## Service Definition

### 1. Service overview

Digital Estate Infrastructure Optimisation is an assessment and recommendation service focused on improving the performance, resilience, efficiency and sustainability of a buyer's digital estate infrastructure. It supports public sector organisations that need clearer understanding and optimisation of hosting environments and supporting infrastructure without changing functional scope.

### 2. How the service works

The service is delivered through a structured discovery, analysis and recommendation approach.

Typical delivery activities include:

- Onboarding to confirm scope, objectives and stakeholders
- Collection of information on current hosting environments and infrastructure
- Review of infrastructure architecture and environments
- Assessment of performance, resilience and availability
- Identification of dependencies, integrations and single points of failure
- Review of capacity, scalability and utilisation
- Analysis of cost drivers and efficiency considerations
- Sustainability and energy efficiency considerations
- Identification of risks and improvement opportunities
- Development of prioritised optimisation recommendations
- Summary of findings and next steps



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### 3. Skills and experience

The service is delivered by practitioners with experience in cloud and digital infrastructure, performance optimisation and service management.

Roles typically involved include:

- Delivery lead
- Project Manager
- Solutions Architect
- Developer
- Quality Control
- UX Designer
- Infrastructure or cloud specialist
- Technical or service management consultant

The team applies structured assessment and optimisation methods appropriate to public sector environments.

### 4. Relevant experience

The supplier has the ability to support public sector organisations to review and optimise digital infrastructure estates.

Typical examples include:

- Infrastructure reviews across multiple hosting environments
- Performance and resilience assessments for public-facing services
- Optimisation planning to improve efficiency and reduce risk

Designed to support a more informed infrastructure decisions and improved operational confidence.



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## 5. Onboarding and offboarding

### *Onboarding*

The service begins with mobilisation to confirm scope, objectives, stakeholders and information requirements. The buyer provides access to relevant documentation and technical stakeholders.

### *Offboarding*

At completion, all findings, assessments and recommendations are provided to the buyer. A close-out session may be held to review outputs and confirm next steps.

## 6. Service constraints

The service provides assessment and optimisation recommendations. Effectiveness depends on the availability, accuracy and completeness of buyer-provided information. Outputs reflect the infrastructure at the time of review and may need updating as systems, usage or organisational priorities change.

## 7. Service management and support

Delivery is managed by a named delivery lead responsible for coordination, communication and quality assurance. Progress is reviewed throughout delivery to ensure objectives are met. Ongoing support after delivery is not included unless otherwise specified.

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

Buyer involvement includes providing access to infrastructure documentation, architecture diagrams and relevant technical stakeholders and platform access. Buyer-provides technical infrastructure is required.

## 9. Hosting, data and security

The service does not include hosting or operation of systems. Any buyer-provided information is used solely for the purposes of assessment and handled in line with agreed confidentiality requirements. No long-term data storage is required.



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## 10. Exit, data return and deletion

At the end of the service, all buyer-owned information and deliverables are returned. Any copies held for delivery purposes are deleted in line with agreed confidentiality arrangements. No ongoing access or transition support is provided beyond close-out activities.



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