



Service Definition

AWS AI and Machine Learning Operations Support

Supplier: Shivom Consultancy Limited

Framework: G-Cloud 15

Lot: Lot 3 – Cloud Support Services

Service overview

This service provides operational support for AWS cloud-native AI and machine learning services, including MLOps, monitoring, reliability, security and cost control for production AI workloads.

Scope of the service

The service covers operational management of AWS AI and ML platforms, including model lifecycle operations, monitoring, incident management, security controls and cost optimisation. Support is delivered remotely and aligned to buyer requirements.

Features

- MLOps pipeline setup and operational support
- Model deployment and lifecycle management on AWS
- Monitoring of AI workloads and model performance
- Incident management for AI and ML platforms
- Reliability and availability engineering for AI services
- Security configuration for AI data and services
- Access control and identity management integration
- Cost monitoring and optimisation for AI workloads
- Logging and observability for ML pipelines
- Operational support for AWS AI managed services

Benefits

- Stable and reliable production AI services
- Reduced operational risk for machine learning workloads
- Improved visibility of model and pipeline performance
- Controlled cloud costs for AI workloads
- Secure handling of data and models
- Faster recovery from AI service incidents
- Consistent model operations and governance
- Improved compliance with security requirements
- Scalable operations aligned to demand
- Reduced operational burden on internal teams

Service constraints

The service is delivered remotely during UK business hours unless otherwise agreed. AWS cloud services, licences, data, models and consumption costs are excluded. Buyers must provide AWS accounts and access permissions. The supplier does not act as a reseller.

Onboarding and implementation

Onboarding includes confirmation of scope, access setup and agreement of support levels. Implementation activities are planned collaboratively and documented before service commencement.



Service management and support

Shivom Consultancy Limited provides flexible support levels tailored to buyer needs and the criticality of the service. Level 1 provides first-line support during UK business hours. Level 2 provides deeper technical support with extended hours by agreement. Level 3 provides specialist support for complex issues. Support arrangements are agreed at call-off.

Offboarding and exit management

Offboarding includes knowledge transfer, documentation handover and removal of access. Exit activities are planned to minimise disruption to live services.

Security and data protection

Security controls follow AWS best practices. Access is managed using least privilege principles. No buyer data is stored outside agreed AWS environments.

Accessibility

Where portals or documentation are used, accessibility considerations are reviewed periodically, including screen reader compatibility, keyboard navigation and text resizing.

Pricing

Pricing is agreed at call-off and depends on scope, duration and depth of financial and sustainability analysis required. All pricing is transparent and documented in the call-off contract.