



# Service Definition

## AWS Outposts Managed Private Cloud Operational Support

**Supplier:** Shivom Consultancy Limited

**Framework:** G-Cloud 15

**Lot:** Lot 3 – Cloud Support Services



## Service overview

This service provides operational support for AWS Outposts managed private cloud environments, enabling buyers to operate on-premises AWS infrastructure with consistent processes aligned to AWS operational practices.

## Scope of the service

The scope includes monitoring, incident management, operational maintenance, configuration support, and service reporting for AWS Outposts environments integrated with AWS public cloud services.

## Features

- AWS Outposts infrastructure monitoring and health management
- Incident logging, triage, and resolution support
- Patch and update coordination for Outposts environments
- Capacity monitoring and resource utilisation checks
- Operational support for integrated AWS services
- Backup and recovery operational support
- Configuration and change support
- Security configuration operational support
- Operational documentation and runbook support
- Service reporting and operational reviews

## Benefits

- Improved reliability of on-premises AWS environments
- Reduced operational risk for private cloud workloads
- Faster incident response and resolution
- Consistent operational management processes
- Better visibility of Outposts health and capacity
- Support for hybrid cloud operational continuity
- Reduced burden on internal teams
- Improved service stability and availability
- Clear escalation and support pathways
- Alignment with AWS operational best practices

## Service constraints

The service is delivered remotely. AWS hardware supply, installation, and physical maintenance remain the responsibility of AWS and the buyer. Cloud licences, AWS consumption costs, and third-party tooling are excluded. Buyer access and nominated contacts are required.

## Onboarding and implementation

Onboarding includes service initiation, access setup, confirmation of support scope, and agreement of operational processes and escalation paths.



## Service management and support

Shivom Consultancy Limited provides flexible support levels tailored to buyer needs and the criticality of the service. Level 1 support provides first-line support during UK business hours. Level 2 provides second-line technical support with extended hours by agreement. Level 3 provides specialist support including complex fault resolution and escalation handling.

## Offboarding and exit management

Offboarding includes knowledge transfer, documentation handover, and secure removal of supplier access in line with buyer requirements.

## Security and data protection

The service follows UK public sector security best practices. Access is controlled and logged. No buyer data is stored outside agreed environments.

## Accessibility

Where portals or documentation are used, accessibility is aligned to WCAG 2.2 AA standards.

## 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.