



Service Definition

AWS Public Cloud Build and Deployment Support and Assurance

Supplier: Shivom Consultancy Limited

Framework: G-Cloud 15

Lot: Lot 3 – Cloud Support Services

Service overview

This service provides support for building, deploying and assuring AWS public cloud environments. It focuses on reliable infrastructure provisioning, deployment validation, and assurance activities to support secure and repeatable AWS implementations.

Service context should be replaced here

Scope of the service

The service covers AWS infrastructure build, deployment support, configuration validation, deployment assurance, and post-deployment verification. It supports Infrastructure as Code, deployment pipelines, and operational handover activities.

Service scope should be replaced here

Features

- AWS infrastructure build and provisioning support
- Deployment pipeline configuration and validation
- Infrastructure as Code review and execution
- Environment configuration and baseline setup
- Deployment readiness and assurance checks
- Change and release support for deployments
- Secure configuration and deployment validation
- Build and deployment documentation support
- Integration with existing AWS environments
- Post-deployment verification and handover

List of features goes here

Benefits

- Reduced risk during AWS environment deployment
- Consistent and repeatable AWS builds
- Improved deployment reliability and confidence
- Faster transition to operational environments
- Clear assurance of deployment quality
- Alignment with AWS best practices
- Reduced configuration and deployment errors
- Improved audit and compliance readiness
- Stronger operational handover outcomes
- Greater confidence in live environments

List of benefits goes here

Service constraints

The service is delivered remotely during UK business hours unless otherwise agreed. It supports AWS public cloud environments only. Cloud licences, AWS consumption costs, and third-party

tooling are excluded. Buyers must provide appropriate AWS access, documentation, and timely approvals. The supplier does not act as a reseller.

Constraints go here

Onboarding and implementation

Onboarding includes confirmation of scope, access setup, deployment requirements review, and agreement of assurance activities. Implementation follows agreed deployment plans and supports controlled and auditable AWS builds.

Onboarding and implementation goes here

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 for service queries, incident logging, basic troubleshooting and request handling during UK business hours. Level 2 support provides second-line technical support, including deeper investigation, issue resolution and configuration support, with extended hours available by agreement. Level 3 support provides specialist and expert-level support, including complex fault resolution, architectural input and escalation handling. Support costs vary depending on the selected support level, hours of coverage and service scope. Pricing is agreed with the buyer at the start of the engagement and detailed in the call-off contract. A named technical account manager or cloud support engineer can be provided for Level 2 and Level 3 support, acting as the primary point of contact and supporting service governance and escalation.

Service management and support text goes here

Offboarding and exit management

Offboarding includes structured handover of documentation, configurations, and deployment artefacts. Access is removed in line with buyer instructions, supporting an orderly exit.

Offboarding and exit management text goes here

Security and data protection

Security is managed in line with UK public sector expectations. Access is controlled using least privilege principles. No buyer data is retained following service completion unless contractually required.

Security and data protection text goes here

Accessibility

Where support portals or documentation are used, accessibility considerations align with WCAG 2.2 AA standards. Accessibility is reviewed periodically to support inclusive access.

Accessibility related text goes here



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.