



Service Definition

Microsoft Azure AI and Machine Learning Operations Support

Supplier: Shivom Consultancy Limited

Framework: G-Cloud 15

Lot: Lot 3 – Cloud Support Services



Service overview

Operational support for Microsoft Azure AI and machine learning services, including MLOps, monitoring, reliability, security, and cost control for cloud-native AI workloads.

Service context should be replaced here

Scope of the service

The service supports Azure Machine Learning and related cloud-native AI services across live operational environments, covering deployment, monitoring, incident management, security, and cost optimisation.

Service scope should be replaced here

Features

- Azure MLOps pipeline setup and operational support
- Model deployment and lifecycle management support
- Monitoring of models, data drift, and performance
- Operational support for Azure Machine Learning services
- Reliability engineering for AI workloads
- Security configuration and policy support for AI services
- Access control and identity management for ML platforms
- Cost monitoring and optimisation for AI workloads
- Incident, problem, and change support for AI services
- Operational documentation and runbook maintenance

List of features goes here

Benefits

- Improved reliability of production AI services
- Reduced operational risk for machine learning workloads
- Faster recovery from AI service incidents
- Improved visibility of model performance and drift
- Controlled cloud costs for AI and ML services
- Consistent and repeatable AI operations processes
- Secure operation of sensitive data and models
- Reduced operational burden on internal teams
- Better governance of AI service environments
- Stable long-term operation of AI platforms

List of benefits goes here

Service constraints

The service is delivered remotely during UK business hours. It supports Microsoft Azure cloud-native AI services only. Model development, data science experimentation, and cloud consumption costs are excluded.

Constraints go here

Onboarding and implementation

Onboarding includes service initiation, access validation, confirmation of supported Azure services, and agreement of operational processes and support levels.

Onboarding and implementation goes here

Service management and support

Support is provided in line with agreed service levels, including incident, problem, and change management for Azure AI and machine learning services.

Service management and support text goes here

Offboarding and exit management

Offboarding includes knowledge transfer, handover of documentation, and orderly withdrawal of access in line with buyer requirements.

Offboarding and exit management text goes here

Security and data protection

Security is aligned to Azure best practices, including identity management, access control, logging, and compliance with UK public sector security expectations.

Security and data protection text goes here

Accessibility

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

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.