



Service Definition

AWS Managed Public Cloud Support for SaaS and PaaS

Supplier: Shivom Consultancy Limited

Framework: G-Cloud 15

Lot: Lot 3 – Cloud Support Services

Service overview

AWS Managed Public Cloud Support for SaaS and PaaS provides ongoing operational support for public sector services hosted on AWS-managed and AWS-native SaaS and PaaS platforms. The service supports stable, secure, and reliable operation of live cloud services through structured business-as-usual support activities.

Scope of the service

The service covers operational support for live AWS SaaS and PaaS environments, including production and pre-production. Activities include monitoring, incident and problem management, change support, and operational oversight. The service aligns to ITIL-based service management practices and the AWS shared responsibility model.

Features

- Operational monitoring and alerting support
- Incident, problem, and change management
- Platform patching coordination
- AWS service health monitoring
- Access and identity configuration support
- Backup and recovery support processes
- Cost and usage monitoring support
- Security log monitoring support
- Runbook and service documentation maintenance
- Operational reporting support

Benefits

- Improved availability of cloud services
- Reduced operational risk
- Faster incident resolution
- Clear operational ownership
- Consistent support processes
- Improved service stability
- Better visibility of operational issues
- Reduced internal support effort
- Secure cloud operations
- Predictable support outcomes

Service constraints

Services are delivered remotely during UK business hours. AWS subscriptions, SaaS licences, and cloud consumption costs are excluded. The service does not include new platform builds, major upgrades, or development activities unless agreed separately. Buyers must provide access to AWS accounts, relevant documentation, and named contacts.

Onboarding and implementation

Onboarding includes confirmation of in-scope services, access setup, review of existing documentation, and agreement of support processes. Monitoring, escalation paths, and communication channels are validated before the service enters steady-state support.

Service management and support

Support is delivered by Cloud Support Engineers during agreed support hours using an agreed ticketing process. Incidents, service requests, and changes are managed against agreed priorities. Service reviews may be provided to review incidents, trends, and operational risks.

Offboarding and exit management

Exit activities include handover of service documentation, runbooks, and operational knowledge to the buyer or a replacement supplier. Offboarding is planned to minimise disruption to live services and ensure continuity of support.

Security and data protection

Security responsibilities align with the AWS shared responsibility model and buyer security policies. The service supports access control, logging, and incident coordination. Data protection obligations are met in line with UK GDPR and contractual requirements.

Accessibility

Support documentation and any customer-facing support portals are designed to meet WCAG 2.2 AA standards. Documentation is provided in accessible formats and reviewed to ensure compatibility with assistive technologies.

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.