



# Service Definition

## AWS Application Management Support

**Supplier:** Shivom Consultancy Limited

**Framework:** G-Cloud 15

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



## Service overview

Ongoing operational support for applications hosted on AWS. The service covers monitoring, incident management, maintenance, patching, and minor enhancements for SaaS and PaaS workloads to ensure stable and secure live services.

## Scope of the service

The service includes application monitoring, incident and request management, deployment support, maintenance, patching, backup support, and minor application changes for AWS-hosted SaaS and PaaS environments.

## Features

- Application monitoring and alerting
- Incident, problem, and request management
- Application patching and maintenance
- Deployment and release support
- AWS configuration support
- Performance monitoring
- Log management
- Backup and restore support
- Environment health reporting
- Minor application change support

## Benefits

- Improved application availability
- Faster incident resolution
- Reduced operational risk
- Predictable support costs
- Clear operational ownership
- Improved compliance
- Reduced internal support burden
- Better application visibility
- Controlled change management
- Improved end-user experience

## Service constraints

The service is delivered remotely during UK business hours. It applies only to applications hosted on AWS. Major development, redesign, or re-platforming is excluded. Buyers must provide appropriate access, documentation, and escalation contacts. Cloud licences and consumption costs are excluded.

## Onboarding and implementation

Onboarding includes access setup, review of application documentation, confirmation of support scope, and validation of monitoring and escalation arrangements before service commencement.



## Service management and support

Support is delivered via email and ticketing during 9 to 5 (UK time), Monday to Friday. Requests are triaged, prioritised, and managed through agreed support processes and response targets.

## Offboarding and exit management

Offboarding is planned and controlled, including knowledge transfer, documentation handover, and removal of access to buyer systems at service end.

## Security and data protection

Services are delivered by BPSS-cleared staff. Access follows least-privilege principles. Data is handled in line with GDPR and UK data protection legislation.

## Accessibility

Support processes align with WCAG 2.2 AA principles. Accessibility considerations are reviewed periodically to support users relying on 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.