



Service Definition

Microsoft Azure Managed Public 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 Microsoft Azure public cloud environments. It supports live SaaS and PaaS workloads, ensuring services remain available, secure, and stable during business-as-usual operations.

Scope of the service

The service covers monitoring, incident management, maintenance, security, and cost oversight for Azure-hosted services. It focuses on operational support for live environments rather than design or development activities.

Features

Azure platform monitoring and alerting, incident and problem management, patching and maintenance, backup and restore support, security configuration management, capacity monitoring, cost oversight, change support, and operational documentation maintenance.

Benefits

Improved service reliability, reduced operational risk, faster incident resolution, clear operational ownership, better cost control, consistent processes, enhanced security, predictable support, reduced internal workload, and improved service continuity.

Service constraints

The service is delivered remotely during UK business hours unless otherwise agreed. Azure licences, cloud consumption costs, application development, and major architectural changes are excluded. Buyers must provide appropriate access and documentation.

Onboarding and implementation

Onboarding includes access setup, review of existing documentation, confirmation of support scope, and agreement of service levels. Monitoring and support processes are aligned with buyer requirements.

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.

Offboarding and exit management

Offboarding includes knowledge transfer, documentation handover, and secure revocation of access. Exit activities are planned collaboratively to minimise service disruption.

Security and data protection

The service aligns with UK public sector security and data protection requirements. Access is controlled, activity is logged, and data is handled in accordance with GDPR and buyer policies.

Accessibility

Support processes and documentation are designed to meet WCAG 2.2 AA accessibility standards where applicable.

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.