



Service Definition

AWS Outposts 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 planning, building, deploying and assuring AWS Outposts environments. It ensures correct configuration, integration with AWS Regions, and readiness for operational use within managed private cloud environments.

Scope of the service

The scope includes deployment planning, configuration validation, networking and connectivity support, AWS integration, assurance reviews, and post-deployment stabilisation for AWS Outposts. Ongoing managed operations and hardware procurement are excluded unless agreed separately.

Features

- AWS Outposts deployment planning and design
- Hardware installation coordination and readiness checks
- Outposts rack configuration and validation
- Networking and connectivity configuration support
- Integration with AWS Region services
- Identity and access configuration support
- Operational readiness and assurance reviews
- Monitoring and logging configuration support
- Handover documentation and knowledge transfer
- Post-deployment stabilisation support

Benefits

- Reduced risk during Outposts deployment
- Faster readiness for production workloads
- Improved reliability of private cloud environments
- Clear assurance of configuration compliance
- Consistent integration with AWS services
- Reduced operational issues post deployment
- Improved visibility of hybrid environments
- Better alignment with security requirements
- Smoother transition to operational teams
- Predictable and controlled deployment outcomes

Service constraints

Services are delivered remotely unless on-site support is agreed separately. Buyers must provide access to AWS accounts, Outposts documentation, and relevant stakeholders. Hardware procurement, AWS Outposts subscription costs, data centre facilities, power, and connectivity are excluded.

Onboarding and implementation

Onboarding includes service initiation, confirmation of scope, access setup, and deployment planning. Implementation is delivered in agreed phases aligned to the buyer's AWS Outposts deployment schedule.

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.

Offboarding and exit management

Offboarding includes knowledge transfer, documentation handover, and confirmation of service closure. Exit activities are planned to minimise disruption to operational environments.

Security and data protection

The service follows UK public sector security best practices. Access is restricted to authorised personnel, and all data is handled in accordance with applicable data protection legislation.

Accessibility

Where support portals or documentation are used, accessibility considerations align to WCAG 2.2 AA standards, including support for screen readers, keyboard navigation, and text resizing.

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.