



Service Definition

Microsoft Azure Public Cloud Build and Deployment Support

Supplier: Shivom Consultancy Limited

Framework: G-Cloud 15

Lot: Lot 3 – Cloud Support Services



Service overview

This service provides support for building, deploying and assuring Microsoft Azure public cloud environments. It supports buyers during cloud build and deployment phases to ensure environments are implemented in line with agreed designs and Azure best practices.

Scope of the service

The scope includes Azure infrastructure and platform build support, deployment assistance, configuration validation, release coordination and deployment assurance. The service focuses on public cloud environments hosted on Microsoft Azure.

Features

- Azure landing zone build and configuration
- Infrastructure as Code review and support
- Azure resource deployment assistance
- Configuration validation against design standards
- CI/CD pipeline deployment support
- Environment readiness and assurance checks
- Release and deployment coordination support
- Post-deployment verification activities
- Issue resolution during build phases
- Knowledge transfer and documentation support

Benefits

- Reduced deployment risk in Azure environments
- Consistent and repeatable cloud builds
- Improved deployment quality and assurance
- Faster time to operational readiness
- Early identification of configuration issues
- Greater confidence in production releases
- Alignment with Azure best practice guidance
- Improved operational stability post-deployment
- Clear audit and assurance evidence
- Enhanced buyer team capability

Service constraints

The service is delivered remotely during UK business hours unless otherwise agreed. It supports Microsoft Azure public cloud environments only. Buyers must provide appropriate Azure access, subscriptions, licences and deployment approvals. Cloud consumption costs, third-party tools and ongoing managed operations are excluded unless separately agreed.

Onboarding and implementation

Onboarding includes confirmation of scope, access setup and agreement of deployment objectives. Implementation activities are planned collaboratively and aligned to buyer delivery schedules.

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 support for orderly exit. Buyer access is removed following confirmation of service completion.

Security and data protection

The service follows UK public sector security best practice. Personnel are BPSS screened as standard. No buyer data is stored outside agreed Azure environments.

Accessibility

Where documentation or support portals are used, accessibility considerations align with WCAG 2.2 AA.

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.