



Service Definition

Microsoft Azure Application Management Support

Supplier: Shivom Consultancy Limited

Framework: G-Cloud 15

Lot: Lot 3 – Cloud Support Services

Service overview

This service provides ongoing operational support for applications hosted on Microsoft Azure public cloud environments. It focuses on maintaining application availability, performance, and operational stability across Azure PaaS and IaaS services.

Scope of the service

The scope includes monitoring, incident and problem management, configuration support, performance optimisation, and operational lifecycle management for Azure-hosted applications. The service supports live production and non-production environments.

Features

- Azure application monitoring and alert management.
- Incident, problem, and service request handling.
- Configuration and environment management.
- Application performance tuning and optimisation.
- Azure resource usage and cost monitoring.
- Patch coordination for application components.
- Backup and recovery support coordination.
- Change and release support activities.
- Log management and operational reporting.
- Knowledge base and runbook maintenance.

Benefits

- Improved application availability and stability.
- Reduced operational risk in Azure environments.
- Faster incident detection and resolution.
- Predictable application support processes.
- Better visibility of application performance.
- Controlled changes to live cloud services.
- Clear ownership of application operations.
- Reduced burden on internal teams.
- Consistent support aligned to service levels.
- Improved operational readiness and resilience.

Service constraints

The service supports applications already deployed on Microsoft Azure public cloud. Application development, major architectural redesign, and cloud licence or consumption costs are excluded. Buyer access to Azure subscriptions, monitoring tools, and documentation is required. Services are delivered remotely during UK business hours unless otherwise agreed.

Onboarding and implementation

Onboarding includes service initiation, access setup, review of application architecture, confirmation of support scope, and agreement of service levels. Existing documentation and runbooks are reviewed and updated where required.

Service management and support

Support is delivered in line with agreed service levels using structured incident, problem, and change management processes. Ticketing systems are used to manage requests and provide reporting and audit trails. Support is provided during UK business hours.

Offboarding and exit management

Offboarding includes knowledge transfer, handover of documentation, and orderly withdrawal of access. Support for transition to another supplier or internal team is provided where agreed.

Security and data protection

The service aligns with UK GDPR and public sector security requirements. Access is controlled using least-privilege principles, and all operational activity follows agreed security policies. Staff are security screened to BPSS level as standard.

Accessibility

Where support portals or documentation are used, accessibility is aligned to WCAG 2.2 AA standards. Accessibility considerations are reviewed periodically to support inclusive access.

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.