



Service Definition

Private Cloud AI Workload Operations Support

Supplier: Shivom Consultancy Limited

Framework: G-Cloud 15

Lot: Lot 3 – Cloud Support Services



Service overview

Operational support for AI and machine learning workloads running in private cloud environments. The service is provider-agnostic and covers AI platform operations, GPU workload optimisation, MLOps support, security and governance controls, and hybrid integration with public cloud AI services.

Scope of the service

Support includes monitoring and management of private cloud AI platforms, GPU-enabled workloads, and MLOps pipelines. The service covers incident and problem management, performance tuning, configuration support, security controls, governance processes, and integration with public cloud AI services where required.

Features

- Private cloud AI platform operational support
- GPU workload monitoring and optimisation
- MLOps pipeline operational management
- AI model deployment and lifecycle support
- AI platform availability and capacity monitoring
- Security controls for AI workloads
- AI governance and compliance support
- Hybrid integration with public cloud AI services
- Incident and problem management
- Configuration and change support

Benefits

- Reliable operation of private cloud AI platforms
- Improved performance of AI and GPU workloads
- Reduced operational risk for AI services
- Consistent AI security and governance controls
- Controlled AI model lifecycle management
- Improved visibility of AI platform health
- Optimised utilisation of GPU resources
- Seamless hybrid AI integration
- Faster resolution of AI-related incidents
- Operational assurance for business-critical AI workloads

Service constraints

The service is delivered remotely and requires buyer-provided access to private cloud environments, AI platforms, and monitoring tools. The service excludes hardware supply, GPU procurement, AI model development, licensing, and public cloud consumption costs. Buyers remain responsible for data ownership, regulatory compliance, and access management.

Onboarding and implementation

Onboarding includes service initiation, access setup, environment familiarisation, and agreement of support scope and escalation processes. Implementation activities focus on integrating monitoring, support tooling, and governance processes aligned to buyer requirements.

Service management and support

Shivom Consultancy Limited provides flexible support levels tailored to buyer needs and the criticality of AI services. Level 1 support provides first-line incident logging and basic troubleshooting. Level 2 provides technical investigation and resolution support. Level 3 provides specialist AI platform and architectural support. Support hours and coverage are agreed at call-off.

Offboarding and exit management

Offboarding support includes knowledge transfer, documentation handover, and controlled withdrawal of access. Exit activities are planned to minimise operational disruption and ensure continuity of AI services.

Security and data protection

Security controls align to UK public sector requirements and buyer policies. Support includes secure access management, monitoring of AI platform security events, and assistance with governance and compliance activities. Data remains under buyer ownership at all times.

Accessibility

Where support portals or documentation are used, accessibility considerations align to WCAG 2.2 AA. Accessibility requirements are reviewed periodically, and feedback is used to inform continuous improvements.

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.