

Service Definition Document

Lifebit Cloud Support Services

(Prepared for G-Cloud 15 – Cloud Support Services)

1. What the service is

Lifebit Platform Hosting and Cloud Support Services provide optional implementation and operational support to enable customers to deploy and operate the Lifebit Trusted Research Environment and Lifebit Airlock within customer-owned cloud environments. Lifebit is an advanced Amazon Web Services (AWS) and Azure consulting partner and official UK government reseller, enabling customers to consume cloud services at list price and access Lifebit's optional implementation and managed services .

The service supports secure, scalable cloud environments for data-intensive research and analytics workloads, without requiring data to be transferred outside the customer's cloud account.

2. Data backup, restore, and disaster recovery

All customer data remains within the customer's cloud environment at all times. Backup, restore, and disaster recovery are provided using cloud-native services of the underlying cloud provider, configured to meet customer requirements. Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO) are defined by the customer through their cloud configuration and governance policies. Lifebit supports customers in designing resilient architectures where required.

3. Onboarding and offboarding support

Lifebit provides structured onboarding support, including environment setup, configuration guidance, and user enablement. Training materials and documentation are provided to support adoption. Offboarding includes disabling access and confirming contract closure. As data remains in the customer's cloud environment, no data migration is required on exit.

4. Service constraints

The service operates within customer-owned cloud environments and is subject to customer security policies, approved regions, and resource limits. Managed services are optional and scoped at call-off. Planned maintenance is communicated in advance and may result in limited service interruption.



5. Service levels

Service performance and availability depend on the underlying cloud infrastructure and customer configuration. Support hours, response targets, and any service level commitments are agreed at call-off and documented contractually.

6. After-sales support

After-sales support is provided via email or ticketing systems. Support includes incident handling, service queries, and operational assistance. Escalation and access to a technical account manager or cloud support engineer are provided where agreed.

7. Technical requirements

The service requires a supported cloud environment (for example AWS, Azure), secure internet connectivity, and a modern web browser. Appropriate identity and access management configuration is required within the customer's cloud account.

8. Outage and maintenance management

Service issues attributable to Lifebit are communicated directly to affected customers through agreed channels. Issues related to the underlying cloud provider are reported via the provider's public status dashboards. Planned maintenance is notified in advance.

9. Hosting options and locations

The service is hosted exclusively within customer-owned cloud environments. Customers select hosting regions and locations to meet regulatory, data residency, and governance requirements.

10. Access to data upon exit

All data remains under customer control throughout the contract. On exit, customers retain full access to their data and research outputs using standard cloud mechanisms. No vendor lock-in is imposed.

11. Security

The service follows security-by-design principles and operates under a federated architecture that keeps data within the customer's cloud environment. Security controls include encryption in transit and at rest, role-based access control, logging, monitoring, and incident management. Lifebit operates an ISO/IEC 27001-certified information security management system and applies recognised cloud security best practices .