

Digital Service Builder Managed Cloud Support - Service Description

For: G-Cloud 15 Lot 3: Cloud Support

Service Description Summary

Professional cloud hosting and integration services for the Govforms Digital Service Builder platform. We design, deploy, and manage AWS, Azure, or GCP environments optimized for government digital services. Full lifecycle support from infrastructure setup through production operations, including integration with existing enterprise systems (SharePoint, Active Directory, APIs). Choose public, private, hybrid, or community cloud models with self-managed, co-managed, or fully managed support tiers. Proven delivery within UK central government departments.

Service Categories

Cloud Support Services

Managed Public Cloud

- Managed Public SaaS/PaaS Application management

Managed Private Cloud

- Managed Private SaaS/PaaS Application management

Managed Hybrid Cloud

- Managed Hybrid SaaS/PaaS Application management

Managed Community Cloud

- Managed Community SaaS/PaaS Application management

Detailed Service Overview

What This Service Provides

The **Digital Service Builder Managed Cloud Support** service delivers comprehensive cloud infrastructure and operational support for organizations deploying the Govforms Digital Service Builder platform. This service enables government bodies to rapidly establish production-grade digital form and service infrastructure without requiring in-house cloud expertise.

Core Service Components

1. Cloud Infrastructure Design & Deployment

Multi-cloud capability: AWS, Microsoft Azure, or Google Cloud Platform

Architecture options:

Managed Public Cloud (Multi-tenant SaaS/PaaS)

- Shared infrastructure with logical isolation
- Cost-effective for individual organizations
- Rapid deployment (days to weeks)

- Automatic scaling and updates
- Best for: Single organizations, budget-conscious deployments

Managed Private Cloud (Dedicated Infrastructure)

- Dedicated cloud tenancy for single organization
- Full control over infrastructure configuration
- Enhanced security isolation
- Custom compliance requirements
- Clients own cloud-hosted options
- Best for: Sensitive workloads, regulatory requirements, large-scale deployments

Managed Hybrid Cloud

- Connects cloud services with one or more client cloud environments
- Data residency flexibility (some data cloud, some on-prem)
- Gradual migration path from legacy infrastructure
- Unified management across environments
- Best for: Organizations with existing infrastructure investments

Managed Community Cloud

- **Shared infrastructure** across multiple organizations with common requirements
- **Cost-sharing model:** Reduced per-organization costs through shared resources
- **Logical data segregation:** Complete isolation between organizations despite shared infrastructure
- **Collaborative governance:** Shared decision-making on infrastructure standards
- **Regional deployment models** examples but not limited to
 - **NHS Regional:** Multiple Trusts within an ICS (Integrated Care System) or Scottish Health Board region
 - **Local Authority partnerships:** Combined authorities, county council + districts
 - **Departmental sharing:** Multiple arms-length bodies under same parent department
- **Shared compliance:** Common security, data protection, accessibility standards
- **Economies of scale:** Bulk licensing, shared support costs, reduced admin overhead
- **Best for:** Organizations with shared governance, common technical standards, regional collaboration

2. Platform Integration Services

- **Enterprise system connectivity:** SharePoint (file storage, list operations), Active Directory/Azure AD (SSO), OIDC/OAuth providers
- **API integration:** RESTful API clients with certificate-based authentication for secure inter-system communication
- **Email/SMS services:** GOV.UK Notify integration for templated communications
- **Data feeds:** Excel/CSV data source integration for dynamic form content
- **Legacy system migration:** Extract data from legacy forms platforms and migrate to Govforms infrastructure

3. Hosting & Operations Management

- **24/7 monitoring:** Automated alerting for service health, performance degradation, and security events
- **Capacity management:** Proactive scaling to handle traffic spikes and growth
- **Backup & disaster recovery:** Automated backups with tested recovery procedures
- **Security patching:** Regular OS and platform updates with zero-downtime deployments
- **Performance optimization:** Query tuning, caching strategies, CDN configuration

4. Security & Compliance

- **Data residency:** UK-hosted infrastructure meeting government data sovereignty requirements
- **Encryption:** Data encrypted at rest (AES-256) and in transit (TLS 1.3)
- **Access control:** Role-based access with multi-factor authentication
- **Audit logging:** Comprehensive event logging for compliance, FOI, and incident investigation
- **Penetration testing:** Annual third-party security assessments
- **GDPR compliance:** Data retention policies, right-to-erasure capabilities

5. Training & Knowledge Transfer

- **Platform training:** Govforms Digital Service Builder administration and form design
- **DevOps training:** Cloud infrastructure management, deployment procedures
- **Best practices:** GDS Service Standard alignment, accessibility compliance (WCAG 2.2 AA)
- **Documentation:** Runbooks, architecture diagrams, operational procedures

Service Features & Benefits

Features

- ✓ **Licence required from Govforms Digital Service Builder Lot 2b: Software as a Service (SaaS) Pricing**
- ✓ **Four hosting models:** Public, Private, Hybrid, and Community Cloud
- ✓ **Cost-sharing options:** Reduce per-organization costs through shared infrastructure
- ✓ **Multi-cloud expertise:** AWS, Azure, GCP - choose based on organizational standards or preferences
- ✓ **Regional collaboration:** For example: Purpose-built for NHS ICS, Local Authority partnerships, departmental groups
- ✓ **Flexible hosting models:** Work within existing cloud tenancies or create new dedicated environments
- ✓ **Vendor independence:** Govforms forms run license-free once deployed
- ✓ **Legacy decommissioning support:** Migrate from Adobe LifeCycle, SharePoint InfoPath, SmartSurvey, SurveyMonkey
- ✓ **Proven government delivery:** Experience deploying production clouds within DEFRA, Scottish Government, Ofsted, Research England, MHCLG
- ✓ **Architecture flexibility:** Cost-optimized vs high-availability configurations to match service criticality
- ✓ **Managed service options:** From advisory-only to fully managed operations
- ✓ **Design & build services:** End-to-end form/service creation support
- ✓ **Rapid deployment:** Prototype to production in weeks, not months

Benefits

- ✓ **No-code form management:** Business users update forms without developer involvement
- ✓ **GDS-assessed technology:** Service Standard compliant, used across central government
- ✓ **Proven at scale:** Handling millions of transactions annually in production
- ✓ **Cost reduction:** Eliminate legacy platform licenses + reduce infrastructure costs through sharing
- ✓ **Regional standardization:** Common services across partnerships reduce duplication
- ✓ **Infrastructure reuse:** Cloud environments can host other digital services beyond forms
- ✓ **Seamless integration:** Connect digital forms to back-end IT systems (HR, Finance, CRM)
- ✓ **Team augmentation:** Supplement internal capability without permanent headcount
- ✓ **Collaborative innovation:** Share best practices and service patterns across organizations
- ✓ **Future-proof:** Regular platform updates, new features, security patches included

Support Levels (Four-Tier Model)

Level 1: Product Support (Self-Service)

What's included:

- Access to comprehensive documentation portal (FAQs, tutorials, knowledge base)
- Video guides for common tasks
- Community forum access
- AI-powered 24/7 knowledge chatbot (WCAG 2.2 AA compliant)
- Operational workflow guidance
- Email/ticket access to product support engineers

Response: Self-service (immediate) and email support for clarifications

Cost: Included in Govforms licensing

Best for: Teams with in-house technical capability requiring occasional guidance

Level 2: Active Build Support (Guided Assistance)**What's included:**

- All Level 1 features
- **Personalized consultation:** 1:1 sessions for design questions, implementation guidance
- Workflow design assistance (task lists, conditional logic, integrations)
- Troubleshooting support for complex configurations
- Access to dedicated product support engineers
- Best practice recommendations

Response: 1 working day for questions, AI knowledge base for immediate needs

Cost: **SFIA Level 3 rates (Assist and Delivery/Operation)** - see pricing

Best for: Teams building complex services requiring expert guidance during development

Level 3: Enterprise Operations (Production Support)**What's included:**

- All Level 1 + Level 2 features
- **Production incident management:** ITIL-aligned bug tracking and resolution
- **Tiered SLA response** (working hours: 9am-5pm, Monday-Friday):
 - **P1 Critical** - (System down / Data breach): 2h response / 24h resolution target
 - **P2 High** (Major feature broken): 4h response / 3 business days resolution
 - **P3 Medium** (Minor bug / Feature issue): 1 business day response / 5 business days resolution

- **P4 Low** (Questions / Feature requests): 2 business days response / Roadmap consideration
- **Service Requests:** 1 working day response, 10 working days resolution
- **24/7 AI chat for product support is included**
- **Proactive monitoring:** 24/7 automated health checks with alert escalation
- **Change management:** Controlled deployment processes for updates
- **Monthly operational reports:** Service health, incident trends, capacity planning

Response: As per SLA tiers above

Cost: 15% of the incurred development/implementation cost charged annually (e.g., £30k project x 15% = £4,500/year ongoing) +VAT using **SFIA Level 3 rates (Assist and Delivery/Operation pricing)**

Best for: Production services requiring guaranteed response times and proactive management

Level 4: Enterprise Collaboration (Strategic Partnership)

What's included:

- All Level 1 + Level 2 + Level 3 features
- **Strategic advisory:** Technical roadmap planning, architecture reviews
- **Dedicated account manager:** Quarterly business reviews, service optimization
- **Priority feature requests:** Influence platform roadmap based on your needs
- **Capability extension:** Custom feature development for unique requirements
- **Early beta access:** Test new features before general release
- **Senior team escalation:** Direct access to Principal Engineers and CTO
- **Organizational training programs:** Tailored curriculum for your team
- **Co-innovation:** Joint development of new patterns and capabilities

✓ **Partnership governance facilitation:** Dedicated account manager facilitates partnership board meetings

✓ **Cross-org knowledge sharing:** Quarterly workshops sharing best practices across orgs

✓ **Collaborative roadmap:** Joint planning sessions for shared feature development

✓ **Cost optimization:** Annual reviews identifying further sharing opportunities

Response: Immediate escalation path to senior leadership

Cost: **SFIA Level 3 rates (Assist and Delivery/Operation)** as a retainer- see pricing

Best for: Large-scale departmental rollouts, national services, transformational programs

Security & Compliance

Staff Security Clearance

- **Baseline:** All staff screened to **BS7858:2019** standard
- **Enhanced:** Staff available with clearance **up to Developed Vetting (DV)** for sensitive deployments
- **Ongoing vetting:** Regular re-screening per government guidelines

Technical Security for Govforms Secure Public Cloud

- **Infrastructure hardening:** Regular vulnerability scanning
- **Network segmentation:** Isolated environments for Prototype/QA/Production
- **Access control:** Principle of least privilege, MFA enforced
- **Secrets management:** AWS Secrets Manager, Azure Key Vault, Google Secret Manager
- **DDoS protection:** CloudFlare/AWS Shield integration
- **Intrusion detection:** AWS GuardDuty, Azure Sentinel monitoring

Technical Security for Client Private, Public, Hybrid Community Clouds

- **To mirror the principles of the Govforms Secure Public Cloud and adapt to clients own AWS/ Azure and GCP technical policies**

Compliance Frameworks

- GDPR (data protection)
- UK Government Security Policy Framework
- Secure by Design
- Cyber Essentials Plus certified
- ISO 27001 and 9001 processes (information security management and quality management)
- NHS Data Security and Protection Toolkit (for health sector)

Service constraints

- Determined by the Levels selected, and the Cloud environments used

User Support Channels

1. Email/Online Ticketing

- **Availability:** 24/7 submission, response per SLA tier
- **Accessibility:** WCAG 2.2 AA compliant portal
- **Ticket management:** Users can track status, update priority, add attachments
- **Knowledge base integration:** Suggested articles based on ticket content

2. Phone Support

- **Availability:** 9am-5pm UK time, Monday-Friday

Why Choose This Service?

For Central Government Departments

- ✓ Proven delivery track record in DEFRA, Scottish Government, Ofsted, MHCLG, UKRI
- ✓ GDS Service Standard and MoJ compliant technology
- ✓ Rapid deployment (weeks vs months for custom development)
- ✓ Security-cleared staff for sensitive projects

For NHS/Health Sector

- ✓ NHS Data Security and Protection Toolkit aligned
- ✓ Integration with ESR (Employee Staff Record), NHS login
- ✓ Experience with NHS Trusts and Health Boards
- ✓ DTAC (Data Security and Protection Toolkit) compliant hosting

For NHS Integrated Care Systems (England)

- ✓ ICS partnership alignment: Purpose-built for multi-Trust collaboration
- ✓ Cost efficiency: 50%+ savings vs individual Trust deployments
- ✓ Standardization: Common HR/operational services across ICS
- ✓ Regional workforce flexibility: Shared staff banks, training portals

For Scottish Health Boards

- ✓ Regional collaboration: Share infrastructure across neighbouring Boards
- ✓ NHS Scotland Digital compliance: Aligned with national standards
- ✓ Cost reduction: Significant savings for smaller rural Boards
- ✓ Electronic Employee Self-Service (eESS) integration:
- ✓ Single integration point for regional services

For Local Authority Partnerships

- ✓ Combined Authority model: Natural fit for metropolitan/regional partnerships
- ✓ County + District: Ideal for two-tier local government structures
- ✓ Cost-sharing: Proportional allocation based on population/usage
- ✓ Service consistency: Citizens get same experience across councils

For Departmental Groups

- ✓ Parent + ALBs: Central department + arm's length bodies sharing infrastructure
- ✓ Cross-cutting services: Shared corporate functions (HR, Finance, FOI)
- ✓ Governance simplification: Single infrastructure
- ✓ Budget efficiency: Shared procurement, reduced admin overhead