

SERVICE
DEFINITION

CROWN COMMERCIAL SERVICE
G-CLOUD 15
LOT 3 - CLOUD SUPPORT

CLOUD PERFORMANCE REVIEW AND REMEDIATION

TRANSFORMCX
LIMITED

JANUARY 30, 2026
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SERVICE OVERVIEW

The **Cloud Performance Review and Remediation** service supports organisations to assess, improve, and stabilise the performance of cloud-based systems and services. The service focuses on identifying performance bottlenecks, capacity issues, and configuration weaknesses, and implementing targeted remediation actions to improve reliability, responsiveness, and scalability.

The service is typically used where cloud services are experiencing performance issues, following migration or modernisation, or as part of routine optimisation and assurance activity.

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WHAT THE SERVICE INCLUDES

The service includes a defined set of performance review and remediation activities, proportionate to the agreed scope and organisational context.

Included activities

The service may include the following activities:

- Review of existing performance metrics, logs, and monitoring data
- Assessment of application, platform, and infrastructure performance
- Identification of performance bottlenecks and capacity constraints
- Analysis of configuration, scaling, and resource utilisation
- Definition of remediation actions and performance improvements
- Implementation of agreed remediation changes
- Validation of performance improvements

Key outputs and deliverables

Outputs are documented and provided to the buyer and typically include:

- Performance assessment findings and analysis

- Identified bottlenecks and root causes
- Implemented performance improvements
- Updated configurations and tuning documentation
- Validation evidence demonstrating performance changes

Deliverables are designed to support improved stability, responsiveness, and scalability.

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WHAT THE SERVICE DOES NOT INCLUDE

Unless explicitly agreed as part of the call-off, the service does not include:

- Large-scale application redesign or refactoring
- Long-term capacity management or performance monitoring
- Ongoing operational or managed services
- End-user training or organisational change activities

These activities can be provided through related services procured separately where required.

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HOW THE SERVICE IS DELIVERED

The service is delivered using a structured performance review and remediation approach aligned to public-sector delivery and assurance expectations.

Typical delivery approach

Delivery is typically structured around the following stages:

1. **Assessment and analysis**
 - Review performance data and operational context
 - Identify issues and improvement opportunities
2. **Remediation planning**
 - Define remediation actions and priorities
 - Agree scope and success criteria
3. **Remediation implementation**
 - Implement configuration and tuning changes
 - Address identified performance issues
4. **Validation and review**
 - Validate performance improvements
 - Confirm outcomes and next steps

Engagements typically run from **2 to 6 weeks**, depending on scope and complexity.

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SERVICE LEVELS AND SUPPORT OPTIONS

This service is delivered as a time-bound review and remediation engagement. It does not include ongoing operational or support services as standard.

Where required, ongoing performance management or managed services can be agreed separately in line with standard service offerings.

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SECURITY, COMPLIANCE AND ASSURANCE

Security and compliance considerations are maintained throughout the performance review and remediation activities, including:

- ensuring changes do not weaken security controls
- alignment with organisational security policies and standards
- validation of changes through controlled processes

Assurance is supported through documented analysis, remediation actions, and validation results.

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ONBOARDING AND EXIT

Onboarding

At the start of the engagement:

- objectives, scope, and success criteria are confirmed
- systems and performance concerns in scope are agreed
- a delivery plan and timetable are established

Exit and handover

At completion:

- remediation changes and outcomes are documented
- updated configurations and guidance are provided
- recommendations for ongoing performance management are shared

This ensures performance improvements are understood and sustained.

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COMMERCIAL MODEL

The service is typically delivered on a **fixed-scope** or **time-and-materials** basis, agreed at call-off.

Scope, deliverables, and timelines are confirmed prior to delivery. Any changes to scope are managed through agreed change control.

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WHY CHOOSE THIS SERVICE

This service provides:

- improved performance and stability of cloud services
- reduced risk of performance-related incidents
- targeted remediation aligned to operational priorities
- assurance that changes are controlled and validated

The focus is on practical, measurable performance improvement.

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NEXT STEPS

To engage this service:

1. Confirm systems and performance issues in scope
2. Agree remediation objectives and commercial model
3. Schedule assessment and remediation activities

The service will be tailored to reflect organisational context and operational priorities.