

SERVICE DEFINITION

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

CLOUD SUPPORT AND MANAGED CLOUD OPERATIONS (24×7×365)

TRANSFORMCX
LIMITED

JANUARY 30, 2026
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SERVICE OVERVIEW

The **Cloud Support and Managed Cloud Operations (24×7×365)** service provides operational support and management for cloud-based environments and services. The service focuses on maintaining availability, reliability, and security of cloud platforms and applications through structured support processes and operational controls.

The service is typically used to support live cloud services following migration or development, or to augment in-house operational capability with managed cloud operations.

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WHAT THE SERVICE INCLUDES

The service includes a defined set of operational support and management activities, proportionate to the agreed scope and service criticality.

Included activities

The service may include the following activities:

- Monitoring and management of cloud environments and services
- Incident management and service restoration
- Service request handling and operational support
- Problem management and root cause analysis
- Change and release support for cloud services
- Security monitoring and operational security activities
- Operational reporting and service reviews

Key outputs and deliverables

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

- Supported and monitored cloud environments
- Incident, problem, and service request records
- Operational runbooks and procedures

- Service performance and availability reports
- Continuous improvement recommendations

Deliverables are designed to support stable and reliable live services.

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WHAT THE SERVICE DOES NOT INCLUDE

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

- Vendor support for underlying cloud platforms
- Development of new application functionality
- End-user helpdesk services beyond agreed scope
- Procurement or resale of cloud services or licences

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 structured operational processes aligned to public-sector service management and assurance expectations.

Typical delivery approach

Delivery is typically structured around the following elements:

1. **Service onboarding**
 - Confirm services in scope and support requirements
 - Establish monitoring, access, and support processes
2. **Operational support**

- Provide 24×7×365 monitoring and support
- Manage incidents, problems, and service requests
- 3. **Service management**
 - Conduct service reviews and reporting
 - Manage changes and continuous improvement
- 4. **Service transition and exit**
 - Support service changes or transition
 - Provide handover and documentation

Support arrangements are tailored to service criticality and operational needs.

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SERVICE LEVELS AND SUPPORT OPTIONS

Support is provided in line with agreed service levels, based on incident impact and urgency.

Response times, coverage hours, escalation paths, and reporting arrangements are agreed at call-off and documented in the Service Level Agreement.

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SECURITY, COMPLIANCE AND ASSURANCE

Security and compliance are integral to managed cloud operations and include:

- secure access controls for operational staff
- monitoring and response to security events
- alignment with organisational security policies and regulatory requirements

Assurance is supported through documented processes, operational reporting, and regular service reviews.

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ONBOARDING AND EXIT

Onboarding

At the start of the service:

- services, environments, and responsibilities are confirmed
- support processes and access are established
- service levels and reporting are agreed

Exit and handover

At service exit:

- services are transitioned in line with agreed plans
- documentation and operational knowledge are handed over
- continuity of service is maintained during transition

This supports orderly transition and service continuity.

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COMMERCIAL MODEL

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

Scope, service levels, and pricing are confirmed prior to service commencement. Any changes are managed through agreed change control.

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WHY CHOOSE THIS SERVICE

This service provides:

- reliable operation of cloud services
- access to experienced cloud operations specialists
- predictable support aligned to service criticality
- structured service management and continuous improvement

The focus is on stable, well-governed live services.

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NEXT STEPS

To engage this service:

1. Confirm services and environments in scope
2. Agree support model, service levels, and commercial approach
3. Schedule service onboarding activities

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