

## **Service Definition Document**

### **Hybrid Cloud Performance and Optimisation**

#### **G-Cloud 15 – Lot 3**

##### **1. Service overview**

The **Hybrid Cloud Performance and Optimisation** service supports organisations to assess, optimise, and stabilise the performance of hybrid cloud environments spanning cloud platforms and on-premise or hosted infrastructure. The service focuses on improving performance, reliability, and efficiency across integrated environments while maintaining security and governance controls.

The service is typically used where hybrid environments are experiencing performance challenges, capacity constraints, or inefficiencies, or where organisations seek assurance that hybrid cloud services are operating effectively.

##### **2. What the service includes**

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

##### **Included activities**

The service may include the following activities:

- Review of hybrid cloud architecture and connectivity
- Assessment of application, platform, and infrastructure performance
- Analysis of network latency, throughput, and integration performance
- Identification of performance bottlenecks and capacity constraints
- Definition of optimisation and remediation actions
- Implementation of agreed performance improvements
- Validation of performance outcomes

##### **Key outputs and deliverables**

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

- Hybrid cloud performance assessment findings
- Identified bottlenecks and root cause analysis

- Implemented optimisation and tuning changes
- Updated configuration and architecture documentation
- Validation evidence demonstrating performance improvements

Deliverables are designed to support stable and efficient hybrid cloud operations.

### **3. What the service does not include**

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

- Large-scale redesign of hybrid architectures
- Long-term operational performance management
- Ongoing managed services or monitoring
- End-user training or organisational change activities

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

### **4. How the service is delivered**

The service is delivered using a structured hybrid cloud performance optimisation 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 hybrid architecture
  - Identify performance and capacity issues
- 2. Optimisation planning**
  - Define optimisation actions and priorities
  - Agree success criteria
- 3. Optimisation delivery**
  - Implement configuration and tuning changes
  - Address identified performance issues
- 4. Validation and review**

- Validate performance improvements
- Confirm outcomes and recommendations

Engagements typically run from **3 to 8 weeks**, depending on scope and complexity.

## **5. Service levels and support options**

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

Where required, follow-on optimisation or managed services can be agreed separately in line with standard service offerings.

## **6. Security, compliance and assurance**

Security and compliance considerations are maintained throughout performance optimisation activities, including:

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

Assurance is supported through documented findings, remediation actions, and validation evidence.

## **7. Onboarding and exit**

### **Onboarding**

At the start of the engagement:

- hybrid environments and performance objectives are confirmed
- systems and connectivity in scope are agreed
- a delivery plan and timetable are established

### **Exit and handover**

At completion:

- optimisation actions 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.

## **8. 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.

## **9. Why choose this service**

This service provides:

- improved performance across hybrid environments
- reduced risk of performance-related incidents
- targeted optimisation aligned to operational priorities
- assurance that hybrid services are operating effectively

The focus is on practical, measurable performance improvement.

## **10. Next steps**

To engage this service:

1. Confirm hybrid environments and performance objectives
2. Agree optimisation approach and commercial model
3. Schedule assessment and optimisation activities

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