

SERVICE  
DEFINITION

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

# SECURE CLOUD INTEGRATION AND API ENABLEMENT

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LIMITED

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# 01

## SERVICE OVERVIEW

The Secure Cloud Integration and API Enablement service supports organisations to design, implement, and secure integrations between cloud services, applications, and data sources. The service focuses on enabling reliable and controlled data and service exchange while maintaining security, performance, and governance standards.

The service is typically used to enable integration between cloud-based services, legacy systems, and third-party platforms as part of digital transformation, cloud migration, or service modernisation initiatives.

# 02

## WHAT THE SERVICE INCLUDES

The service includes a defined set of integration design and implementation activities, proportionate to the agreed scope and organisational context.

### **Included activities**

The service may include the following activities:

- Design of secure integration architectures and patterns
- Implementation of APIs and integration services
- Configuration of authentication, authorisation, and access controls
- Integration of cloud services with existing systems and data sources
- Implementation of API management and governance controls
- Support for testing and validation of integrations
- Alignment of integration solutions with operational requirements

### **Key outputs and deliverables**

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

- Implemented integrations and APIs
- Integration and API architecture documentation

- Security and access control configurations
- API specifications and configuration artefacts
- Validation and testing evidence

Deliverables are designed to support secure, reliable, and maintainable integrations.

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### WHAT THE SERVICE DOES NOT INCLUDE

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

- Ongoing integration operations or managed services
- Large-scale data migration activities
- End-user training or organisational change delivery
- Procurement or resale of third-party integration tools

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 integration and API enablement approach aligned to public-sector delivery and assurance expectations.

#### **Typical delivery approach**

Delivery is typically structured around the following stages:

1. **Discovery and design**
  - Review integration requirements and constraints

- Define integration and API architecture
- 2. Build and configuration**
  - Implement integrations and APIs
  - Configure security and governance controls
- 3. Testing and validation**
  - Validate functionality, security, and performance
  - Address identified issues
- 4. Handover**
  - Provide documentation and knowledge transfer
  - Confirm readiness for operational use

Engagements typically run from **4 to 12 weeks**, depending on scope and complexity.

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# SERVICE LEVELS AND SUPPORT OPTIONS

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

Where required, post-delivery support or managed integration services can be agreed separately in line with standard service offerings.

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# SECURITY, COMPLIANCE AND ASSURANCE

Security and compliance considerations are embedded throughout integration and API enablement activities, including:

- secure authentication and authorisation mechanisms
- protection of data in transit
- alignment with organisational security policies and regulatory requirements

Assurance is supported through documented designs, validation activities, and structured review of outputs.

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# ONBOARDING AND EXIT

### Onboarding

At the start of the engagement:

- integration objectives and scope are confirmed
- systems and data sources in scope are agreed
- a delivery plan and timetable are established

### Exit and handover

At completion:

- integrations and APIs are handed over
- documentation and configuration artefacts are provided
- knowledge transfer supports ongoing operation

This ensures integrations can be operated and maintained effectively.

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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:

- secure and reliable system integrations
- improved interoperability between services
- reduced integration risk and complexity
- alignment with governance and security requirements

The focus is on dependable, well-governed integration.

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### NEXT STEPS

To engage this service:

1. Confirm integration objectives and systems in scope

2. Agree delivery approach and commercial model
3. Schedule discovery and design activities

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