

Service Definition Document

Managed Hybrid Cloud Services

G-Cloud 15 – Lot 3

1. Service overview

The **Managed Hybrid Cloud Services** service provides ongoing operational management and support for hybrid cloud environments that span public cloud, private cloud, and on-premise or hosted infrastructure. The service focuses on ensuring consistent operations, security, and performance across integrated environments.

The service is typically used where organisations operate mixed estates and require coordinated management, monitoring, and support across hybrid cloud services to maintain service continuity and governance.

2. What the service includes

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

Included activities

The service may include the following activities:

- Day-to-day management of hybrid cloud environments
- Monitoring and management across cloud and on-premise components
- Incident, problem, and service request management
- Change and release support across hybrid services
- Security monitoring and operational security activities
- Capacity, performance, and availability management
- Operational reporting and service reviews

Key outputs and deliverables

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

- Managed and supported hybrid 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 coordinated hybrid cloud operations.

3. What the service does not include

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

- Procurement or resale of cloud or infrastructure services
- Development of new application functionality
- End-user helpdesk services beyond agreed scope
- Organisational change or training delivery

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

4. How the service is delivered

The service is delivered using structured managed service 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 hybrid environments and services in scope
- Establish monitoring, access, and support processes

2. Operational delivery

- Provide ongoing 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.

5. Service levels and support options

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

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

6. Security, compliance and assurance

Security and compliance are integral to managed hybrid 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.

7. Onboarding and exit

Onboarding

At the start of the service:

- hybrid environments, services, 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 and secure transition.

8. Commercial model

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

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

9. Why choose this service

This service provides:

- coordinated operation across hybrid environments
- reduced operational risk from fragmented support
- predictable and consistent service management
- alignment with governance and assurance requirements

The focus is on stable, well-governed hybrid cloud operations.

10. Next steps

To engage this service:

1. Confirm hybrid cloud environments and services 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.