

SERVICE
DEFINITION

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

LOGGING, MONITORING AND OBSERVABILITY FOR CLOUD



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LIMITED

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Contents

SERVICE OVERVIEW	3
WHAT THE SERVICE INCLUDES	3
WHAT THE SERVICE DOES NOT INCLUDE	4
HOW THE SERVICE IS DELIVERED	4
SERVICE LEVELS AND SUPPORT OPTIONS	5
SECURITY, COMPLIANCE AND ASSURANCE	5
ONBOARDING AND EXIT	6
COMMERCIAL MODEL	7
WHY CHOOSE THIS SERVICE	7
NEXT STEPS	8

01

SERVICE OVERVIEW

The **Logging, Monitoring and Observability for Cloud** service supports organisations to implement and improve visibility across cloud environments. The service focuses on enabling effective monitoring, logging, and observability to support operational reliability, performance management, and incident response.

The service is typically used to establish or enhance monitoring capabilities for cloud platforms, applications, and services as part of cloud adoption, migration, or ongoing operations.

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WHAT THE SERVICE INCLUDES

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

Included activities

The service may include the following activities:

- Assessment of existing monitoring and logging arrangements
- Design of cloud monitoring and observability architectures
- Configuration of logging, metrics, and tracing capabilities
- Integration of monitoring with applications and infrastructure
- Definition of alerts, dashboards, and operational views
- Alignment of observability with incident management processes
- Support for validation and testing of monitoring configurations

Key outputs and deliverables

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

- Implemented logging, monitoring, and observability configurations
- Dashboards, alerts, and operational views

- Architecture and configuration documentation
- Validation and test evidence
- Operational handover documentation

Deliverables are designed to support effective operational oversight and response.

03

WHAT THE SERVICE DOES NOT INCLUDE

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

- Ongoing operational monitoring or managed services
- Continuous incident response or on-call support
- End-user training or organisational change activities
- Procurement or resale of monitoring tool licences

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

04

HOW THE SERVICE IS DELIVERED

The service is delivered using a structured observability implementation approach aligned to public-sector delivery and assurance expectations.

Typical delivery approach

Delivery is typically structured around the following stages:

1. **Assessment and design**
 - Review monitoring requirements and current state
 - Define observability architecture and standards
2. **Implementation**
 - Configure logging, metrics, and tracing
 - Integrate monitoring with applications and infrastructure

3. Validation and tuning

- Validate dashboards and alerts
- Tune thresholds and views

4. Handover

- Provide documentation and knowledge transfer
- Confirm readiness for operational use

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

05

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, managed monitoring or operational services can be agreed separately in line with standard service offerings.

06

SECURITY, COMPLIANCE AND ASSURANCE

Security and compliance considerations are addressed as part of monitoring and observability implementation, including:

- secure handling of log and telemetry data
- access controls for dashboards and monitoring tools
- alignment with organisational security and data protection requirements

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

07

ONBOARDING AND EXIT

Onboarding

At the start of the engagement:

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

Exit and handover

At completion:

- monitoring configurations and dashboards are handed over
- documentation and configuration artefacts are provided
- knowledge transfer supports ongoing operational use

This ensures observability capabilities are sustained following delivery.

08

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.

09

WHY CHOOSE THIS SERVICE

This service provides:

- improved visibility across cloud environments
- earlier detection of operational issues
- better support for incident response and service management
- alignment with operational and governance requirements

The focus is on reliable, well-understood cloud operations.

10

NEXT STEPS

To engage this service:

1. Confirm monitoring objectives and systems in scope
2. Agree delivery approach and commercial model
3. Schedule assessment and design activities

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