

Digiblu Managed Cloud Automation Support

Service Definition (G-Cloud 15 – Lot 3: Cloud Support)

1. Service Summary

Digiblu Managed Cloud Automation Support is a Lot 3 Cloud Support service providing ongoing operational support for live, cloud-hosted automation, AI and digital platforms. The service helps public sector organisations operate reliable, secure and cost-effective cloud services once they are in production.

The service is focused on **business-as-usual cloud operations**, including monitoring, incident management, optimisation, security assurance and continuous improvement. It is suitable for organisations that already run cloud services or are transitioning services into steady-state operation.

2. Intended Use

This service is designed to help buyers: - Maintain availability and performance of live cloud services - Reduce operational risk and service disruption - Meet security, governance and assurance obligations - Optimise ongoing cloud cost and utilisation - Access specialist cloud and automation operational expertise

The service does not include large-scale migration, new system builds or major platform redesign.

3. Service Scope

In scope

- Operational support for live cloud-hosted services
- Monitoring, alerting and service management
- Incident, problem and request management
- Automation control and orchestration support
- Security operations support and incident response
- Performance, capacity and cost optimisation
- Change and release support for live environments
- Reporting, management information and governance support

Out of scope

- Cloud migration delivery
- New platform or application development
- Major architectural redesign
- One-off transformation programmes

These can be provided through complementary Digiblu services if required.

4. Supported Cloud Environments

Digiblu supports: - Public cloud environments, including AWS and Microsoft Azure - Hybrid cloud environments - Cloud-hosted automation and orchestration platforms - AI-enabled and data-driven digital services

The service is technology-agnostic and supports multi-vendor cloud platforms where services are live and operational.

5. Service Features

5.1 Monitoring and Service Management

- Continuous monitoring of availability, performance and capacity
- Alert-based monitoring aligned to agreed service levels
- Operational dashboards and service health reporting

5.2 Incident and Problem Management

- Centralised service desk and ticketing
- Incident logging, prioritisation and resolution
- Root cause analysis and preventative actions
- Coordination with third-party suppliers where required

5.3 Automation Operations Support

- Monitoring and control of automated workloads
- Exception handling and recovery support
- Scheduling and orchestration optimisation

5.4 Security Operations Support

- Operational security monitoring
- Security incident response support
- Support for audits and assurance activities

- Alignment with government cloud security principles

5.5 Performance and Cost Optimisation

- Cloud resource right-sizing
- Capacity and performance tuning
- Ongoing optimisation to improve value for money

5.6 Change and Release Support

- Controlled change support for live services
 - Release coordination and environment management
 - Risk-managed deployment support
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6. Service Delivery

The service is primarily delivered remotely by Digiblu's cloud and automation support specialists. On-site support can be provided by agreement.

Delivery is governed by agreed service levels, operating procedures and escalation paths. Digiblu works collaboratively with buyer teams to ensure continuity of service and clear accountability.

7. Support Levels

Digiblu provides tiered support options:

- **Standard Support** – business-hours service desk and monitoring
- **Enhanced Support** – extended hours, faster response times and proactive optimisation
- **24/7 Critical Support** – continuous monitoring for mission-critical services

Support levels, response times and service scope are agreed during onboarding and documented in service level agreements.

8. Onboarding and Transition

At service commencement, Digiblu will: - Review the live cloud services in scope - Agree service levels, priorities and escalation routes - Establish monitoring, reporting and access arrangements - Transition services into steady-state operational support

This approach minimises disruption and ensures service continuity.

9. Service Constraints and Dependencies

- Services must be cloud-hosted and live or entering live operation
 - Buyer provides access to relevant systems, documentation and stakeholders
 - Support hours and response times depend on the selected support level
 - Major changes outside agreed scope require separate agreement
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10. Security and Compliance

Digiblu applies staff screening in line with **BS7858:2019**. Staff can be provided with **BPSS clearance**, with higher clearance levels available by agreement.

Operational security aligns with the government's cloud security principles, including personnel security, access control, incident management and audit support.

11. Reporting and Management Information

Buyers receive regular service reports covering: - Availability and performance against service levels - Incident volumes, trends and resolution times - Operational risks and mitigation actions - Optimisation and improvement recommendations

Reports support governance, assurance and audit requirements.

12. Continuous Improvement

Digiblu applies continuous improvement practices to: - Reduce incidents and service disruption - Improve performance and resilience - Optimise cloud cost and utilisation - Increase value delivered by automation and digital services

13. Exit Management

On exit, Digiblu will: - Support orderly transition to a replacement supplier or in-house team - Provide operational documentation and knowledge transfer - Minimise disruption to live services

Exit support is delivered in line with agreed notice periods and service arrangements.

14. Pricing

Pricing is based on the selected support level, service scope and complexity. Full pricing details are provided in the G-Cloud 15 pricing document.

Accessibility Statement

This Service Definition is structured using clear headings, simple language and logical reading order to support accessibility. It is suitable for conversion to an accessible PDF in line with GOV.UK guidance, including tagged headings, readable text, and compatibility with assistive technologies.