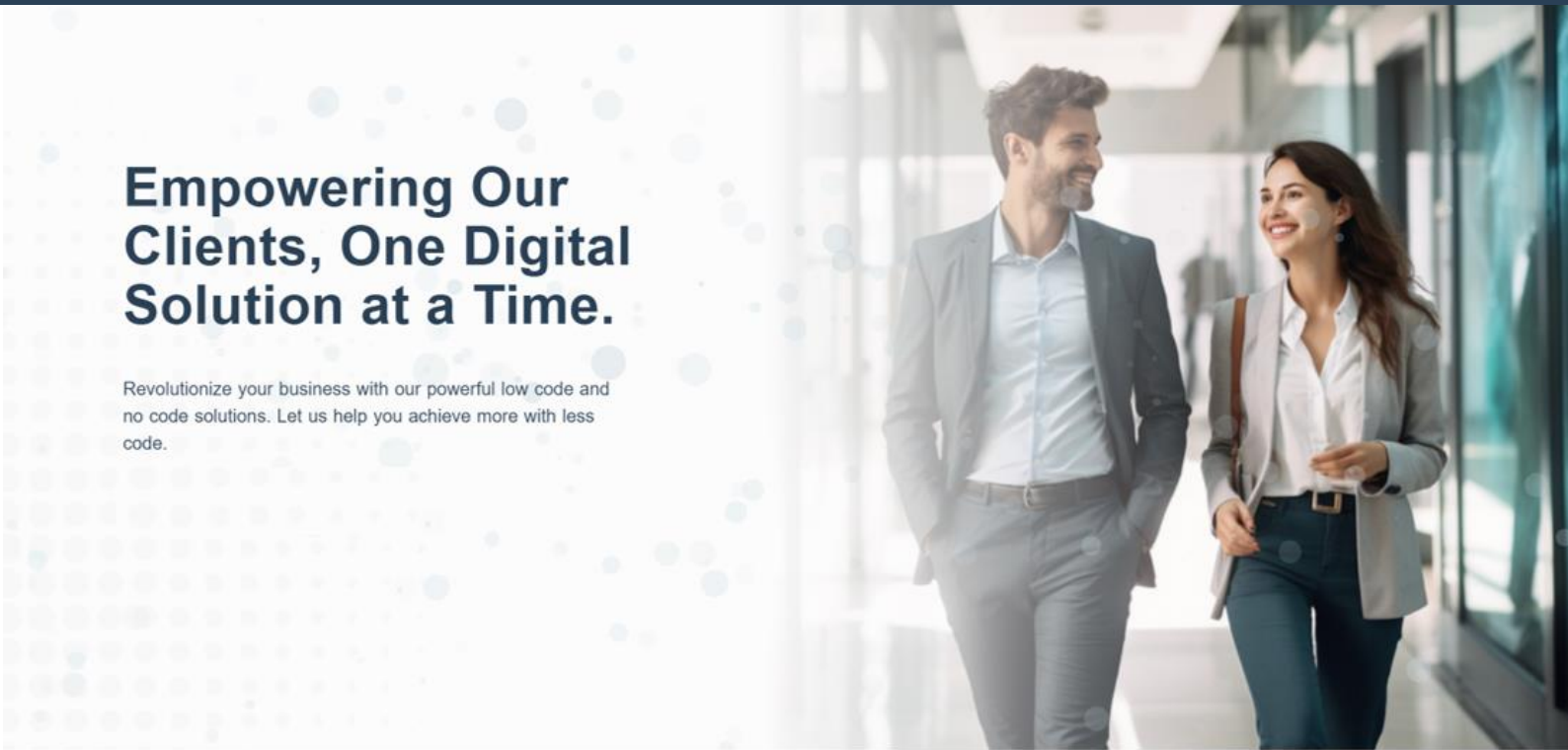


Service Definition Document v1.0



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1. Service Overview

Service Name: Cloud Discovery and Service Design

Service Description:

A professional service supporting public sector organisations to assess needs, design solutions, and successfully adopt cloud-based platforms. The service provides structured discovery, architecture design, onboarding support and delivery planning to de-risk adoption and enable sustainable, self-sufficient use of cloud services.

Target Audience:

Public sector organisations seeking to understand requirements, plan cloud adoption, implement platforms, or deliver time-bound pilots prior to wider rollout.

2. Key Features and Benefits

Key Features

- Cloud discovery and requirements assessment
- Capability and cloud readiness analysis
- Enterprise and solution architecture design
- Architecture options analysis and delivery road-mapping
- Data and information structure design
- Platform onboarding and implementation support
- Pilot and proof of value delivery
- Training and knowledge transfer

Benefits

- Reduces risk during cloud adoption and delivery
- Accelerates time to value from cloud investments
- Improves clarity and confidence in decision making
- Enables sustainable and scalable adoption
- Reduces rework through structured discovery
- Supports self-sufficient internal teams

3. Service Delivery Model

Delivery Method:

Services are primarily delivered remotely within the UK. On-site delivery can be provided where required, subject to agreement.

Operating Hours:

Standard service delivery and support is provided Monday to Friday, 9am to 5pm (UK time), excluding public holidays. Emergency assistance to support critical delivery activities may be agreed outside standard hours.

4. Performance Metrics

Quality Standards:

- Structured delivery aligned to agreed objectives and scope
- Clear documentation and deliverables produced throughout engagement
- Alignment to recognised cloud and service design best practices

Performance Indicators:

- Achievement of agreed discovery or delivery outcomes
- Timely completion of milestones and deliverables
- Client feedback and satisfaction

5. Roles and Responsibilities

Service Provider Responsibilities:

- Deliver agreed discovery, design and delivery activities
- Provide clear recommendations, documentation and outputs
- Support onboarding, pilots and knowledge transfer
- Maintain clear communication throughout delivery

Client Responsibilities:

- Provide timely access to stakeholders, systems and documentation
- Participate in workshops, reviews and feedback sessions
- Agree scope, objectives and delivery timelines

6. Support and Engagement

Support Channels:

- Email support
- Phone support

Response Times:

- Support requests acknowledged within one business day during standard operating hours

7. Commercial and Contractual Considerations

Engagement Structure:

Services are delivered on a time-bound, outcome-focused basis aligned to agreed scope and objectives.

Change Control:

Requests for changes or extensions to scope are assessed and agreed prior to implementation.

8. Confidentiality and Security

Data Handling:

All client information is handled securely and in accordance with applicable data protection regulations, including GDPR.

Confidentiality:

Both parties agree to maintain confidentiality of information shared during service delivery.

9. Change Management

Service Changes:

Changes to scope, delivery approach or outputs are managed through agreed change control processes to ensure transparency and delivery assurance.