



Ongoing Support – Service Definition Document

G-Cloud 15: Lot 3 – Cloud Support

1. Service Overview

Our Ongoing Support service provides structured, reliable operational support for cloud-based services, applications, and platforms used by public sector organisations. The service is designed to help buyers maintain service availability, resolve incidents efficiently, and continuously improve service performance through proactive monitoring, reporting, and user enablement.

The service supports buyers throughout the operational lifecycle, covering day-to-day support, incident management, service reporting, and coordination activities. It is suitable for organisations that require dependable cloud support without the overhead of maintaining full in-house support teams.

The following services are included:

- **Product support capabilities** - Technical and functional support to maintain the availability and performance of supported cloud services and applications.
- **Logging and management of incidents** - Structured recording, prioritisation, tracking, and resolution of incidents in line with agreed response targets.
- **Reporting and proactive results analysis** - Regular service reporting and analysis to identify trends, risks, and opportunities for service improvement.
- **Dispatch of service technicians and/or parts** - Coordination of on-site support actions when required.
- **End user training coordination** - Planning and coordination of user training activities to support effective adoption of cloud services.

This service offering is suitable for public sector organisations that:

- Require ongoing operational support for cloud-based services and applications
- Need structured incident management and service reporting
- Want to maintain service availability without expanding internal support teams
- Require predictable support costs with flexible consumption
- Need support delivered remotely with optional on-site coordination

2. Service Delivery

Ongoing Support is delivered through a structured support model aligned to agreed support levels, service hours, and response targets. The service begins with a short onboarding phase to understand the buyer's cloud environment, supported services, operational priorities, escalation paths, and communication preferences.

Support response times and service levels are defined in line with the agreed support package as presented on the Digital Marketplace service page.

Services can be delivered remotely or on-site by experienced cloud professionals, according to buyer requirements, preferences and location. This is agreed before Call-Off Contract signing. Services can be delivered remotely or on-site by experienced cloud professionals, according to buyer requirements, preferences and location. This is agreed before Call-Off Contract signing.

3. Service Constraints

Support is provided only after the buyer grants required access to systems, environments, and documentation. Scope is limited to the services agreed in the Call-Off Contract; any additional systems or major changes require change control. Some issues may depend on the buyer's internal teams or third-party suppliers for resolution. On-site support requires prior scheduling and availability. Out-of-hours or 24/7 support must be agreed in advance and may incur additional costs. Resolution times depend on buyer infrastructure and external dependencies. Buyer must provide named contacts for approvals, escalations, and decision-making.

4. Roles Involved

Services are delivered by Application Operations Engineers, Infrastructure Operations Engineers, Incident Managers, Service Desk Managers. Buyers can view our complete role catalogue and fixed pricing directly on the Digital Marketplace service page.

5. Onboarding and Offboarding

Onboarding includes access setup, scope confirmation, and security briefing. The kick-off meeting will take place within 5 working days of Call-Off signature.

Offboarding includes knowledge transfer and handover of deliverables.

6. Certifications

- ISO 9001:2015 Quality Management System
- ISO 14001:2015 Environmental Management System
- ISO/IEC 20000-1:2018 IT Service Management system
- ISO/IEC 27001:2022 Information Security Management System
- Cyber Essentials Certificate of Assurance