

Cloud Support Services — G-Cloud 15 Lot 3 Product Definition

(Supplier: SCG)

1. Service Attributes

Service type: Lot 3 – Cloud Support

Service name: Cloud Support Services

Delivery model: Remote-first support with scheduled on-site attendance where required.

Support scope: 1st–3rd line support, incident/request/change management, cloud service administration, infrastructure support, and security monitoring.

Staff security: All support staff are screened to BS7858:2019, with personnel available up to Security Clearance (SC) level.

2. About the Service

Cloud Support Services provides organisations with structured operational support across cloud-based and related IT services. The service delivers incident management, user administration, device lifecycle activities, cloud platform administration, security monitoring, and infrastructure oversight. Support covers Microsoft 365, Windows and macOS environments, endpoint management, backup solutions from approved partners, network devices, Wi-Fi infrastructure, and aligned third-party services.

The service uses ITIL-aligned processes and incorporates governance, KPIs, reporting, and escalation management to ensure consistent service operation. It is designed for public-sector organisations requiring a managed support function that maintains service stability, security posture, and operational continuity.

3. Service Categories

This service is classified under the following Digital Marketplace categories:

- Cloud Support Services

- Ongoing Support
- Logging and Management of Incidents
- Reporting and Proactive Results Analysis
- Dispatch of Service Technicians and Parts
- End-User Training Coordination

4. Service Features & Benefits

4.1 Features

- Centralised service desk delivering 1st, 2nd and 3rd line support.
- Incident, request, change, and problem management.
- Remote troubleshooting for Windows, macOS and Microsoft 365 environments.
- Infrastructure support, including servers, Wi-Fi, networks, switches and firewalls.
- Backup and recovery support using approved cloud-based partner solutions.
- Modern endpoint management via Intune, Azure AD and associated tooling.
- Microsoft 365 administration across Exchange, SharePoint, Teams, and compliance features.
- Security monitoring including patching, vulnerability response and tenant alerts.
- Monthly service delivery reporting including KPIs, SLA performance and security activity.
- Scheduled on-site engineering presence for reviews and defined activities.

4.2 Benefits

- Helps maintain stable operations through structured ITIL-aligned processes.
- Strengthens organisational security posture through continual patching and monitoring.
- Reduces downtime through coordinated incident response and escalation.
- Provides consistent administration for Microsoft 365 and device platforms.
- Enables efficient device lifecycle management using modern management tooling.
- Offers improved visibility through regular reporting and analytics.

5. Scope, Add-Ons & Extensions

5.1 In Scope

- Management of incidents, problems, requests, and changes.
- User and device lifecycle processes.
- Monitoring and administration of cloud platforms.
- Network device and Wi-Fi system monitoring, configuration and updates.
- Backup administration and recovery actions using approved partners.
- Security alert response and environment monitoring.
- Remote support and scheduled on-site attendance for pre-agreed activities.

5.2 Out of Scope

- Management of third-party staff or resources not included in contract terms.
- Support for hardware, software or cloud services no longer under vendor support.
- Large-scale configuration changes or multi-device rollouts (treated as project work).
- Physical security of customer premises or assets.

5.3 Optional Extensions

- Additional on-site engineering days.
- Backup service extensions via partner products (e.g., Hornet, Redstor).
- Procurement services for additional hardware/software.

6. How Users Work With the Service

Users access support via telephone during core hours, and email/ticketing 24×7, with automated ticket creation. Users receive updates throughout the lifecycle of their incident or request. Priority 1 escalation is available with an enhanced service level, providing 24×7 telephone access to initiate on-call procedures.

Tasks covered include user administration, device troubleshooting, access changes, onboarding/offboarding processes, and support for Microsoft 365 services and desktop environments.

7. Technical Requirements & Dependencies

- Customer must provide standard build information, configuration records, and access where required.
- Customer is responsible for ensuring software licensing is in place.
- Devices and systems must be supported by their original vendors to be eligible for managed support.
- Customers must log all incidents through agreed channels to meet SLA conditions.
- Modern endpoint management features require Intune/Azure AD to be enabled.

8. Onboarding & Offboarding

8.1 Onboarding

- Initial assessment of customer environment and configuration.
- Confirmation of supported systems, access requirements and service desk integration.
- Agreement of reporting format, communication processes and escalation routes.
- Optional security and configuration review activities.

8.2 Offboarding

- Transfer of tickets, documentation and relevant configuration data.
- Removal of SCG access to customer systems.
- Handover of backup configurations, monitoring outputs, and security logs as appropriate.
- Confirmation of completed offboarding actions with customer.

9. Metrics, Reporting & Tagging

Monthly reporting includes:

- Volume of incidents, requests and changes.
- SLA performance and KPI achievement.
- Security alerts and incident summaries.
- License utilisation (where applicable).

KPIs include first-time fix rate, service availability and response performance.

10. Support Model

- **Core hours:** Monday–Friday, 09:00–17:00 (UK).
- **Out-of-hours:** P1 telephone escalation where enhanced service level is in place.
- **Support channels:** Phone, email, and ticketing system.
- **Support levels:**
 - 1st line: triage, user/device support, basic admin.
 - 2nd line: deeper investigation, server administration, restore requests.
 - 3rd line: advanced technical escalation including vendor engagement.

SLAs vary by priority, with defined response and resolution targets.

11. Security, Governance & Compliance

- Staff screened to BS7858:2019.
- SC-cleared personnel available.
- Microsoft 365 tenant monitored using built-in security tools (e.g., Identity Protection, Cloud App Security, advanced threat analytics).
- Monthly governance and reporting ensure ongoing service oversight.
- Support for retention, backup and data protection configurations aligned with customer policy.

12. Service Levels, Availability & Resilience

- Service desk availability measured monthly (target 99.9%).
- Defined SLAs for response and resolution across all priorities.
- Microsoft 365 platform resilience is managed by Microsoft, with SCG overseeing administration, alerts and configuration.
- Backup services provided through approved partners with defined retention schedules.

13. Public-Sector Considerations

- Service supports public-sector governance, auditability and accountability.
- Reporting and documentation support regulatory compliance requirements.

- Security practices align with UK public-sector expectations.
- Accessibility standards can be supported through Microsoft 365 platform features.

14. Pricing Summary

Pricing follows the structure defined in the listing and G-Cloud Rate table:

- Managed service: per-device, per-month model.
- On-site attendance: included for quarterly reviews; additional days chargeable.
- Backup and monitoring services priced according to partner solutions.
- Professional services priced per hour/day when required for non-BAU work.

All prices exclude VAT.

15. Training & Documentation

- End-user training coordination is available.
- Knowledge transfer provided during onboarding where required.
- Microsoft 365 adoption guidance supported through customer success functions.

16. Trials (If Applicable)

No formal trial service is defined. Organisations may request limited evaluation activities through standard professional services if required.

17. Responsibilities Matrix

Supplier (SCG) Responsibilities

- Deliver support across all contracted services.
- Maintain incident, request, change and problem management.
- Provide monitoring, security alert handling and reporting.
- Engage vendors where required.
- Maintain documentation and ticket audit trails.

Customer Responsibilities

- Provide accurate and up-to-date asset and configuration information.
- Maintain valid software licensing.
- Ensure user data is stored in approved cloud locations.
- Provide access permissions for remote/onsite work.
- Log incidents via agreed channels.

18. Compliance With Lot 3 Product Definition Requirements

This Product Definition:

- Describes a support-only service in line with G-Cloud Lot 3 rules.
- Contains no bespoke development or custom software claims.
- Provides a neutral, factual description suitable for public-sector procurement.
- Follows the mandated structure, terminology and service constraints.
- Clearly states responsibilities, service boundaries and support processes.