



Standard Service Definition Document



Cloud Support and Managed Services

G Cloud 15 – Lot 3: Cloud Support

Buyer Executive Summary

Executive Summary

Cloud Support and Managed Services is a G Cloud 15 Lot 3 Cloud Support offering providing operational support for buyer owned cloud environments. The service enables public sector and regulated organisations to maintain reliable, secure, and well governed cloud services without transferring ownership or control of platforms, infrastructure, or data.

The service delivers structured operational support activities including proactive monitoring, incident and service request handling, change coordination, backup and recovery assistance, security patch coordination, and performance and cost optimisation recommendations. Support is delivered remotely by ARX Technologies within clearly defined service levels.

Cloud Support and Managed Services explicitly excludes cloud hosting, software licensing, and platform ownership. Buyers retain full ownership and accountability for their cloud environments at all times. This clear boundary ensures alignment with G Cloud 15 Lot 3 requirements and avoids overlap with Lot 1 infrastructure services or Lot 2 software services.

The service is suitable for organisations requiring predictable and compliant operational cloud support while maintaining strategic and technical control of their cloud platforms.

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1. Service Overview

Cloud Support and Managed Services provides operational support for buyer owned cloud environments. The service supports stable, secure, and efficient operation of cloud services through structured support delivered by ARX Technologies.

Support activities include proactive monitoring, incident and service request handling, change coordination, backup and recovery assistance, security patch coordination, and optimisation activities. Support is delivered using established incident, request, and change management practices aligned to common IT service management standards. Services are delivered remotely unless otherwise agreed.

Buyers retain ownership and control of all cloud infrastructure, platforms, applications, and data at all times. The service does not assume platform ownership or responsibility for third party cloud providers.

2. Service Scope

2.1 In Scope

The service includes:

- Operational support for buyer owned cloud environments
- Proactive monitoring of supported cloud services
- Incident and service request handling
- Change support and coordination
- Backup and recovery assistance
- Security patch coordination with cloud providers
- Performance and cost optimisation recommendations within the supported scope
- Operational reporting and service health reviews
- Support delivered within agreed service levels

2.2 Out of Scope

The following are explicitly excluded:

- Cloud hosting or infrastructure provision
- Software licensing or resale
- Platform ownership or administrative ownership
- Bespoke development or engineering
- Consultancy or advisory services
- Responsibility for third party provider outages
- Guaranteed availability service credits

3. Service Delivery Model

The service is delivered remotely as a Lot 3 Cloud Support service. ARX Technologies provides operational support activities in collaboration with buyer technical teams and cloud providers.

Service delivery is limited to the environments and activities defined at call off and depends on appropriate access being provided by the buyer.

4. Supported Cloud Environments

The service supports buyer owned cloud environments including:

- Managed public cloud environments
- Managed public IaaS platforms
- Managed public SaaS and PaaS services
- Buyer operated application and data platforms

The service does not include hosting and does not restrict buyer choice of cloud provider.

5. Service Activities

Service activities may include:

- Monitoring of cloud services and applications
- Incident investigation and resolution
- Handling of operational service requests
- Change coordination and support
- Backup and recovery assistance
- Security patch coordination
- Performance and cost optimisation recommendations
- Regular service reporting and reviews

Activities are delivered strictly within the agreed support scope.

6. Incident, Request, and Change Support

The service provides structured handling of incidents, service requests, and change activities raised by authorised buyer users. Incident priority, escalation routes, and response targets are defined within the support model and agreed at call off.

Buyers are able to manage the status and priority of support tickets through the online ticketing system.

7. Onboarding and Offboarding

7.1 Onboarding

Onboarding includes:

- Confirmation of supported environments
- Access and security setup
- Agreement of support scope and service levels
- Provision of support processes and contact routes

7.2 Offboarding

At service termination:

- Support access is withdrawn
- Buyer environments remain under buyer control
- Service documentation is returned to the buyer

8. Buyer Responsibilities

Buyers are responsible for:

- Ownership and governance of cloud environments
- Provision of appropriate access for support activities
- Approval of changes and remediation actions
- Management of third party supplier contracts

9. Security and Compliance

- Staff screening is performed in line with organisational policies
- Government security clearance up to Baseline Personnel Security Standard (BPSS) is supported
- Secure access controls are applied to all support activities
- Online ticketing support accessibility aligns with WCAG 2.2 AA
- Security accountability for platforms remains with the buyer

The service aligns with recognised cloud security best practice.

10. Service Levels and Support

10.1 Support Levels Overview

The service operates a tiered support model to provide predictable response times, controlled escalation, and appropriate operational assurance. Enhanced Support response targets are agreed at call off and formally documented in the Order Form.

10.2 Support Levels Comparison

Support Area	Standard Support (Included)	Enhanced Support (Optional)
Support Channels	Email and online ticketing	Email, online ticketing, priority escalation
Support Hours	Monday to Friday, 09:00–17:00 UK time (excluding UK public holidays)	Extended weekday hours and optional weekend coverage by agreement
Phone Support Availability	Monday to Friday, 09:00–17:00 UK time	Extended hours by agreement
Initial Response Time	Within 1 UK business day	Faster response times agreed at call off
Incident Prioritisation	Standard prioritisation	Priority handling
Escalation Path	Standard technical escalation	Senior technical escalation
Named Technical Contact	Not included	Available by agreement
Service Reviews	Not included	Included by agreement
Weekend Coverage	Not included	Optional by agreement

10.3 Incident Response SLA

Incident Priority	Description	Initial Response Time (Standard Support)	Initial Response Time (Enhanced Support)
Priority 1 – Critical	Major service outage or severe operational impact	Within 1 UK business day	As agreed at call off
Priority 2 – High	Significant degradation or high impact issue	Within 1 UK business day	As agreed at call off
Priority 3 – Medium	Limited impact or non urgent issue	Within 1 UK business day	As agreed at call off
Priority 4 – Low	General request or informational query	Within 1 UK business day	As agreed at call off

Note: All response times apply during the published support hours set out in Section 10.2, unless otherwise agreed at call off and documented in the Order Form.

10.4 Supported Activities by Support Level

Activity	Standard Support	Enhanced Support
Incident Handling	Included	Included
Service Requests	Included	Included
Change Coordination	Included	Included
Backup and Recovery Assistance	Included	Included
Security Patch Coordination	Included	Included
Performance and Cost Optimisation	Included	Included
Proactive Service Management	Not included	Included by agreement

10.5 Third Party Access

Area	Position
Third Party Access	Buyer authorised third parties may engage with support services
Supplier Responsibility	Responsibility is limited to the agreed support scope only

10.6 Service Credits

Area	Position
Service Credits	Not offered
Availability Guarantees	Aligned to underlying cloud provider service levels

11. Availability and Resilience

The service supports environments hosted on resilient cloud platforms. Availability aligns to the underlying cloud provider service levels. No additional availability guarantees or service credits are provided.

12. Audit, Reporting, and Monitoring

The service provides:

- Operational reporting
- Service health reviews
- Support ticket visibility and tracking

Audit and support records are maintained in accordance with agreed support processes and can be made available to support buyer governance and assurance activities.

13. Contracting and Pricing Alignment

The service is offered under G Cloud 15 Lot 3. Pricing, scope, and service levels are agreed at call off in line with the published pricing document. No discounts, conditional pricing, or bundled services are offered.

14. Lot Boundary Statement

This service is a **Lot 3 Cloud Support** offering only. It does not include:

- Cloud infrastructure or hosting (Lot 1)
- Software or SaaS platforms (Lot 2)
- Consultancy or professional advisory services

Any such services must be procured separately under the appropriate G Cloud lot.

