

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

Service name

Application Support and Maintenance for Buyer-Hosted Systems

Service overview

This service provides application-level support and maintenance for software systems hosted on buyer-controlled infrastructure or by a buyer-appointed third-party hosting provider.

The service is designed for public sector organisations operating bespoke or legacy systems within secure environments, including government networks. The supplier supports the operation, stability, and ongoing maintenance of the application without providing hosting, cloud infrastructure, or platform services.

This service is offered under **G-Cloud 15 Lot 3 (Cloud Support)**.

What the service includes

The service may include the following activities, subject to buyer requirements:

- Application support and fault diagnosis
- Incident and problem management
- Bug fixing and corrective maintenance
- Minor enhancements and configuration changes
- Release and deployment support (in coordination with the hosting provider)
- Application-level performance investigation
- User support and operational assistance
- Technical liaison with buyer teams and third-party hosting providers

Support is limited strictly to the **application layer** of the supported system.

What the service does not include

This service explicitly excludes:

- Hosting or cloud infrastructure services
- Platform or operating system management
- Network management or security operations
- Software development of new systems
- Systems integration or migration services

Any activities outside application support must be delivered by the buyer or a separate supplier.

Hosting and infrastructure

The supplier does not provide hosting.

Supported systems are hosted either:

- On buyer-owned infrastructure, or
- By a third-party hosting provider appointed by the buyer

The buyer retains full responsibility for infrastructure availability, security controls, backups, disaster recovery, and user access management.

Data handling and security

- All data remains within the buyer-controlled hosting environment
 - Supplier access is restricted to what is required to deliver support
 - Access is granted subject to buyer security approvals and policies
 - No data is extracted, stored, or processed outside the buyer environment unless explicitly agreed
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Support channels

Support is provided via:

- Email
- Online ticketing system

All incidents and service requests are logged, prioritised, and tracked through agreed support processes.

Support levels

Support levels are agreed with the buyer and may include:

- **Standard Support** – business hours application support
- **Enhanced Support** – extended hours and prioritised response
- **Critical Support** – on-call or out-of-hours coverage for high-impact systems

Service hours, response targets, and escalation routes are defined per engagement.

Account management

Each buyer is provided with a named **Technical Support Engineer** responsible for day-to-day support delivery.

A **Technical Account Manager** can be provided for enhanced or critical support arrangements to oversee service performance and escalation.

Onboarding

Onboarding typically includes:

- Knowledge transfer and documentation review
 - Access setup (subject to buyer approval)
 - Agreement of support processes and escalation routes
 - Confirmation of service hours and response targets
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Service benefits

- Specialist application support for buyer-hosted systems
 - No hosting or infrastructure lock-in
 - Improved system stability and reliability
 - Faster incident resolution through application expertise
 - Reduced operational risk through proactive maintenance
 - Clear separation of responsibilities
 - Flexible support aligned to operational demand
 - Supports secure government environments
 - Cost-effective support model
 - Effective collaboration with third-party hosting providers
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Service constraints

- Hosting and infrastructure services are excluded
 - Support is limited to the application layer
 - Delivery is subject to buyer security approvals
 - Resolution may depend on third-party hosting providers
 - Service hours and response times are agreed per engagement
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Service management

The service is delivered in line with agreed service levels and support processes. Regular service reviews can be provided where required to assess performance, incidents, and improvement opportunities.

Compliance

This service is fully aligned with the G-Cloud 15 Lot 3 (Cloud Support) definition and does not include cloud software, hosting, or infrastructure services.