

Service Definition v1.0

Cloud Data Research Platform Services

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1. Service overview

This service delivers a secure cloud-based data research and analytics platform within council-owned Microsoft Azure environments. It enables discovery, virtualisation, integration and analysis of data from multiple internal and external sources to support analytics, reporting and data science use cases. The service establishes reusable technical patterns, governance and controls aligned to the security, operational and compliance requirements of complex local authority estates.

2. Service features

- Deployment of an Azure cloud based data research and analytics platform within customer-owned environments
- Secure integration with on-premise and cloud-based council systems
- Data virtualisation to enable real-time access without physical data extraction where appropriate
- API, SQL and GraphQL data access patterns
- Configured connectivity to housing management, document management and related systems
- Configuration of Azure Synapse Analytics workspaces
- Provisioning of Azure Data Lake and cloud-based datastores
- Support for reporting, analytics and data science workloads
- Secure separation of development, testing and production environments
- Reusable data and integration patterns to support future expansion
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3. Benefits

- Enables analytics and research without disrupting operational source systems

- Reduces complexity by avoiding unnecessary data duplication
- Supports a wide range of analytical use cases, from reporting to machine learning
- Improves data accessibility across the council digital estate
- Maintains security, governance and control over sensitive information
- Scales cloud services up or down in line with demand
- Establishes reusable patterns for onboarding new data sources
- Informed by experience delivering analytics platforms for local authority environments

4. Service scope

The service includes:

- Design and configuration of a secure data research and analytics platform in the buyer's Azure environment
- Integration with agreed internal and external data sources
- Configuration of data virtualisation, access and governance controls
- Provisioning of analytics, reporting and data science environments
- Documentation and knowledge transfer to support ongoing internal use

The service does not include:

- Provision of underlying Azure subscriptions or licences
- Ongoing managed analytics or reporting services unless agreed at call-off stage
- Large-scale historical data migration unless explicitly agreed

5. Service delivery

The service is delivered using agile and iterative delivery methods. Delivery approach, milestones and governance are agreed with the buyer at the call-off stage to ensure alignment with organisational processes and priorities.

6. Support arrangements

Support is provided during UK business hours (Monday to Friday, excluding UK public holidays) via email and telephone. Support requests are logged, prioritised, and escalated as appropriate. Enhanced support arrangements can be agreed at the call-off stage.

7. Service availability

The service is designed to be available in line with buyer requirements. Availability targets, maintenance windows, and any service level commitments are agreed at call-off stage.

8. Security and compliance

The service is delivered in accordance with applicable UK legislation and public sector requirements, including data protection obligations. Appropriate technical and organisational measures are in place to protect information and ensure service integrity.

9. Data protection

Personal data is processed only where necessary for the delivery of the service and in accordance with applicable data protection legislation. Roles and responsibilities (controller/processor) are agreed at the call-off stage.

10. Onboarding and offboarding

Onboarding activities include account setup and access provisioning.

Offboarding activities include the secure return or deletion of buyer data in line with agreed requirements.

11. Service management

The service is managed using established operational processes. A named point of contact is provided for service-related queries. Service reviews can be held where appropriate.

12. Dependencies

The service may depend on: - Buyer-provided information or access - Internet connectivity

Any dependencies are confirmed at call-off stage.

13. Pricing

Pricing is based on the scope, duration, and usage of the service. Full pricing details are provided separately and confirmed at call-off stage.

14. Termination

Termination rights and notice periods are set out in the call-off contract. On termination, data handling is carried out in accordance with agreed requirements.

15. Service constraints

Any constraints or limitations of the service are discussed and agreed with the buyer at call-off stage.

16. Change management

Changes to the service or scope are managed through an agreed change control process at call-off stage.

This Service Definition is provided for framework application purposes and forms the basis for discussion and agreement at call-off stage.