

Service Definition v1.0

Bespoke Cloud Applications Services

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1. Service overview

This service provides the design, development and deployment of bespoke, containerised applications within customer-owned cloud environments. It supports public sector organisations to deliver secure, accessible and user-centred digital services that integrate with existing systems and operate effectively within complex technical and organisational estates. The service is suitable for use by UK public sector bodies, including local authorities, and is delivered using modern cloud-native and agile delivery approaches.

2. Service features

- Containerised bespoke applications deployed to customer-owned cloud environments
- Accessible web application development aligned to WCAG 2.1 AA standards
- Secure backend application development using modern frameworks
- Responsive user experiences optimised for desktop and mobile devices
- Secure access control using single sign-on (SSO), role-based access control (RBAC) and conditional access
- API-based and direct integrations with NEC, APEX and other organisational systems
- User-centred design aligned to organisational design systems and standards
- Manual and automated testing, including functional, security and accessibility testing
- Agile delivery including stakeholder engagement, backlog management and iterative delivery
- Documentation and handover to support acceptance into service by the buyer

3. Benefits

- Enables rapid response to changing legislative and regulatory requirements
- Reduces supplier lock-in through use of customer-owned cloud infrastructure
- Improves security through proven access control and identity patterns
- Enables interoperability with complex and legacy council systems
- Provides a stable platform for future improvements within complex environments
- Supports incremental modernisation without large-scale system replacement
- Adaptable to internal security, architecture and operational requirements
- Informed by extensive experience delivering digital services within local authority environments

4. Service scope

- Configuration of application hosting within the buyer's cloud environment
- Implementation of security, access control and integration patterns
- User-centred design and accessibility-aligned development
- Testing and quality assurance activities
- Documentation and knowledge transfer to support acceptance into service

The service does not include:

- Provision of underlying cloud infrastructure, subscriptions or licences

- Ongoing application support or managed service unless agreed at call-off stage
- Large-scale 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.