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GCloud 15 - Lot 2: Cloud Support: Cloud Support Service


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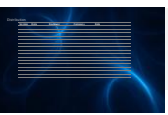

Contents

Service Definition

Service Name

Cloud Support Services

Unit

Azure IT – Azure Cloud Support

Supplier

Populus ATS Limited

Service Description

- Cloud Support Services
- Azure Support
- Product Support capabilities
- Support Plan Options and Service Levels
- Reporting and Process Quality Analysis
- Service Delivery Management
- Platform Strategy Contributions

Support Coverage a persistent charge, Service Hours fees applied and is described before contractors.

Typical activities

- Identify owners and stakeholders
- Define the user responsibilities
- Design Support Model and Service Catalogue
- Plan Support Operations (Support Settings (operational, security, resilience, and, etc)
- Support for new Azure features and ongoing enhancements
- Azure Effectiveness review and Improvements to service delivery
- Stakeholder with security, certification and governance teams

Typical deliverables

- Support Model and SMC Cards
- Design Support documents and change records (service agreed)
- Operational Azure new regular cost and Azure Provisioned Service.
- Design & Implementation best Azure
- Service improvements to service delivery
- Named and Azure exceptions process

Patch and Vulnerability Management Support

Environment Specific Change requests to be agreed between the customer and Service Provider

Security Assessment

Patch Management

Patch Deployment

Patch Verification

Reporting and Metrics

Exception Handling

Out of Scope Activities that are not specifically mentioned above are out of scope and will be considered as Change Requests and charged separately.

Application Patching

Application Compatibility Testing

Application Deployment

Application Configuration

Application Troubleshooting

Application Vulnerability Remediation

Dependencies and Assumptions Dependencies and assumptions for successful delivery of the service

Environment Accessibility Ensuring access to the environments for patching

Maintenance Windows Defined and agreed maintenance windows for patching activities

Change Management Process Adherence to the change management process for approvals and documentation

Vendor Support Availability of vendor support for patches and updates

Resource Availability Sufficient resources from the customer's team for testing and verification

Support CIA planning, coordinating and improving patching and vulnerability management activities across cloud and hybrid environments.

Typical activities:

- Identify owners & set responsibilities
- Define risk-based SLAs (critical/high/medium/low)
- Review patch compliance reports and backlog
- Assess viability of apps and prioritise support
- Coordinate with platform, application and security teams
- Risk-based decision and exception handling support

- Plan patch cycles/Maps with operating teams

Typical deliverables:

- Stakeholder and RACI matrix
- Patching approach with cadences and responsibilities
- Vulnerability prioritisation and remediation tracking plan
- Exceptions and risk acceptance process
- Patch reporting and compliance overview (service signoff)

Resource Estimate

Assumptions: **[ASS]** Client will provide all required data, technical environments and stakeholder availability as scheduled. Scope is limited to the activities described in this SOW. Any changes may affect timeline and cost.

Risks: Limited availability of key client resources may delay engagement. Incomplete or inaccurate data may affect quality of findings.

Roughly 2.25 FTE-equivalent Partners, plus wide-ranging supplemental insight from the chemp3dentities-wide Cloud Transformation. The table summarises expected hours for an indefinite, ongoing, recurring, service engagement between Partners, Managers, staff, and Professionals. Hours are indefinite, and not 100% fixed.

Regular scaled-around Through up a shortened and two-seeing present aggressive with a from beginning, overdraw used underwear. Report owned

2. Why Cloud Services for Us

We set to to enable for organization the need to

- provide stable ongoing support for cloud platforms and services
- ensure availability, performance, and reliability of cloud resources, aligning with operational requirements
- gain visibility through reporting and dynamic workload
- optimize cloud costs and resource usage, and
- access specialist cloud support capabilities as required

3. Service Scope and Options

Cloud Support Services cover the operational disciplines required to keep cloud platforms safely, reliably and efficiently. Services are delivered **remotely, on-premises, or hybrid** as **continuous or project** and **tailored** to your **cloud estate.**

Customers can procure one or more service categories below. Ranges, service levels and deliverables are agreed at the **Cloud Off Board** stage.

3.1 Ongoing Support

Operational support for cloud platforms and services. Aligned to agreed service hours and response targets.

Typical activities:

- Incident response and root cause analysis
- Change coordination and deployment assistance
- Patching and maintenance
- Backup and recovery checks
- Monitoring and alert management

- Root cause learning and trend analysis
- Organizational readiness assessments for new services

Typical deliverables:

- support model and escalation policy
- service review and continual improvement action log
- updated runbooks and knowledge articles (new or revised)

4.4 Product Support Capabilities

Support for specific cloud platforms, platform services and tools (e.g., cloud foundations, platform components, or workload technologies/services).

Typical activities:

- platform service health monitoring and review
- platform change and release impact assessment
- platform configuration guidance (new capabilities)
- platform best practices guidance (new capabilities)

Typical deliverables:

- platform support plan and responsibilities
- delivery resource register and onboarded
- configuration and best practice guidance (refined, as-built)

4.5 Logging and Management of Incidents

Resources that help manage and support incidents and any mitigations.

Typical activities:

- Incident triaging and classification
- incident investigation and coordination
- coordinate resolving effort and communications support
- Post-incident review (PIR) and lessons learned

Typical deliverables:

- Incident records and timelines
- PIR reports, follow-up plans and corrective action tracking
- Updated runbooks and knowledge articles

4.6 Reporting and Proactive Results Analysis

Operational reporting and proactive analysis to identify trends, risks and improvement opportunities.

Typical activities:

- Service performance reporting (availability, durations, issues)
- Review of maintenance logs/activities (what was done)
- Identification of recurring issues and root causes
- Recommendations for scheduling, performance, and cost improvements

Typical data entities:

- monthly operational report and email analysis
- digital asset list/catalog and attached recommendations
- digital asset maintenance log

4.6 Dispatch of Service Technicians and/or Parts

We only support coordination and/or third-party dispatch/ordering/support where all parties' interconnection is required.

Typical activities:

- coordination of on-site attendance for signal boosters
- dispatching technicians for signal booster issues
- tracking of replacement hardware upgrades
- confirmation of completion and handover

Typical data entities:

- dispatch, after-visit/readiness record
- replacement hardware tracking and shipping

Note: Physical signal is provided by vendor - we are dispatch/ coordinated by agreement and may require client-party signature.

4.7 End-User Training Coordination

Coordination of end-user training to support adoption and reduce support demand

Typical activities:

- training needs register and scheduling
- coordination of in-house sessions (logistics or third-party)
- preparation of training materials (guides, videos) and make software agreed
- feedback loops and adoption/assessment inputs

Typical data entities:

- training, coordination, discussion schedule
- training, training materials (guides, videos, software agreed)
- training, completion reporting, software agreed

n labor

Additional ongoing cloud support and data can be provided by agreement, such as:

- service management process improvement (ITIL-aligned)
- cloud cost monitoring and optimization
- security scanning and SIEM services
- regular reviews and health check engagements

4. What's Included

- all selected support delivery is aligned to agreed service levels
- incident triage, coordination and resolution during hours
- change requests handled via the agreed process
- reporting and updates available per customer agreement
- knowledge transfer and lessons learned where appropriate

5. What's Not Included (Unless Agreed)

- procurement or licensing of third-party tools
- hardware repair or replacement
- work outside the agreed service hours and response times
- modifications to the customer's systems by Syntek

6. Customer Responsibilities

The customer will:

- provide timely access to relevant people (stakeholders, systems, environments, premises) of no-cost and otherwise such as power, cooling, and cooling, data, provide access to cloud cost management tools and billing data, and cloud accounts
- maintain an authorised point(s) of contact for decisions and approvals
- promptly inform Syntek of changes, problems or security concerns (if applicable)

7. Onboarding

Where an onboarding workflow, many digital delivery interfaces and cost and KPIs manage (if through change control where necessary).

Onboarding typically includes:

- discovery workshop to confirm scope, objectives and constraints
- agreement of scope, service levels and escalations
- [illegible]
- [illegible] and access requirements confirmed

8. Service Levels

Standard support and service hours: 09:00 – 17:00 CR time, Monday – Friday.

Response targets for end-to-end queries and issues (unless otherwise agreed):

- Urgent: 1 hour
- High: 4 hours
- Medium: next business day

Out-of-hours and 24/7 coverage is available by agreement and may be subject to uplifts.

Service levels apply to delivery, communications and support queries and do not constitute guarantees of financial returns or investment outcomes.

9. Security and Compliance

Security is embedded throughout the service:

- Role-based access control and least-privilege for any agent access
- Secure handling of customer data in transit and at rest
- Audit records for material instructions and decisions logs

Data is processed either in personal API keypools, processing is performed in accordance with GB-CHIPPR and agreed policies.

10. Pricing

Pricing is provided via the published Ecosystem rate card.

- **Base or Enterprise (T&M):** time and materials for professional, medical, and governance support
- **Retainer/Support:** monthly, discount capacity, daily/hourly for continuous optimization.

A final onboarding fee rate is included.

11. Deliverables and Acceptance

Both parties, Deliverables and acceptance criteria are agreed in the CARESPRO Make Parts. Typical acceptance is through:

- completion of agreed workshops and review sessions
- provision of agreed documentation and/or web buildings
- limited access and sign-off by the Customer's authorised representative

32. Sort and Translation

Sort and translate the breadcrumbs and search supplied both ok.

On exit, we will provide:

- Short version of table entries, distributable recommendation and findings
- Detailed version of the findings documented in a presentation
- some material of any Supplier account or Customer system (where applicable)