



Emphasys IT

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GCloud 15 - Lot 3: Cloud Support: Modern Cloud Infrastructure & Platform Services

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Document Administration

Version Control

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Review

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1. Service Overview

Emphasys IT provides expert cloud support services to help public sector organisations design, adopt, operate and continuously improve modern cloud infrastructure and platform environments. The service supports customers across the full cloud lifecycle, from discovery and migration through to optimisation, governance and operational excellence.

The service is designed to align with UK Government standards, NCSC Cloud Security Principles and industry best practice, enabling secure, resilient and value-driven cloud operations.

2. Service Scope

The service covers cloud support activities for Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) environments, primarily on Microsoft Azure, with support for hybrid and multi-cloud estates where required.

The scope includes advisory, engineering, operational and improvement activities, delivered in a flexible and outcome-focused manner.

3. Included Services

Cloud Strategy & Architecture

- Cloud readiness and maturity assessments
- Target architecture and platform design
- Landing zone and governance model definition
- Architecture assurance and design reviews

Cloud Engineering & Migration

- Landing zone deployment and configuration
- Infrastructure and platform build activities
- Migration planning and execution support
- Infrastructure as Code implementation

Platform & DevOps Enablement

- CI/CD pipeline design and implementation
- Platform automation and self-service enablement
- Container and orchestration support
- Observability and monitoring configuration

Security & Compliance Support

- Security architecture and hardening
- Identity and access management support
- Compliance alignment and assurance activities
- Vulnerability management and remediation

Operational Cloud Support

- Incident and problem investigation support
- Performance, resilience and availability improvements
- Backup and disaster recovery support
- Operational runbooks and documentation

Optimisation & Continuous Improvement

- Cost optimisation and financial governance
- Platform optimisation and technical debt reduction
- Roadmap development and prioritisation
- Continuous improvement and service reviews

4. Service Benefits

- Accelerates secure cloud adoption
- Improves security, resilience and compliance
- Reduces operational risk and overhead
- Improves cost control and transparency
- Enables faster and more reliable delivery
- Provides access to specialist cloud expertise
- Supports sustainable, long-term cloud operations

5. Service Deliverables

Typical deliverables may include: - Architecture and design documentation - Landing zone and platform configurations - Infrastructure as Code templates - Operational runbooks and procedures - Security and compliance artefacts - Cost and optimisation reports - Roadmaps and improvement plans

Deliverables are agreed with the customer based on engagement scope.

6. Customer Responsibilities

The Customer will:

- provide timely access to relevant people/stakeholders, systems, environments, premises (if on-site) and information such as spend, usage and reporting data provide access to cloud cost management tools and dashboards (where available)
- nominate an authorised representative for decisions and approvals
- provide existing tagging, governance and policy standards (if applicable)

7. Onboarding

Delays in onboarding activities may impact delivery timelines and cost and will be managed through change control where necessary.

Onboarding typically includes:

- discovery workshop to confirm outcomes or objectives and constraints
- agreement of scope, deliverables and timelines

information and access requirements confirmed

8. Service Levels

Standard support and delivery hours: 09:00–17:00 UK time, Monday–Friday.

Response targets for delivery queries and issues (unless otherwise agreed):

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

Out-of-hours delivery 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 savings or emissions reduction.

9. Security and Compliance

Security is embedded throughout the service:

- least-privilege access and role-based controls for any agreed access
- secure handling of Customer information and credentials
- audit-friendly documentation and decision logs

Where personal data is processed (if required), processing is performed in accordance with UK GDPR and agreed terms.

10. Pricing

Pricing is provided via the published G-Cloud rate card.

- **Time & Materials (T&M):** day-rate pricing for optimisation, analysis and governance support
- **Retained Support:** monthly retained capacity (days/hours) for continuous optimisation

Cloud consumption costs are excluded.

11. Deliverables and Acceptance

Deliverables, formats and acceptance criteria are agreed in the Call-Off Order Form. Typical acceptance is based on:

- completion of agreed workshops and evidence gathering
- provision of agreed documents/artifacts and backlogs
- formal review and sign-off by the Customer's authorised representative

12. Exit and Transition

The service is designed to be transferable and avoids supplier lock-in.

On exit, we will provide:

- final versions of deliverables, dashboards requirements and backlogs
- handover session covering recommendations and next steps
- secure removal of any Supplier access to Customer systems (where applicable)