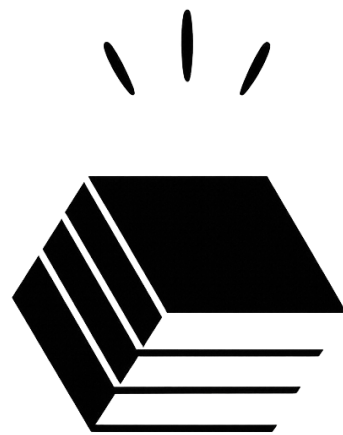


Development Operations (DevOps) Services Service Definition Document

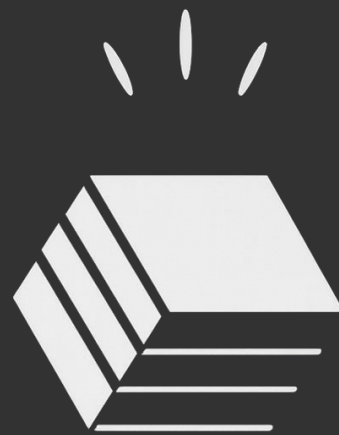


Kinetikor

Who We Are Kineticor

Founded in 2023, Kineticor is a specialist AWS consultancy working with public sector and regulated organisations. We design, build, and operate secure, compliant cloud platforms - enabling teams to modernise mission-critical services and adopt emerging capabilities without compromising governance - accelerating their time-to-value.

Over and above solving their pain points, we add lasting value to their organisations by passing on our skills and experience.

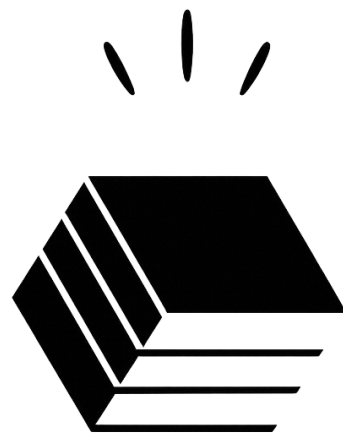


Kineticor

How We Work Kineticor

We start by understanding your needs, goals, requirements, desired outcomes, and short, medium, and long-term objectives.

We then apply proven methods to design, build, and improve your digital platforms and services on AWS. Our approach is pragmatic and delivery-focused, using DevOps ways of working to enable secure, repeatable change and support long-term operability.



Kineticor

Our Differentiators

Kineticor

Security and Assurance Built In

Our services are designed with security, governance, and compliance as core requirements from the outset. We align to UK public sector standards and AWS best practice, ensuring solutions are auditable, well-governed, and suitable for use in regulated environments.

Senior-Led, Hands-On Delivery

All engagements are led and delivered by experienced AWS practitioners. Clients work directly with senior consultants who have delivered AWS foundations and migrations in government and regulated organisations—reducing delivery risk and ensuring pragmatic, operationally sound outcomes.

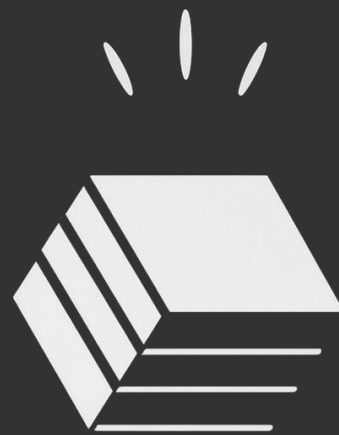
Deep Knowledge of UK Public Sector Delivery

We specialise in delivering AWS services for UK public sector and regulated organisations. We understand public sector governance, assurance processes, and procurement constraints, and design AWS solutions that are practical, compliant, and suitable for long-term operation.

Development Operations (DevOps) Services Offering

Our comprehensive suite of DevOps services encompass the design, development, deployment, and continuous improvement - maximising the return on your investment.

We'll help you unlock the value of your investment, minimise the risk of change failures, enhance the frequency of successful deployments, and streamline the process of identifying and resolving issues.



Kinetikor

Service Offer

Onboarding/ Offboarding

Kineticor will work with you to agree a clear and practical onboarding plan that reflects your requirements and delivery approach. Progress will be reviewed throughout the engagement, with risks or issues addressed collaboratively. At the end of the engagement, an offboarding plan will be agreed to support a smooth transition.

Constraints

Service delivery may be subject to constraints depending on the agreed scope, delivery approach, and client environment. Kineticor will work with you in advance to identify any assumptions, dependencies, or constraints and agree how these will be managed. All material constraints will be clearly documented and agreed before the service begins.

Service Levels

Service levels will be agreed based on the scope and nature of the engagement. Where applicable, these will be documented in the service schedule or call-off contract and reviewed periodically to ensure they remain appropriate.

After-Sales Support

Throughout the engagement, Kineticor will provide clear communication and maintain a positive working relationship. Regular check-ins will be held to review progress, address issues, and discuss delivery activities. A named point of contact will be provided for commercial and relationship-related matters.

Service Offer

Security

Kineticor follows secure working practices to protect the confidentiality, integrity, and availability of client data and systems. Access to data is restricted to authorised personnel, and appropriate security controls and procedures are applied. Service delivery aligns with relevant UK public sector security standards and guidance.

Access to Data

At the end of the engagement, all client data remains the property of the client. Kineticor will provide reasonable support to assist with data transfer or transition, where agreed. Data will be handled in accordance with agreed retention and disposal requirements.

Repaying Buyers

At the start of the engagement, Kineticor will agree clear success criteria and performance measures with relevant stakeholders. Where appropriate, these measures will be used to assess delivery outcomes. If agreed performance measures are not met, any applicable remedies will be set out in the call-off contract.

Ordering/ Invoicing

To place an order, buyers should contact Kineticor to agree service scope and requirements. These will be confirmed through a call-off contract. Invoicing arrangements, including timing and payment terms, will be defined in the call-off contract.