

Service Definition

Service name: Healthcare Cloud Application Support

Lot: Lot 3 – Cloud Support

1. Service overview

This service provides ongoing application-level support for cloud-hosted healthcare systems used by NHS and healthcare organisations. It supports the continued operation, stability, and reliability of existing applications and integrations through structured support, issue resolution, and maintenance activities.

2. Service scope

The service includes:

- Application-level support for cloud-hosted healthcare systems
 - Incident logging, triage, and issue resolution
 - Support for existing integrations and interfaces
 - Minor fixes and configuration changes
 - Root cause analysis and issue reporting
 - Secure handling of patient and sensitive data
 - Coordination with third-party suppliers where required
 - Technical documentation updates
 - Named technical support contact
 - Optional extended or enhanced support arrangements
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3. Out of scope

The service does not include:

- Bespoke application development
 - Major enhancements or new functionality
 - New system integrations
 - Ongoing managed infrastructure or hosting services
 - 24/7 monitoring unless explicitly agreed
 - Licensing of third-party software
 - Clinical safety ownership unless explicitly contracted
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4. Delivery approach

Support is delivered by experienced cloud and application specialists. Activities are provided in line with agreed support levels, response times, and service hours. Support may be delivered remotely unless otherwise agreed.

5. Service management and escalation

Support requests are managed through agreed communication channels. Escalation routes, priorities, and response targets are defined at contract award. A named technical account manager or cloud support engineer acts as the primary contact.

6. Security and compliance

The service supports NHS and public sector security expectations. Staff are screened in accordance with BS7858:2019, and Security Clearance (SC) can be provided where required. Access is limited to systems within the agreed support scope.

7. Service constraints

Support is limited to applications and integrations within the agreed scope. Resolution times depend on issue complexity and third-party dependencies. Out-of-hours support is provided only where contractually agreed.

8. Service dependencies

The service depends on:

- Customer access to supported systems and logs
- Availability of third-party suppliers where relevant
- Timely customer engagement for issue resolution