



Cloud Agile Delivery Support

Service Definition Document

Service overview:

Cloud Agile Delivery Support provides hands-on delivery support for public sector organisations delivering cloud-based digital services. The service supports teams to improve delivery effectiveness, reduce risk and strengthen service outcomes using Agile and iterative delivery approaches appropriate to the service context.

Support is outcome-focused and tailored to the needs of each cloud-based service rather than the application of a fixed framework.

Scope of service

Key features

- Embedded Agile delivery support for cloud services
- Support for multidisciplinary delivery teams
- Delivery assurance and risk identification
- Alignment of delivery activities with service objectives
- Practical, outcome-focused delivery support

Key benefits

- Reduced delivery risk for cloud-based services
- Improved delivery predictability and pace
- Clearer accountability and decision-making
- Improved service readiness and transition confidence
- Stronger collaboration across delivery teams

How the service is delivered

The service is delivered through time-bound, time-and-materials engagements agreed at call-off.

Delivery is primarily provided remotely using online collaboration tools. On-site support may be provided by prior agreement where required by the buyer, subject to availability, location and agreed costs. On-site working is typically time-bound and planned in advance.

The service is scalable and can be adjusted to meet changing delivery needs without long-term commitment.

Planning

Planning activities are undertaken collaboratively with the buyer to ensure delivery objectives, scope and priorities are clearly understood before work begins.

Planning typically includes:

- Agreement of delivery objectives and success measures
- Confirmation of scope, roles and responsibilities
- Identification of key risks, assumptions and dependencies
- Alignment of delivery activities with service timelines and milestones

Planning supports Agile and iterative delivery approaches and is proportionate to the scale and complexity of the cloud-based service. Planning activities are time-bound and reviewed regularly to reflect changes in priorities or delivery context.

Planning does not include fixed scope, fixed price or fixed timetable delivery commitments.

Security and compliance

Security is handled in a way that is appropriate to the service being delivered and the sensitivity of any information involved.

Staff supporting the service complete pre-engagement checks, including identity verification, right-to-work confirmation and review of relevant professional background.

Where required by the buyer, staff can hold current government Security Clearance (SC) or be willing to undergo clearance, with requirements agreed at call-off and aligned to the role and service context.

The service is delivered with government cloud security principles in mind, particularly around personnel security. Live system access is only used where agreed, and all materials produced during delivery remain the property of the buyer.

Dependencies and pre-requisites

Effective delivery of the service depends on timely engagement and collaboration from the buyer.

The buyer is expected to:

- Nominate appropriate stakeholders with authority to make decisions
- Provide access to relevant documentation, artefacts and information
- Make key participants available for agreed delivery activities and sessions
- Confirm delivery objectives, priorities and constraints at the outset
- Provide appropriate access to tools, systems or environments where required and agreed

Where access to live systems or sensitive information is required, this must be agreed in advance and provided through buyer-managed access controls.

The service is delivered in collaboration with the buyer and may be influenced by dependencies outside the agreed scope. Responsibility for managing third-party suppliers and internal dependencies remains with the buyer, unless explicitly agreed as part of the engagement.

Exit and handover

The service is delivered through time-bound engagements and is designed to conclude cleanly at the end of the agreed delivery period.

At the end of the engagement:

- Knowledge and context developed during delivery are shared with the buyer's team
- Relevant documentation, artefacts and outputs are handed over in an agreed format
- Any access to systems, tools or environments provided for the engagement is returned or removed

The service does not create an ongoing dependency on the supplier. Responsibility for ongoing delivery, operation and support of the service remains with the buyer unless otherwise agreed.

Pricing

The service is provided on a time-and-materials basis using agreed day rates. There are no minimum contract lengths and no upfront capital investment requirements.