
G-Cloud 15 Service Definition

Lot 3: Cloud Support Services

Service name: Cloud Data, Analytics and AI Support

1. Service Overview

Cloud Data, Analytics and AI Support is a specialist cloud support service designed to help public sector organisations design, plan and deliver cloud-based data, analytics and artificial intelligence (AI) capabilities.

The service provides advisory, architecture, design and delivery-support expertise. It does **not** provide cloud hosting, operate production environments, or deliver managed operational services. The service supports organisations using, or planning to use, public cloud platforms such as Microsoft Azure, AWS, or equivalent providers.

The core purpose of the service is to ensure that cloud data, analytics and AI solutions are secure, well-architected, aligned to governance requirements, and capable of supporting operational decision-making.

2. Core Functionality & Scope

The service provides specialist support across the lifecycle of cloud data, analytics and AI initiatives. Typical activities include:

- Capability assessment and discovery for cloud data, analytics and AI.
- Cloud data and analytics architecture design, including integration patterns and data flows.
- Cloud migration planning for data and analytics workloads, including gap analysis and options appraisal.
- Data engineering and integration approach design, including pipelines, data models and information structures.
- Analytics and AI solution design, including responsible AI, explainability and bias considerations.
- Security-by-design advice aligned to public sector governance and assurance requirements.
- Delivery road-mapping and planning for cloud data, analytics and AI programmes.

The service is designed to complement customer delivery teams and cloud platforms. It does not include software resale, licence management, or managed service desk functions.

3. Service Levels

This is a professional services and delivery-support offering rather than a managed operational service. As such, traditional service level agreements (SLAs) for system availability, uptime or incident response do not apply.



Service levels relate to the delivery of agreed outputs and milestones. Engagements are normally delivered during UK business hours (for example, Monday to Friday, 09:00–17:30 UK time, excluding public holidays), unless otherwise agreed in the call-off contract.

Response times, meeting cadence and turnaround times for deliverables are agreed as part of the statement of work for each engagement. A named delivery lead may be assigned to coordinate delivery, provide progress updates and ensure quality.

4. Onboarding & Offboarding Support

Onboarding

Onboarding typically includes:

- Discovery sessions to confirm objectives, scope, constraints and success measures.
- Review of relevant existing documentation, architectures, policies and roadmaps.
- Agreement of deliverables, timelines, dependencies and ways of working.
- Identification of access requirements to cloud environments, data sources and collaboration tools, subject to customer security approvals.

Offboarding

Offboarding and exit support includes appropriate documentation and knowledge transfer, such as:

- Architecture and design documentation.
- Recommendations, decision records and risk logs.
- Handover of agreed outputs.

Any access to customer systems or environments is removed in line with customer instructions at the end of the engagement. Mission Decisions does not retain customer production data beyond what is required for delivery and audit obligations. All documentation and deliverables produced as part of this service can be provided in accessible formats on request, in line with public sector accessibility requirements.

5. Data Management, Backup & Business Continuity

Mission Decisions does not operate or host customer production environments under this service. Responsibility for backup, restore, disaster recovery and business continuity of production systems and data remains with the customer and/or their hosting providers.

Where limited working copies of data are required to support analysis or design activities, this is done strictly in accordance with customer instructions and information governance requirements. Data is stored securely, access-controlled, and retained only for as long as necessary to support the engagement.

Mission Decisions maintains internal business continuity arrangements to support the continuation or recovery of professional services in the event of disruption (for example, loss of office access, tooling or connectivity). Details can be provided on request.

6. Service Constraints

- The service is delivered primarily remotely using secure collaboration tools.
- The service does not include cloud hosting, infrastructure operation, or managed operational support.
- There is no 24/7 service desk or incident response function.
- On-site delivery can be supported where required, subject to agreement and availability.
- Access to systems and data is subject to customer security, vetting and access control processes.

7. Technical Requirements

Technical requirements depend on the customer's environment but typically include:

- Access to relevant cloud environments (for example, Azure subscriptions or equivalent).
- Access to development, test or analytics environments where applicable.
- Access to agreed data sources, subject to governance controls.
- Access to collaboration tools such as email, video conferencing and shared document repositories.

Mission Decisions works within the customer's existing technical standards and policies and does not mandate specific vendors or products.

8. Outage & Maintenance Management

Mission Decisions does not manage outages or maintenance for customer production systems. These are handled by the customer and/or their hosting providers. If outages or maintenance prevent access to environments or data required for delivery, Mission Decisions will work with the customer to reschedule activities and minimise impact on delivery milestones.

Any disruption to Mission Decisions' own collaboration or delivery tooling is managed internally. Where such disruption materially affects delivery, the customer will be informed and a revised plan agreed.

9. Hosting Options & Locations

This service does not include hosting of customer production systems or cloud infrastructure. Mission Decisions does not host or operate customer production systems or live service data as part of this service, unless explicitly agreed for limited, short-term delivery or analysis purposes. Where Mission Decisions uses its own tooling for analysis, documentation or collaboration, these services are provided by reputable suppliers with data typically hosted within the UK or EEA, or under appropriate data protection safeguards. Where required, the service can be delivered entirely within the customer's own environments and tooling.

10. Security

Mission Decisions applies security-by-design and least-privilege principles throughout service delivery. The organisation holds Cyber Essentials certification and aligns its practices with recognised information security good practice.

Security controls include role-based access, secure authentication, controlled handling of data, and compliance with UK GDPR and the Data Protection Act 2018.

All staff supporting public sector engagements are UK-based. Where required, staff can work under BPSS, SC or DV clearance, subject to customer requirements and approval processes.

11. After-sales & Ongoing Support

The service does not include a standing support desk, ticketing system or 24/7 operational support. However, Mission Decisions can provide follow-on advisory or delivery-support engagements where customers require additional assistance after completion of the initial work.

Any follow-on support is agreed through a new call-off or contract extension with scope, duration and pricing defined.

12. Ordering & Invoicing Process

Customers can procure this service via the G-Cloud 15 framework under Lot 3 (Cloud Support Services).

A call-off contract and statement of work define scope, deliverables, timelines and pricing. Pricing is typically based on time and materials using agreed day rates, or fixed-price work packages where requirements are sufficiently defined.

Invoicing is normally monthly in arrears or on completion of agreed milestones, in line with the call-off contract.

13. Termination

Termination is governed by the G-Cloud 15 framework agreement and the applicable call-off contract. Either party may terminate in accordance with those terms, including termination for convenience with notice or for material breach.

On termination or expiry, Mission Decisions will:

- Complete agreed handover activities where feasible.
- Return or securely delete customer data held for the engagement.
- Support knowledge transfer and documentation handover as agreed.

No termination charges apply beyond those set out in the call-off contract.



14. Roles & Responsibilities

Mission Decisions is responsible for providing suitably skilled personnel, delivering agreed outputs with reasonable skill and care, and complying with applicable legal, security and information governance obligations.

The customer is responsible for the operation and management of its own cloud environments and production systems, granting appropriate access, and ensuring that actions taken based on advice or designs are implemented securely and in line with organisational governance.
