

Service Definition – Support for In-House Developed Cloud Applications

1. Service Overview

This service provides ongoing support and maintenance for cloud applications developed in-house by public sector organisations. It is designed for systems where the original delivery team, supplier, or internal capability is no longer available or sufficient to provide effective ongoing support.

The service focuses on maintaining continuity, stability, and day-to-day operability of existing applications rather than delivering new development or large-scale system transformation.

2. Intended Customers

This service is intended for public sector organisations that:

- * Operate cloud-hosted applications developed internally or by contracted delivery teams
- * No longer have sufficient in-house technical expertise or capacity to support those applications
- * Require a third-party provider to take on application support responsibilities

3. Service Scope

The service includes:

- * Incident investigation and resolution
- * Day-to-day operational support
- * Application maintenance and minor fixes
- * Support for inherited or poorly documented systems
- * Knowledge capture and documentation of application behaviour

The service does not include:

- * Major new feature development
- * Large-scale system redesign or re-platforming
- * End-user training programmes
- * Direct administration of buyer infrastructure without explicit agreement

4. Support Model

Support is provided remotely during standard business hours, Monday to Friday, excluding UK public holidays, unless otherwise agreed.

Support requests are logged via a browser-based support application and triaged by a cloud support engineer. Response times may vary depending on issue complexity and system criticality.

Weekend or out-of-hours support is not included by default but may be agreed separately.

5. Roles and Responsibilities

Supplier Responsibilities

- * Provide a cloud support engineer responsible for handling support requests
- * Investigate and resolve application issues within the agreed scope
- * Communicate progress and resolution updates to the buyer
- * Maintain appropriate documentation where feasible

Buyer Responsibilities

- * Provide appropriate access to systems, environments, and documentation
- * Identify relevant stakeholders for escalation and clarification
- * Ensure the application is hosted in a supported cloud environment

6. Pricing and Charging

Pricing is agreed on a case-by-case basis depending on application complexity, risk, and expected support effort.

Charging models may include:

- * Monthly fixed support fee
- * Time-and-materials based charging

Any enhanced support arrangements are priced separately and agreed in advance.

7. Service Onboarding

At the start of the service, an initial onboarding phase is carried out, which may include:

- * Review of existing documentation and code repositories
- * Familiarisation with system architecture and environments
- * Agreement of communication channels and escalation routes

The depth of onboarding depends on the condition and complexity of the application.

8. Security and Access

The service relies on access being granted by the buyer using their existing security controls. The supplier does not introduce new hosting infrastructure or security tooling as part of this service.

Access is limited to what is necessary to provide support and is subject to buyer approval.

9. Accessibility

Support is provided through a browser-based application accessible using standard accessibility features such as keyboard navigation and screen readers. Accessibility improvements are incorporated as part of ongoing service enhancement.

10. Service Limitations

This service is focused on maintaining existing applications and does not replace the need for strategic system ownership, architectural decision-making, or major transformation programmes.

11. Service Termination

Either party may terminate the service in accordance with the agreed contract terms. On termination, reasonable assistance may be provided to support handover, subject to agreement.