0330 9121 212
citycom.co.uk
info@citycom.co.uk
11th Floor, The Mille 1000
Great West Road
Brentford, London, TW8 9HH

CITYCOM TECHNOLOGIES

G-Cloud 15 – Lot 3: Cloud Support

Service Definition Document

1. Executive Summary

Citycom provides end-to-end Cloud Support services for UK public sector organisations, acting as a single accountable supplier across cloud operations, service desk, security, connectivity and ongoing optimisation. The service improves resilience, performance, compliance and value for money for multi-cloud and hybrid estates.
Citycom Technologies is a global managed service provider (MSP) delivering IT, cloud, security, connectivity, and telecoms solutions – including managed networks, unified communications, broadband, VoIP, and support services – to help businesses simplify infrastructure, enhance performance, and reduce operational complexity

2. Service Overview & Capabilities

2.1 What We Deliver

- Cloud operations: monitoring, alerting, patching, configuration and capacity management
- Delivering end-to-end IT, cloud, security, connectivity, and telecoms solutions
- Managing networks, unified communications, broadband, VoIP, and support services
- Centralised service desk: incident, problem and change management (ITIL-aligned)
- Security operations: identity & access management, vulnerability management, posture monitoring
- Connectivity & SD-WAN: performance monitoring and optimisation
- Governance & reporting: dashboards, KPIs, service reviews
- Vendor and third-party management & escalation

2.2 Supported Environments

- Microsoft Azure, AWS and Microsoft 365
- Hybrid on-premises + cloud architectures
- Enterprise networks including SD-WAN, LAN/WAN

3. Scope of Services

3.1 In Scope

- Incident, Request, Problem and Change Management

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- Proactive monitoring & automated remediation where feasible
- Backup/Recovery operations and DR readiness checks
- Capacity, performance and resilience optimisation
- Access provisioning/deprovisioning and user lifecycle tasks

3.2 Out of Scope (examples)

- Provision of underlying cloud subscriptions/infrastructure
- Major redesign or transformation projects (available via separate SOW)
- Custom application development and L4 product engineering

4. Service Features

- End-to-end managed cloud and MSP support
- Proactive monitoring, alerting & performance optimisation
- Secure management of cloud, network and connectivity services
- Centralized service desk with incident, problem, and change management
- Service reporting, governance and continuous improvement
- User support, onboarding and training coordination
- On-site and remote technical support, including engineer dispatch
- Business continuity and resilience support
- Single accountable supplier for cloud and IT operations

5. Benefits

- Reduced operational risk through proactive monitoring
- Improved service availability and system resilience
- Faster incident resolution and reduced disruption
- Simplified supplier management with single accountability
- Lower internal IT overheads
- Greater visibility via regular reporting
- Enhanced security posture and compliance confidence
- Predictable costs and value for money
- Scales with organisational needs

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6. Service Constraints

Citycom's service is primarily delivered remotely using secure tooling. On-site support is available subject to location, access and agreed response times. The service supports public cloud and customer-owned environments but does not include provision of the underlying cloud infrastructure. Changes to scope, hours or support levels may require change control.

7. Support Model

7.1 Channels & Accessibility

- Email and online ticketing (WCAG 2.2 AA accessible portal)
- Phone support (9–5 UK time, 7 days a week)
- Web chat (9–5 UK time, Mon–Fri) with AI chatbot assistance

7.2 Response Targets (Business Hours)

Initial responses typically within one working hour. Out-of-hours response depends on the support tier. Critical incidents can be covered 24/7 where agreed.

7.3 Support Levels

- Standard Support: business hours, remote troubleshooting, monitoring, reporting
- Enhanced Support: extended hours, faster SLAs, proactive reviews
- 24/7 Critical Incident Support: for agreed priorities with defined escalation
- Enhanced and 24/7 tiers include a named Technical Account Manager (TAM)

8. Service Levels (SLAs)

8.1 Incident SLAs (example)

Priority	Response Target	Resolution/Workaround Target	Description
P1	30 mins	4 hours	Critical service outage / major business impact
P2	1 hour	8 hours	High impact – degraded service
P3	4 hours	2 business days	Standard incident / request
P4	1 business day	As agreed	Minor / informational

8.2 Service Hours

Standard hours: 09:00–17:30 UK, Mon–Fri. Extended hours and 24/7 coverage available.

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9. Staff Security

- Staff screening conforms to BS7858:2019
- Government security clearance up to BPSS available

10. Onboarding

- Discovery & requirements confirmation
- Environment baseline assessment and risk review
- Security & IAM alignment (RBAC, MFA, least privilege)
- Tooling & integrations setup; runbook creation
- Knowledge Transfer (KT) & acceptance; go-live & stabilisation

11. Offboarding

- Access removal and credential deprovisioning
- Export of logs, configurations and documentation
- Final reports and service closure
- Transition support to successor provider as required

12. Security & Data Protection

- GDPR-aligned processing; Citycom acts as Processor/Controller per call-off
- Aligned to ISO27001 process controls.
- Data residency in the UK unless otherwise agreed
- Support for DPIAs, audits and compliance reviews
- RBAC, MFA and least-privilege enforcement with logging/retention

13. Disaster Recovery & Business Continuity

- Backup and recovery configuration validated with test restores
- Failover planning and periodic DR tests
- RTO/RPO agreed with customer and reviewed annually

14. Governance, KPIs & Reporting

14.1 Governance Cadence

- Monthly Service Reviews (SLAs, KPIs, risks, actions)
- Quarterly roadmap and optimisation sessions

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14.2 KPI Catalogue (example)

KPI	Definition	Target (example)
SLA Compliance	Tickets meeting response/resolution targets	≥ 98% (monthly)
MTTR	Mean Time to Restore for P1/P2 incidents	Trending down
Change Success Rate	Changes without incident/rollback	≥ 95%
Security KPIs	Vuln closure within policy; MFA coverage	Within policy
Optimisation Savings	Verified cost & efficiency improvements	Report quarterly

15. Roles & Responsibilities (RACI)

Roles include Citycom Service Desk, Cloud Team, Security, Network, Customer IT and Vendors.

Activity	Citycom	Customer	Vendors	Notes
Incident Management	R/A	C	C	Escalation per runbook
Change Management	R	A	C	CAB participation
Backup & DR Ops	R	C	C	Policy-based
Security Monitoring	R	C	A	Shared indicators
Network Ops	R	C	A	ISP/SaaS contacts

16. Tooling & Technology Stack (Overview)

- ITSM platform for IM/PM/CM/SRM and knowledge base
- Monitoring & observability for cloud, network and endpoints
- Identity & access management; MFA/SSO
- Backup/DR platforms; logging & SIEM
- Automation & Infrastructure-as-Code (IaC) where applicable

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17. Risks & Mitigations

Risk	Impact	Mitigation
Access delays	SLA slippage in transition	Pre-agreed access plan & early validations
3rd-party failures	Extended restorations	Escalation paths & vendor contracts
Legacy complexity	Higher MTTR	Runbook improvements & remediation backlog

Educational discounts available; final pricing confirmed per call-off and scope.

18. Assumptions & Dependencies

- Customer provides timely access, approvals and SMEs
- Licences/subscriptions are maintained by customer unless otherwise agreed
- Stable connectivity to managed environments