

Service Definition: Ongoing Support Services

1. Overview – What the Service Is

Ongoing Support Services provide continuous assistance to ensure that cloud-based systems and services remain reliable, secure, and aligned with user needs throughout their operational lifecycle. The service supports organisations before, during, and after service delivery by offering structured helpdesk support, incident management, operational monitoring, and continuous improvement.

This service is designed for organisations that require dependable, responsive support to maintain service quality and user satisfaction. It can operate as a standalone support function or as part of a broader managed cloud service, working closely with internal teams to resolve issues and improve service outcomes.

2. Scope of the Service

Ongoing Support Services typically include:

- User support and service desk functions
- Incident and problem management
- Monitoring and alerting
- Configuration and operational support
- Performance and reliability oversight
- Change and release support
- Continuous improvement and optimisation

The service supports infrastructure, platforms, applications, and end users, depending on the agreed scope.

3. Data Backup, Restore, and Disaster Recovery Support

Ongoing Support Services include operational support for backup and recovery processes. This involves monitoring backup success, assisting with restore requests, and supporting recovery testing and exercises.

In the event of a major incident or disaster, the service supports execution of recovery procedures in line with agreed business continuity and disaster recovery plans. This ensures that recovery actions are coordinated, effective, and aligned with organisational priorities.

4. Onboarding and Offboarding Support

Onboarding

Onboarding to Ongoing Support Services includes service induction, access setup, and familiarisation with supported systems. Support processes, escalation paths, and communication channels are agreed and documented.

Initial health checks may be conducted to identify risks or improvement opportunities early in the engagement.

Offboarding

Offboarding includes secure removal of access, transfer of support documentation, and handover of service records. Support transitions are managed to minimise disruption and ensure continuity.

5. Service Constraints

Support is typically delivered remotely. On-site support can be arranged where required.

Support scope is defined by the agreed service tier. Requests outside scope may be handled as change requests or additional services.

Planned changes and maintenance activities are scheduled to minimise disruption.

6. Service Levels and Support Availability

Service levels are defined through Service Level Agreements. These typically cover:

- Response times by incident severity
- Resolution or workaround targets
- Support hours, such as business hours or extended coverage
- Escalation and governance arrangements

Service performance is monitored and reported regularly.

7. After-Sales and Continuous Improvement Support

After-sales support focuses on ongoing improvement rather than reactive issue resolution alone. This includes:

- Trend analysis and problem management
- Recommendations for optimisation
- Regular service reviews
- Support for audits and reviews

This ensures that support services evolve with organisational needs.

8. Technical Requirements

To deliver Ongoing Support Services effectively, the following are typically required:

- Access to service management and ticketing systems
- Visibility into monitoring and logging tools
- Secure access to supported environments
- Collaboration with internal stakeholders

All access is managed securely and reviewed regularly.

9. Outage and Maintenance Management

Incidents and outages are managed through structured processes. This includes detection, communication, resolution, and post-incident review.

Planned maintenance is communicated in advance, with clear impact assessments and fallback plans.

10. Hosting Options and Locations

Ongoing Support Services support cloud-hosted services across public, private, and hybrid environments, hosted in approved geographic regions.

11. Access to Data Upon Exit

Customer data remains fully owned by the customer. Upon exit, data is returned or securely destroyed, and support records are handed over as agreed.

12. Security and Data Protection

Ongoing Support Services operate under strict security controls. This includes:

- Least-privilege access
- Strong authentication
- Audit logging
- Secure handling of support data

The service ensures that confidentiality, integrity, and availability are maintained throughout engagement.
