

Service Definition – Managed Cloud Services

1. Service Overview

Guidehouse's Managed Cloud Services provide full lifecycle operational management of public cloud environments across IaaS, PaaS, and SaaS. The service ensures secure, resilient, compliant and cost-optimised operations, using ITIL-aligned practices, cloud-native tooling, automation, and FinOps/DevSecOps methods.

This service is suitable for public sector buyers seeking a trusted delivery partner to operate and optimise cloud workloads, reduce operational overhead, and strengthen service reliability.

2. Service Scope & Objectives

Scope

The service covers:

- Cloud infrastructure operations (compute, storage, networking, backups)
- PaaS and SaaS management (databases, serverless, API gateways, messaging)
- Application lifecycle operations (deployments, configuration, hotfixes)
- Monitoring, alerting, incident and problem management
- Security, governance and compliance controls
- Infrastructure-as-code and automated runbooks
- DR planning, resilience testing and business continuity
- FinOps cost management, rightsizing and cost forecasting
- Vendor and licence management

Objectives

- Provide secure, resilient and compliant cloud operations
- Reduce operational risk and overhead using automation
- Improve service availability, performance and governance
- Strengthen cost control through FinOps practices
- Provide clear operational accountability and reporting

3. Service Features & Benefits

Features (from Lot 3 Consolidated Responses)

- 24x7 monitoring, alerting and incident management
- Management of public cloud IaaS (compute, storage, networking, backups)
- Management of SaaS/PaaS services (databases, serverless, integration services)
- Application deployments, configuration and performance tuning
- Automated runbooks, patching and health checks
- FinOps cost monitoring, forecasting and rightsizing
- Compliance management (policy, logging, encryption, auditing)
- IaC pipeline deployment (ARM/Bicep, Terraform)
- DR orchestration and resilience testing
- Vendor and licence management

Benefits

- Reliable, secure and compliant cloud environments
- Lower operational overhead through automation and managed processes
- Improved cost control and budget forecasting
- Increased availability and resilience
- Faster innovation through DevSecOps and cloud-native tooling
- Strong governance and audit compliance
- Scalable support across multi-cloud landscapes

4. Service Components / Work Packages

4.1 Run & Operate

- Cloud operations, incident/problem management
- Service requests, change enablement
- Event management and operational communications

4.2 Observe & Optimise

- Monitoring, telemetry and SLO management
- Capacity planning and performance optimisation
- FinOps reviews and savings recommendations

4.3 Secure & Comply

- Baseline security controls, guardrails and policies
- IAM, encryption, audit logging and vulnerability management
- Patch management and configuration governance

4.4 Automate & Evolve

- Infrastructure-as-code
- CI/CD pipeline configuration
- Automated runbooks for routine tasks

4.5 Resilience & Continuity

- Backup strategy and policy alignment
- DR playbooks and rehearsal testing
- Resilience posture reviews

5. Roles & Responsibilities

Guidehouse Responsibilities

- Deliver managed operations using qualified cloud engineers and architects
- Maintain runbooks, processes and dashboards
- Provide clear, concise reporting and insights
- Meet required vetting levels (BS7858; SC if required)
- Coordinate across third-party suppliers

Buyer Responsibilities

- Provide access to environments, tenants and agreed tooling
- Confirm priorities, maintenance windows and approvals
- Participate in governance meetings

6. Onboarding & Offboarding

Onboarding

- Discovery of environments and services
- Access provisioning and tool integration
- Runbook baseline creation
- KPI and reporting setup

Offboarding

- Knowledge transfer sessions
- Handover of runbooks, configurations and artefacts
- Secure revocation of access
- Exit review and service summary

7. Service Management & Reporting

- Monthly service reports on KPIs (availability, MTTR, change success rate)
- Cost and security posture reporting
- RAID management as required
- Governance meetings (monthly or as agreed)

Support is delivered via phone, ticketing, email and web chat, compliant with **WCAG 2.2 AA**, during UK business hours by default, with optional 24x7 coverage.

8. Security, Compliance & Standards

- Aligned with NCSC cloud security principles and ISO 27001
- Staff vetted to **BS7858:2019** and up to **SC** clearance as required
- Compliance with CCS General Terms for confidentiality, data protection and information security

9. Constraints & Dependencies

Dependencies

- Access to cloud tenants, identity platforms and monitoring tools
- Availability of Buyer SMEs for onboarding and approvals

Constraints

- No intrinsic constraints declared in Guidehouse's submission
- No contractual terms in this document override or modify CCS General Terms

10. Pricing Model (Non-Commercial Description)

Pricing aligns to published Lot 3-day rates. Standard support covers UK business hours; Enhanced and Premium tiers offer extended SLAs and coverage. Prices exclude VAT and travel/subsistence and comply with CCS pricing rules.

11. Document Control

- **Service Name:** Managed Cloud Services
- **Supplier:** Guidehouse
- **Framework:** G-Cloud 15 – Lot 3 Cloud Support
- **Related documents:**
 - CCS General Terms (RM1557.15-v1.0)
 - Lot 3 Consolidated Service Responses
 - RM1557.15 Attachment 2 – How to Tender
 - Guidehouse Overarching Lot 3 T&Cs

This Service Definition must be read with the above documents and does not override CCS General Terms.