Service Definition - Ongoing Support Services

1. Service Overview

Guidehouse's Ongoing Support Services ensure public-sector cloud environments remain stable, secure, cost-optimised and fit for purpose throughout their lifecycle. The service provides day-to-day operational support, incident management, proactive monitoring, reporting, trend analysis and vendor coordination, using ITIL-aligned service operations and cloud-native observability.

This service suits buyers who need a dependable partner to maintain service health, improve user experience and optimise performance and cost across cloud environments.

2. Service Scope & Objectives

Scope

The service covers:

- Incident logging, triage, prioritisation and resolution
- Root-cause analysis and problem management
- Event monitoring, alerting and automated triage
- Reporting, service reviews and compliance support
- Trend and risk analysis, including FinOps-based cost insights
- Cloud environment management (health checks, capacity planning, optimisation)
- Vendor escalation and third-party coordination

Objectives

- Maximise uptime and service stability
- Improve user experience and reduce Mean Time to Resolution (MTTR)
- Strengthen compliance and auditability
- Reduce operational overhead through structured support processes
- Enhance cloud performance and cost efficiency through trend analysis

3. Service Features & Benefits

Features (from Lot 3 Consolidated Responses)

- Incident resolution, troubleshooting, configuration updates and health checks
- Logging & incident management
- ITIL-aligned incident/problem management (SLA-based prioritisation, RCA)
- Reporting on service performance, risks and continuous improvement
- Trend analysis and FinOps insights
- Monitoring, alerting, capacity planning and optimisation
- Vendor coordination and third-party escalation management

Benefits

- Improved availability and service stability
- Faster resolution of user issues
- Increased compliance and visibility with structured logs and reports
- Reduced operational burden through managed processes
- Better performance and cost efficiency through ongoing analysis

4. Service Components / Work Packages

4.1 Service Desk & Triage

- Ticket intake through email, phone, chat or portal
- Categorisation, prioritisation (P1–P4) and user communications

4.2 Incident, Problem & Change Management

- Incident resolution and service restoration
- Root-cause analysis and preventative actions
- Known-error logging and remediation

- Standard change execution via runbooks

4.3 Monitoring, Alerting & Observability

- Metrics, logs and trace-based observability
- Capacity analysis and SLO/SLI reporting
- Automated alert routing and escalation

4.4 Reporting & Improvement

- Monthly service performance reporting
- Risk and dependency reviews
- Trend analysis, cost insights and optimisation recommendations

4.5 Vendor & Third-Party Coordination

- Managing escalations with CSPs and SaaS/PaaS vendors
- Tracking resolution and ensuring closure

5. Roles & Responsibilities

Guidehouse Responsibilities

- Operate ongoing support processes and tooling
- Provide cloud support engineers, analysts and Technical Account Manager (as applicable)
- Deliver reporting, insights and continuous improvement recommendations
- Meet vetting requirements (BS7858; SC-level where required)
- Coordinate across third-party vendors

Buyer Responsibilities

- Provide access to environments, documentation and relevant tooling
- Confirm SLAs, priorities and change approvals
- Attend scheduled service reviews and governance meetings

6. Onboarding & Offboarding

Onboarding

- Agreement of SLA tiers, escalation paths and support boundaries
- Access provisioning and monitoring integration
- Runbook establishment and reporting cadence setup

Offboarding

- Knowledge-transfer sessions to Buyer teams
- Export of ticket history, dashboards and artefacts
- Access revocation and service handover

7. Service Management & Reporting

- Monthly service reports covering KPIs, trends and improvements
- Incident metrics (MTTR, SLA achievement), risk logs and optimisation findings
- Governance meetings at agreed cadence (usually monthly)

Support channels include:

- Email and online ticketing
- Phone support
- Web chat compliant with **WCAG 2.2 AA**

Default support hours: **09:00–17:00 UK time, Monday–Friday** (Premium tiers may extend to 24×7).

8. Security, Compliance & Standards

- Aligned to 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 monitoring tools, logs and cloud environments
- Timely Buyer input for approvals and priorities

Constraints

- No intrinsic service constraints declared in Guidehouse's tender submission
- This Service Definition does **not** create or modify contractual terms—CCS General Terms prevail

10. Pricing Model (Non-Commercial Description)

Pricing is based on the published Lot 3-day rates. Standard support is included by default; Enhanced and Premium tiers offer faster SLAs and extended coverage. Pricing is exclusive of VAT and travel/subsistence and complies with CCS pricing rules.

11. Document Control

- **Service Name:** Ongoing Support 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 alongside the above documents and does not override CCS General Terms.