

Service Definition | Lunar

Service name: Ongoing Cloud Platform Support and Enhancement
Lot: G-Cloud 15 - Lot 3 (Cloud Support)

Ongoing Cloud Platform Support and Enhancement

1. Service overview

Ongoing Cloud Platform Support and Enhancement provides continuous support, maintenance and improvement for bespoke cloud-hosted digital platforms, products and websites. The service focuses on application management, incident response, security maintenance, performance optimisation and iterative enhancements.

Services are delivered on a flexible, time and materials basis and can be procured independently or following an initial platform build.

2. Service scope

This service may include:

- Application management and platform maintenance
- Incident response and fault resolution
- Security updates, patching and vulnerability remediation
- Performance monitoring and optimisation
- Monitoring and operational health checks
- Iterative functional enhancements and improvements
- UX and UI design improvements
- Infrastructure architecture support and configuration guidance

The service supports platforms hosted within buyer-managed or third-party cloud environments.

3. Onboarding and offboarding

Onboarding

Onboarding includes service initiation, confirmation of support arrangements, access setup, agreement of priorities, and definition of escalation paths. Access to systems and environments is agreed in line with buyer security requirements.

Offboarding

Offboarding includes knowledge transfer, handover of documentation, support for transition to another supplier if required, secure removal of supplier access, and assistance with continuity planning. Buyer data remains the property of the buyer at all times.

4. Service levels and support hours

Support is provided during UK business hours unless otherwise agreed. Incidents and requests are prioritised based on severity and impact. Response times, service levels and escalation arrangements are agreed at call-off and documented in the Call-Off Contract.

Emergency support is provided under a defined Service Level Agreement.

5. Data backup, restore and disaster recovery

Data backup, restore and disaster recovery arrangements are typically managed by the buyer's cloud infrastructure or hosting provider. The supplier supports configuration, testing and restoration activities as required.

6. Outage and maintenance management

Planned maintenance is coordinated with buyers where required. Unplanned incidents are logged, prioritised and managed through agreed support processes. Communication and reporting arrangements are agreed at call-off.

7. Security

The service follows industry best practice for secure delivery, including controlled access to systems, least-privilege principles and secure handling of data. Staff access is limited to authorised personnel only. Security responsibilities are shared in line with the buyer's cloud environment and governance arrangements.

8. Hosting options and locations

The service supports platforms hosted within buyer-managed or third-party cloud environments. Hosting services and infrastructure are not provided unless explicitly agreed. Data location is determined by the buyer's chosen hosting arrangements.

9. Access to data on exit

Buyers retain full ownership of their data. On exit, access to buyer systems is securely removed, and reasonable assistance is provided to support transition or data access where required.

10. Service constraints

Services are delivered primarily remotely. Occasional on-site attendance may be provided by prior arrangement. Buyer access to relevant systems, environments and stakeholders is required to deliver the service effectively. Cloud infrastructure, hosting and third-party software licences are not included unless explicitly agreed.

11. After-sales support

After-sales support is provided through the ongoing support arrangements described above and may include continued maintenance, enhancement and advisory services under agreed terms.
