

Cloud Support Service Definition – Lot 3 (G-Cloud 15)

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1. Service Overview

This Service Definition describes cloud support and consultancy services provided by Kevin James Limited (KJL Group) to public sector organisations.

The service is aligned with Crown Commercial Service (CCS) G-Cloud 15, Lot 3 – Cloud Support and supports buyers in planning, designing, implementing, securing, operating and optimising cloud-based services.

Services are delivered on a Time and Materials basis under buyer direction. Activities and outputs are agreed at call-off in line with buyer requirements.

2. In-Scope Services (Lot 3 – Cloud Support)

The service provides specialist support across the cloud lifecycle. Typical activities may include:

Cloud Strategy and Planning

- Cloud readiness assessments
- Discovery and requirements analysis
- Migration and transformation roadmaps
- Risk and dependency identification

Architecture and Design

- Cloud architecture design (IaaS, PaaS, SaaS)
- Secure reference architectures and patterns
- Landing zone and environment design support
- Network, identity and access design

Migration and Implementation Support

- Advisory support for re-host, re-platform and re-factor approaches
- Migration planning and coordination
- Cutover planning and risk management

Configuration and Enablement

- Support for configuration of networking, identity, monitoring and backup
- Observability and logging design support
- Disaster recovery and resilience design guidance

Security and Assurance Support



- Secure-by-design guidance
- Security control mapping and implementation support
- Security assurance and readiness reviews
- Support for security testing coordination

Testing and Readiness Support

- Functional and non-functional testing support
- Performance and resilience testing guidance
- Pre-go-live readiness assessments

Operational Support

- Advisory support for incident, problem and change processes
- ITIL-aligned operational guidance
- Service improvement recommendations

Cost Optimisation and FinOps Support

- Cost analysis and usage reviews
- Rightsizing and optimisation recommendations
- Cost reporting and savings backlog development

Knowledge Transfer and Enablement

- Knowledge transfer sessions
- Documentation support and runbooks
- Handover support to buyer teams

Governance and Reporting Support

- Management information (MI) support
- Governance framework guidance
- Audit and assurance support

Exit and Transition Support

- Exit planning support
- Data portability and export guidance
- Knowledge transfer and transition support

3. Out-of-Scope Services

Unless separately agreed at call-off, the following are out of scope:



- Provision of cloud hosting platforms or licences
- Ownership or operation of buyer systems
- Fully managed services or 24/7 operational support
- Execution of accredited penetration testing
- Non-cloud digital delivery services outside G-Cloud Lot 3

4. Delivery Approach

Services are delivered flexibly to support buyer priorities and may include advisory, implementation support and assurance activities.

Engagements are typically structured around the buyer lifecycle, such as:

- Plan
- Design
- Migrate
- Secure and Test
- Operate and Optimise
- Exit

Specific activities, timescales and outputs are agreed at call-off and may vary depending on buyer requirements.

5. Security & Assurance

Security support is provided in alignment with buyer policies and applicable standards.

Typical activities may include:

- Secure architecture guidance
- Security control implementation support
- Logging and monitoring design guidance
- Vulnerability management support
- Backup and disaster recovery guidance

All security responsibilities and decision authority remain with the buyer unless otherwise agreed at call-off.

6. Service Levels (illustrative placeholders)

The following placeholders illustrate common targets; final SLAs will be agreed with the buyer and the supplier at call-off.



Metric	Illustrative Target	Notes
P1 Incident Response	30 minutes	*Mon-Fri (Sat AM) managed services
Availability (Managed Ops)	99.9%+	Service scope dependent
Change Window Lead Time	*2 business days	Standard changes
Monthly Optimisation Review	Every 30 days	Data driven
*Subject to Bank Holidays		

7. Roles & Responsibilities

Services are delivered by SFIA-aligned professionals, as defined in the G-Cloud pricing document.

Roles may include architects, engineers, security specialists and service management professionals appropriate to the engagement.

Specific roles and responsibilities are agreed at call-off

8. Training & Knowledge Transfer

The service supports knowledge transfer to enable buyer teams to operate and manage cloud services effectively.

Typical activities may include:

- Role-based knowledge transfer sessions
- Documentation and runbook support
- Architectural and configuration handover

9. ESG & Sustainability

Where supported by cloud providers, the service can assist buyers in understanding sustainability metrics and supporting environmental and ESG objectives.

10. Data Protection

All data protection responsibilities and processing activities are defined in the Call-Off Agreement and associated schedules.

The service operates in accordance with buyer data protection policies and applicable legislation.



11. Ordering & Pricing

Services may be ordered via the G-Cloud framework using an Order Form.

Pricing is provided on a Time and Materials basis and is defined in the G-Cloud Pricing Document.

Travel and subsistence, where applicable, must be pre-approved by the buyer and charged at cost.

12. Exit & Transition

Exit and transition support can be provided to assist continuity of service.

Typical activities may include:

- Exit planning support
- Knowledge transfer to incoming suppliers or buyer teams
- Data export and documentation handover

Exit activities are agreed at call-off.

