



Hamden Technology – Cloud Support Services

Service Definition Document

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1. About Hamden Technology

Hamden Technology Ltd is a UK-based cloud engineering and digital transformation consultancy delivering secure, scalable and modern cloud solutions for public-sector organisations. We specialise in end-to-end cloud support, including architecture, migration, DevOps, optimisation, quality assurance, automation and ongoing operational support across AWS, Azure and Google Cloud.

All services are delivered directly by Hamden Technology's in-house engineering, DevOps and consulting teams. We do not use subcontractors. All work is project-managed, quality-controlled and delivered under Hamden governance.

2. Scope of Service (Cloud Support – Lot 3)

Hamden provides full lifecycle Cloud Support services, including:

2.1 Cloud Migration Planning

- Cloud readiness and gap analysis
- Application and data dependency mapping
- Architecture transition design
- TCO and cost-to-operate modelling
- Security and compliance impact assessment
- Migration roadmaps with phased delivery strategy

2.2 Setup & Migration Services

Migration of all workload types, including:

- Emails, calendars, and collaboration suites
- File servers, document libraries and structured content
- Databases (SQL, NoSQL, data lakes)
- SaaS and on-premise applications
- User profiles, roles and permissions
- Containers, microservices and virtual machines

All migrations include validation, rollback, cutover planning and post-deployment testing.

2.3 Cloud Architecture & Engineering

- Design of secure and scalable cloud architectures
- Kubernetes and container orchestration
- Serverless systems (Lambda, Cloud Functions)
- API gateways and microservices
- High-availability and multi-zone designs
- Logging, monitoring and distributed tracing
- Identity, access management and governance policies

2.4 DevOps, Automation & CI/CD

- Infrastructure-as-Code (Terraform, CloudFormation)
- Automated CI/CD pipelines (GitHub, GitLab, Azure DevOps)
- Zero-downtime deployments
- Environment parity (Dev/Test/Prod)
- Automated testing and security scans
- Monitoring dashboards and custom alerts

2.5 Cyber Security & Compliance Support

- UK GDPR compliance
- Security posture reviews aligned to NCSC guidance
- MFA enforcement and IAM best practice
- Secure development lifecycle (OWASP)
- Encryption policies (in transit & at rest)
- Vulnerability assessment coordination
- Logging, SIEM integration and incident readiness

2.6 Quality Assurance & Performance Testing

- Functional and regression testing
- Load, stress and volume testing
- Performance optimisation
- Availability and failover testing
- Code quality reviews
- Cloud cost optimisation (FinOps best practice)

2.7 Training & Upskilling

Training is offered for:

- Cloud fundamentals
- DevOps operations
- Security awareness
- Cloud environment administration
- Application handover to internal technical teams

Training is provided via workshops, documentation and live remote sessions.

3. Onboarding Process

All cloud support engagements follow a structured onboarding:

1. Requirements discovery workshops
2. Technical and architectural assessment
3. Environment and access configuration
4. Risk and dependency mapping
5. Governance model setup
6. Confirmation of SLAs and communication plan
7. Handover of onboarding documentation

Typical onboarding duration: **1–10 working days**.

4. Service Constraints

- Delivery depends on timely access provided by the buyer
- Third-party systems or APIs may impact timelines
- Maintenance windows are agreed in advance
- Legacy systems may require staged migration
- Cloud provider constraints may apply

Hamden will clearly identify constraints during discovery.

5. Service Levels

Operating Hours:

Monday–Friday, 09:00–17:00 UK time

Response SLAs:

- **Critical Priority:** 2 hours
- **High Priority:** 8 hours
- **Medium Priority:** 1 business day
- **Low Priority:** 3 business days

Enhanced support hours or faster SLAs are available at additional cost.

6. Ongoing Support

Hamden provides continuous operational support, including:

- Helpdesk (email, ticketing and phone)
- Cloud environment monitoring

- Incident triage and resolution
- Patch & update coordination
- Performance tuning
- Security monitoring and compliance checks
- Monthly or quarterly reporting (optional)

7. Offboarding Services

At contract conclusion or upon request, Hamden provides:

- Complete knowledge transfer
- Secure access removal
- Data and file export
- Database dumps (SQL/CSV/JSON)
- API schema documentation
- Final architecture/security/performance reports
- Optional migration to a replacement supplier

All customer data remains under the buyer's ownership.

8. Technical Requirements

To enable delivery, the buyer should provide:

- Required system and cloud access
- Documentation relating to current systems
- Stakeholder availability for workshops
- Technical credentials for integration systems (where applicable)

9. Security & Personnel

- All staff screened to **BPSS**
- All work delivered from within the UK
- UK GDPR-focused delivery processes
- Secure access control based on least privilege
- MFA enforced for all cloud access
- Secure coding and deployment standards

10. Public-Sector Alignment

Hamden has experience supporting:

- Local authorities
- Healthcare organisations
- Education providers
- Social care systems

- Community and public-service digital platforms

Our methods align with:

- NCSC Cloud Security Principles
- Government Digital Service (GDS) good practice
- The Technology Code of Practice
- Cyber Essentials security expectations

11. Contact Details

Hamden Technology Ltd

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