

Service Definition Document

Cloud Support Services

Supplier: Hamdan Technology Ltd

Framework: G-Cloud 15

Lot: Lot 3 – Cloud Support

1. Service Overview

Hamdan Technology Ltd provides professional cloud support services to UK public sector organisations. The service supports the planning, implementation, optimisation, security, and ongoing operation of cloud-based systems hosted on public or hybrid cloud platforms. Services are delivered by experienced cloud and IT professionals using recognised best practices and government-aligned standards.

2. Scope of the Service

This service includes support across the full cloud lifecycle, including:

- Cloud migration planning and readiness assessments
- Cloud environment setup and configuration
- Security configuration and best-practice guidance
- Performance monitoring and optimisation
- Quality assurance and testing support
- Ongoing operational and technical support
- User and administrator training where required

Support can be provided remotely, with onsite support available by agreement.

3. What Is Not Included

The service does not include:

- Supply of cloud hosting infrastructure itself
- End-user hardware procurement
- Managed network connectivity
- Software licence resale unless agreed separately

Any additional requirements can be discussed and scoped separately.

4. Support Channels

Hamdan Technology Ltd provides the following support channels:

- **Email and online ticketing support**
- **Phone support**
- **Web chat support**

All support requests are logged, tracked, and managed to resolution.

5. Support Hours

- **Phone support:** 9am to 5pm (UK time), 7 days a week
- **Email, ticketing, and web chat:** Available during standard UK business hours, with agreed response times

Extended or out-of-hours support can be agreed where required.

6. Response Times

- Initial response during business hours is typically within one working day
- Priority issues are responded to more quickly where service impact is high
- Weekend response times may differ and are agreed with the customer in advance

Response and resolution targets are agreed at contract level.

7. Support Levels

Hamdan Technology Ltd offers flexible support levels depending on customer needs:

- **Standard Support:** Included within agreed day rates
- **Enhanced Support:** Priority response and dedicated technical resources, charged at agreed rates

A technical cloud support engineer can be provided, and a named point of contact is available for coordination and escalation where required.

8. Security and Staff Screening

All staff involved in delivering this service are subject to staff screening processes that conform to **BS7858:2019**.

Where required by the buyer, staff can be cleared up to **Baseline Personnel Security Standard (BPSS)** level.

Higher levels of government security clearance can be discussed if required for specific engagements.

9. Accessibility

Online support tools and documentation used as part of this service are designed to meet **WCAG 2.2 AA** accessibility standards where applicable. Reasonable adjustments can be made to support accessibility requirements.

10. Service Constraints

The service is primarily delivered remotely. Onsite support is subject to availability, location, and prior agreement. Delivery timelines may depend on customer readiness, access to systems, and third-party dependencies such as cloud platform providers.

11. Onboarding and Exit

Service onboarding includes confirmation of scope, support arrangements, and security requirements.

Customers can exit the service with agreed notice periods, and Hamdan Technology Ltd will support knowledge transfer and handover as required.