

# **Service Definition Document**

## **End User Computing and Cloud Support Services**

### **1. Executive Statement**

This service supports public sector organisations to deliver inclusive, productive and compliant cloud-enabled workplaces. It brings together specialist expertise in end user computing, assistive technology, accessibility and DSE to ensure digital tools work effectively for all users, including those with disabilities and neurodiverse needs.

The service is designed around people, not just technology. It helps organisations meet Equality Act duties, reduce workplace risk and improve user experience by addressing accessibility and ergonomic requirements alongside practical cloud support. Delivery is flexible and proportionate, combining remote-first support with in-person engagement where required to achieve meaningful, person-centred outcomes.

### **2. Service Overview**

This service provides specialist support for cloud-enabled workplaces, with a strong focus on accessibility, assistive technology and end user computing. It is designed to support public sector organisations in delivering inclusive, productive and compliant digital working environments.

The service supports individual users and teams by addressing accessibility needs, neurodiversity considerations, DSE and ergonomic risks and the effective use of cloud-based applications. It combines specialist advisory capability with practical implementation and ongoing support.

### **3. Intended Users**

This service is suitable for:

- Public sector organisations using cloud-based digital workplace tools
- Organisations supporting staff with accessibility or neurodiversity needs
- HR, digital, IT and wellbeing teams responsible for reasonable adjustments
- End users requiring assistive technology or ergonomic support

The service is particularly relevant to NHS organisations, local authorities, education providers and arm's length bodies.

### **4. Service Scope**

Included within scope:

- End user computing support for cloud-enabled workplaces
- Assistive technology assessments and recommendations
- Configuration and support of assistive technology solutions
- DSE and ergonomic assessments for remote and office-based workers
- Accessibility testing of digital tools and user interfaces
- Inclusive IT support tailored to diverse user needs
- Support for cloud-based end-user applications (e.g. SaaS tools)
- User onboarding, adoption support and training

- Advisory support relating to workplace adjustments and accessibility

Out of scope:

- Hosting or provision of cloud infrastructure
- Development of bespoke software applications
- Large-scale cloud migration or transformation programmes
- Penetration testing or advanced security engineering

Any additional requirements can be discussed and agreed at call-off

## **5. Service Delivery Approach**

Services are typically delivered remotely using secure collaboration and support tools, reflecting modern cloud-enabled working practices.

Where appropriate, particularly for accessibility, assistive technology, DSE or workplace adjustment requirements, services may also be delivered in person to ensure effective, person-centred outcomes.

The delivery approach is agreed at call-off and remains flexible, proportionate and responsive to user needs, accessibility considerations, location and value for money.

## **6. Onboarding and Initiation**

At the start of each engagement, the supplier will:

- Agree service scope and objectives with the buyer
- Identify key stakeholders and user groups
- Understand accessibility, DSE and user support requirements
- Confirm delivery approach, communication methods and escalation routes

This ensures services are tailored appropriately and delivered efficiently from the outset.

## **7. Security and Data Protection**

The service is delivered in line with public sector security and data protection expectations.

- Staff supporting the service are screened and suitable for BPSS-level roles
- Personal data is handled in accordance with UK GDPR and data protection legislation
- Access to systems and information is limited to what is required for service delivery
- Security and confidentiality requirements are agreed at call-off

No sensitive data is stored unnecessarily as part of service delivery.

## **8. Service Management and Support**

Support is delivered using structured, user-focused processes, including:

- Logging and management of support requests and incidents
- Clear communication with users and stakeholders

- Progress updates and resolution confirmation
- Continuous improvement informed by user feedback

Support arrangements remain proportionate to the size and nature of each call-off contract.

## **9. Accessibility and Social Value**

Accessibility and inclusion are core to the service.

The service supports public sector organisations by:

- Improving access to digital tools for disabled and neurodiverse users
- Supporting reasonable adjustments under the Equality Act 2010
- Reducing DSE and ergonomic risks
- Promoting inclusive, healthy and productive workplaces

Delivery is designed to create positive outcomes for individuals, organisations and the wider workforce.

## **10. Service Constraints**

Services are delivered on a remote-first basis, with in-person delivery available where required and agreed. Specific service hours, response times and delivery models are agreed at call-off to ensure they remain proportionate and aligned to buyer needs.

## **11. Contact and Further Information**

Further details, clarification or service-specific requirements can be discussed during call-off engagement.