

Service Definition Document

Inclusive End-User Computing, Assistive Technology & Cloud Workplace Support Services

(G-Cloud 15 – Lot 3: Cloud Support Services)

1. Executive Statement

Wyvern Business Systems Ltd (“Wyvern”) provides a specialist service to help public sector organisations deliver inclusive, productive and compliant cloud-enabled workplaces.

The service combines Wyvern’s expertise in:

- End-user computing and digital workplace support
- Assistive technology for disabled and neurodiverse users
- Digital accessibility and usability
- Display Screen Equipment (DSE) and ergonomic risk management

Our approach is people-centred, not just technology-centred. We focus on enabling every user to work effectively and safely, helping organisations:

- Meet legal duties under the Equality Act 2010 and DSE regulations
- Reduce ergonomic and wellbeing risks
- Improve user experience and productivity across cloud tools and devices

Delivery is remote-first, with in-person engagement where required for accessibility, DSE or complex workplace adjustment needs. Services are flexible, proportionate and tailored through each call-off to deliver meaningful outcomes for individuals and teams.

2. Service Overview

This service provides specialist support for cloud-enabled workplaces, with a strong focus on inclusion, accessibility and safe, effective end-user computing.

Wyvern supports both individual users and wider teams by:

- Assessing and meeting accessibility and assistive technology needs
- Addressing neurodiversity considerations in digital working
- Identifying and mitigating DSE and ergonomic risks
- Maximising the effective use of cloud-based applications and collaboration tools

The service blends advisory consultancy, practical implementation, and ongoing support, aligned to G-Cloud 15 Lot 3: Cloud Support Services (Additional Services).

3. Intended Users and Buyers

This service is suitable for:

- Public sector organisations using or transitioning to cloud-based workplace tools
- Organisations supporting staff with disabilities, long-term conditions or neurodiverse needs
- HR, Occupational Health, Digital, IT and Wellbeing teams responsible for reasonable adjustments and workplace risk management
- End users requiring assistive technology, ergonomic support or tailored training

Typical buyer organisations include:

- NHS trusts and other healthcare providers
- Local authorities and social care providers
- Central government departments and arm's length bodies
- Education providers (schools, colleges, universities)

4. Service Scope

4.1 In Scope

Wyvern's service includes:

- **End-User Computing Support for Cloud-Enabled Workplaces**
 - Advice on device configuration, peripheral selection, and user setup
 - Practical support with accessing and using cloud applications and services
- **Assistive Technology (AT) Assessments and Recommendations**
 - Workplace Needs Assessments and AT assessments for individual users
 - Product-agnostic recommendations based on functional need
 - Reporting suitable for HR, OH and Access to Work processes
- **Configuration and Support of Assistive Technology Solutions**
 - Installation and configuration of AT software and hardware
 - Integration with mainstream tools (e.g. Microsoft 365, web portals, line-of-business apps)
 - Troubleshooting and optimisation for user workflows
- **DSE and Ergonomic Assessments**
 - Remote and in-person DSE assessments
 - Recommendations for equipment, posture and working practices
 - Documentation to support organisational compliance and risk management
- **Accessibility Testing of Digital Tools and Interfaces**
 - High-level accessibility review of key systems and workflows
 - Practical recommendations for improving usability and inclusion
- **Inclusive IT and User Support**
 - User-centred support processes that recognise diverse needs
 - Reasonable adjustment guidance for managers and IT teams
- **Support for Cloud-Based End-User Applications (e.g. SaaS Tools)**
 - Support for common productivity and collaboration platforms
 - Guidance on accessible configuration and usage

- **User Onboarding, Adoption Support and Training**
 - Onboarding new users to assistive technology and cloud tools
 - One-to-one and small-group training (remote-first, with in-person where needed)
- **Advisory Support on Workplace Adjustments & Accessibility**
 - Policy and process advice related to digital inclusion
 - Input into IT / HR / H&S strategies for inclusive digital working

4.2 Out of Scope

The following are **not** provided under this service:

- Cloud hosting or provision of underlying infrastructure (IaaS/PaaS)
- Bespoke software or application development
- Large-scale cloud migration or transformation programmes
- Penetration testing, red-teaming or advanced cyber security engineering
- Provision of contingent labour or staff augmentation roles

Any additional or adjacent requirements may be discussed at call-off and, where appropriate, supported through separate services or frameworks.

5. Service Features and Benefits

5.1 Key Features

- Specialist assistive technology assessment, configuration and support
- Accessibility and usability advice for cloud workplace tools
- Remote and in-person DSE and ergonomic assessments
- End-user support that is inclusive by design
- Tailored training and onboarding for users and managers
- Advisory support to embed reasonable adjustments and inclusive practice

5.2 Benefits

For buyers and organisations:

- Better compliance with Equality Act 2010, DSE and health & safety obligations
- Reduced risk of sickness absence and musculoskeletal injuries
- More effective use of cloud tools, improving productivity and user satisfaction
- Stronger alignment of IT, HR and Occupational Health around inclusion

For users:

- Improved access to digital tools, particularly for disabled and neurodiverse users
- More comfortable, sustainable working setups (remote, hybrid and on-site)
- Increased confidence and independence when using technology

6. Service Delivery Approach

Wyvern delivers this service on a remote-first basis using secure collaboration, remote access and communication tools.

Where appropriate – particularly for complex accessibility, assistive technology or ergonomic requirements – Wyvern can provide in-person delivery (subject to call-off agreement and location feasibility).

For each call-off, Wyvern will:

- Agree delivery methods (remote vs in-person blend)
- Define communication channels (e.g. service desk, email, Teams/phone)
- Confirm escalation routes and governance

Delivery is designed to be flexible, proportionate and value-for-money, aligned to the specific needs, locations and risk profile of the buyer.

7. Onboarding and Offboarding

7.1 Onboarding and Initiation

At the start of each engagement, Wyvern will typically:

1. **Agree Scope and Objectives**
 - Confirm service components, outputs and success measures
2. **Identify Stakeholders and User Groups**
 - HR, IT, OH, line managers, union/representation where relevant
3. **Understand Requirements**
 - Accessibility and AT needs, DSE/ergonomic risks, support landscape
4. **Confirm Delivery Model**
 - Remote vs on-site, hours of cover, languages, communication methods
5. **Define Escalation & Reporting**
 - Named contacts for operational issues and contract management

This ensures services are configured correctly from the outset and reduces time to benefit.

7.2 Offboarding and Transition

At the end of a call-off or transition to another provider, Wyvern will:

- Provide summarised handover documentation (e.g. key findings, configurations, outstanding actions)
- Support knowledge transfer to internal teams or successor suppliers
- Remove any access to buyer systems and securely delete data in line with contract terms and UK GDPR

8. Service Management and Support

Wyvern's service is underpinned by structured, user-focused service management:

- **Request and Incident Management**
 - Logging and tracking of support requests and incidents
 - Prioritisation based on impact and urgency
- **Communication and User Engagement**
 - Clear, accessible communication with end users and stakeholders
 - Regular status updates for in-progress work
- **Reporting and Continuous Improvement**
 - Periodic reporting to buyers (e.g. volumes, themes, trends)
 - Use of feedback to refine processes and training materials

Service management arrangements (e.g. specific SLAs, reporting frequency, tooling integration) will be agreed for each call-off to ensure proportionality and value.

9. Security, Data Protection and Compliance

Wyvern delivers services in line with public sector expectations for security and data protection.

Key principles:

- **Legal Compliance**
 - UK GDPR and Data Protection Act 2018
 - Only processing personal data necessary for service delivery
- **Access Control**
 - Least-privilege access to buyer systems and information
 - Named personnel with defined roles and responsibilities
- **Staff Vetting**
 - Staff supporting this service are suitable for BPSS-level roles as required by buyers
- **Confidentiality and Data Retention**
 - Security and confidentiality obligations documented in call-off contracts
 - No sensitive data retained beyond what is needed for service provision and evidence
 - Secure data deletion and return procedures on contract exit

Additional requirements (e.g. specific ISO standards, Cyber Essentials, higher clearance) can be addressed through call-off-specific terms where required by the buyer and the framework.

10. Technical Dependencies and Assumptions

10.1 Buyer Responsibilities

Typical buyer responsibilities include:

- Providing timely access to relevant systems and environments (e.g. Microsoft 365 tenant, HR/OH systems where appropriate)
- Supplying information about existing AT licences, hardware and policies
- Ensuring local IT security policies permit secure remote support tools

- Managing any internal change approval processes

10.2 Technical Requirements

- Standards web browser and internet access for remote sessions
- Ability to install or run approved remote support / collaboration tools
- Appropriate devices and connectivity for users being supported

Any specific integration or tooling requirements will be agreed at call-off.

11. Service Levels, Response and Resolution

Service levels (SLAs) are agreed individually at call-off, to ensure they are **proportionate to contract size and risk** and aligned with existing buyer service desk and ITSM arrangements.

Typical parameters that can be agreed include:

- Service hours (e.g. business hours, extended hours)
- Target response and resolution times for different priority levels
- Escalation timescales and paths
- Reporting frequency and format

Where a buyer operates their own service desk, Wyvern can act as a specialist resolver group under the buyer's existing processes.

12. Training and Knowledge Transfer

Wyvern provides training and knowledge transfer as a core part of the service:

- **User Training**
 - One-to-one or small group training on assistive technology and accessibility features
 - Scenario-based training for using cloud tools in inclusive ways
- **Manager and Support Team Training**
 - Awareness sessions for managers on digital inclusion, reasonable adjustments and AT
 - Training for IT/OH teams on supporting users with specific technologies
- **Knowledge Transfer**
 - Documentation of configurations, settings and best practices
 - Hand-over materials for internal teams to sustain improvements

This aligns with the "Training" and "Ongoing Support" sections of the G-Cloud 15 Cloud Support Services taxonomy.

13. Accessibility, Equality and Social Value

Accessibility and inclusion are at the heart of Wyvern's service.

The service supports buyers to:

- Improve access to digital tools for disabled and neurodiverse users
- Deliver and evidence reasonable adjustments under the Equality Act 2010
- Reduce DSE and ergonomic risks, improving wellbeing and productivity
- Align with central government social value priorities such as **breaking down barriers to opportunity** and **building an NHS fit for the future**

Where required, Wyvern can support buyers to evidence the contribution of this service to their own social value commitments.

14. Service Constraints

- **Remote-First Delivery**
 - Service is designed to be delivered primarily remotely, with in-person visits subject to agreement, demand, geography and value for money
- **Planned Service Hours**
 - Standard hours and any extended coverage will be defined at call-off
- **Scope Boundaries**
 - Service does not include hosting, bespoke development or large-scale transformation (see Section 4.2)

Any additional constraints (e.g. travel limitations, specific building access requirements) will be agreed in the call-off contract.

15. Pricing Model

Pricing for this service is provided via a transparent rate-card, in line with G-Cloud 15 requirements for Digital Platform items and Lot 3.

Key principles:

- Day or half-day rates for consultancy, assessment and training
- Per-user or per-engagement rates for specific assessment packages (where appropriate)
- No "Price on Application (POA)" or "from £X" pricing
- Any volume discounts or tiered pricing clearly described in the Pricing Document

All pricing information is provided in the separate G-Cloud Pricing Document and on the Digital Platform listing, in accordance with Framework Schedule 3 (Framework Prices) and Annex 2 (Digital Platform Information).

16. Exit and Handover

At the end of a call-off contract, or on transition to another supplier, Wyvern will:

- Provide a concise exit report summarising work delivered, key findings and recommendations

- Transfer relevant documentation and configuration details (subject to IP and confidentiality provisions)
- Cooperate with the buyer and any incoming supplier to support a smooth transition

Exit responsibilities and timescales will be confirmed in the call-off contract, in line with the framework's approach to exit management.

17. Contact and Further Information

Further details, clarifications or service-specific requirements can be discussed as part of market engagement or during the call-off process under G-Cloud 15.

Supplier: Wyvern Business Systems Ltd

Service: Inclusive End-User Computing, Assistive Technology & Cloud Workplace Support Services
(Lot 3 – Cloud Support Services)

Buyers should refer to:

- The Digital Platform service listing for this service
- The associated Pricing Document
- Wyvern's Terms and Conditions and any Call-Off specific schedules