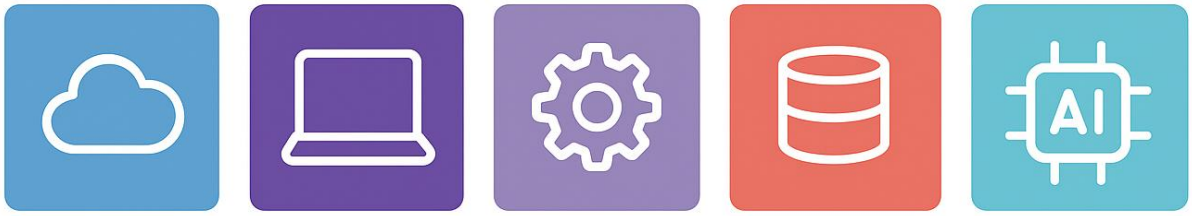
Cloud Application Support, DevOps and AI Enablement

Cloud-hosted delivery, AI integration, and automation for secure, scalable public-sector services.

Framework: G-Cloud 15 • Lot 3: Cloud Support
Supplier: Chris Johnson Studio Ltd (CJS)



At a glance:

- End-to-end delivery: Discovery → Migration → Automation → Run & Optimise → Handover
- Core capabilities: AWS, Terraform (IaC), CI/CD, Kubernetes, Data & AI, FinOps, DR & Security
- Engagement options: Bronze/Silver/Gold support tiers with defined SLAs at Call-Off

Contact:

Christopher Johnson, Managing Director
Email: chris@chrisjohnsonstudio.com
Web: www.chrisjohnsonstudio.com
Address: 4 Longmeadow, Beckington, Somerset, BA11 6BA

1. Introduction

Company Overview

Chris Johnson Studio is a Bath-based digital product and cloud engineering consultancy led by award-winning Chief Product and Technology Officer Chris Johnson. With over two decades of global experience, the studio delivers end-to-end digital transformation, cloud strategy, and technology delivery across a broad spectrum of industries, including public health, government, education, and private enterprise. We are experts in designing, implementing, and supporting cloud-based services with a focus on operational excellence, innovation, and long-term sustainability. Our multidisciplinary teams specialise in AWS infrastructure, DevOps, data migration, digital product development, and scalable software architecture.

Value Proposition

The public sector is under increasing pressure to deliver smarter, more efficient services while managing cost, privacy, and compliance. Many organisations struggle with legacy systems, fragmented infrastructure, and the complexity of cloud adoption. Chris Johnson Studio bridges this gap by offering tailored cloud support services that combine strategic oversight with deep technical expertise.

We not only deliver cloud migration, optimisation, and support — we do so with empathy for the user experience, commitment to security and compliance, and a track record of excellence. Our agile, data-driven approach has helped organisations like the UK Health Security Agency (UKHSA), UCLH, and University of East Anglia transform digital service delivery for millions of users.

What the Service Provides

Chris Johnson Studio’s Cloud Support Services (Lot 3) include:

- Cloud strategy advisory and solution design
- AWS cloud infrastructure build and ongoing support
- Migration from legacy systems to cloud-native platforms
- CI/CD pipelines, DevOps toolchains, and automation workflows
- Secure API and third-party service integrations
- Ongoing cloud application support and optimisation
- Application management and configuration for cloud-hosted services and integrations.
- Data architecture, migration, and analytics platform support (e.g. Snowflake, PowerBI)

- Disaster recovery planning, uptime monitoring, and incident response
- Training, documentation, and embedded knowledge transfer

We specialise in technologies including AWS, Terraform, Docker, Kubernetes, Segment, Fivetran, Snowflake, and more — always aligned with public sector security and data compliance expectations.

Social Value

Chris Johnson Studio embeds social value in delivery and operations. For each Call-Off we agree on a Social Value Delivery Plan and report quarterly against the four CCS priority areas below.

1) Kickstart economic growth

- **UK SME growth & prompt payment:** Commit ≥60% UK spend with SMEs/micro-suppliers and pay ≥95% of valid invoices within 10 days.
- **Good jobs & entry routes:** Provide 1 trainee/apprentice/returner placement per £250k contract value (pro-rata), with structured mentoring and on-the-job experience.
- **Regional opportunity:** Deliver ≥50% delivery days from outside London/SE via remote/hybrid teams; run a quarterly virtual supplier open hour to onboard regional SMEs.
- **Supplier development:** Offer monthly 1-hour clinics for SME partners on security, DevOps and delivery standards.
- **Targets & dates:** Maintain SME spend and prompt-payment commitments throughout the contract; publish a short annual Social Value summary each March.

Measurement: SME spend %, payment times, roles created, regional delivery days, clinics held/attended.

2) Make Britain a clean energy superpower

- **GreenOps by default:** Right-sizing, autoscaling, lifecycle policies, and serverless-first patterns; preference for renewable-powered cloud regions (subject to Buyer policy).
- **Influence staff, suppliers and customers:** Issue a Sustainability Playbook at mobilisation, run a quarterly optimisation workshop, and embed tagging to track cost/energy.
- **Travel & ways of working:** Remote-by-default, with low-carbon travel policy for essential on-site work (rail-first, consolidated visits, no same-day flights).
- **Targets & dates:** Cut avoidable idle/waste compute/storage by ≥20% within 12 months; reach ≥80% of workloads in renewable-powered regions by Dec 2026 (where Buyer policy allows).

Measurement: Tagged resource coverage, waste reduction %, region mix, optimisation actions completed, estimated CO_2e trend.

3) Break down barriers to opportunity

- **Inclusive hiring & fair work:** Anonymised CVs, structured interviews, transparent day rates, and outreach to Women in Tech, Black Professionals in Tech, neurodivergent and disabled candidates via specialist boards.
- **Accessible delivery:** WCAG-aware documentation and training; reasonable adjustments for all participants; captioned recordings and written runbooks.
- **Skills uplift:** Two knowledge-transfer sessions per quarter for Buyer teams (cloud, DevOps, data).
- **Supply-chain diversity:** Maintain a live diverse-supplier roster, review quarterly, and allocate discovery/POC tasks to new SMEs to build capability.
- **Targets & dates:** Interview slate with ≥30% candidates from under-represented groups by Dec 2026 (where lawful and agreed); run quarterly diversity and accessibility reviews.

Measurement: Training attendance/feedback, adjustments delivered, interview-slate diversity, supplier roster growth.

4) Build an NHS fit for the future

- **Health outcomes focus:** For NHS buyers, prioritise reliability, data quality and secure interoperability (standards as specified by Buyer/ICS).
- **Operational improvement:** Reduce incident MTTR by ≥15% and improve agreed service metrics by ≥10% within 6 months.
- **Workforce wellbeing (under the contract):**
    - **Mental-health support:** up to 2 mental-health days per person per year, opt-in monthly wellbeing check-ins, a buddy system for new starters, and “low-meeting Wednesdays.”
    - **Workload hygiene:** sprint WIP limits, protected focus time, and mandatory post-incident decompression.
- **Targets & dates:** Maintain ≥95% annual retention on contract teams and <2% sickness absence due to burnout indicators, reviewed quarterly.

Measurement: MTTR/availability trend, backlog age, retention %, wellbeing check-in outcomes, meeting-time reduction.

5) Additional Social Value initiatives (context)

Our pandemic work with UKHSA/TravelHealthPro improved access to public-health guidance for clinicians and travellers. We continue to apply those lessons by working in partnership with NHS and Integrated Care Systems to support local priorities and reduce health inequalities through reliable, scalable digital services and clear patient-facing information pathways.

6) Governance & reporting

- **Ownership:** A named Social Value Lead tracks KPIs and actions.
- **Cadence: Quarterly** reporting in Service Reviews; an annual summary (March).
- **Evidence:** Supplier-spend extracts, prompt-payment stats, optimisation logs, training agendas/attendance, accessibility adjustments, wellbeing actions and KPI trends.
- **Policies available/updated as required:** Carbon Reduction Plan, Equality, Modern Slavery, Prompt-Payment Statement.

Overview of the Service — CHRIS JOHNSON STUDIO: Cloud Application Support, DevOps and AI Enablement (Lot 3)

Our Lot 3 **Cloud Support Services** — **Cloud Application Support, DevOps and AI Enablement** — help public-sector buyers plan, migrate, operate and continuously improve cloud-hosted applications and platforms. We focus on configuration, migration, operations and optimisation so you get a safe, efficient and standards-aligned live service from day one. Delivery is led by experienced cloud engineers, architects and product experts, combining DevOps, data and AI enablement to accelerate outcomes while maintaining governance.

What cloud services this covers

- **Cloud platforms:** Primarily AWS; vendor-neutral for equivalent public clouds where required.
- **Infrastructure & ops:** Secure landing zones (IAM, networking, encryption, logging, backups), Infrastructure as Code (Terraform), monitoring/alerting, patching, backup/restore, DR planning/testing, capacity planning, and FinOps/GreenOps cost/energy governance.
- **Workloads & runtime:** Containers (Docker, Kubernetes, ECS), serverless, managed databases, messaging/queues, CDN/edge and caching.
- **Pipelines & automation: CI/CD** build–test–deploy, release governance, quality gates, artefact/version management, environment provisioning.
- **Data & analytics (AI enablement):** Data migration, data architecture/design, pipelines and warehousing (e.g., Snowflake), BI tools (Power BI, Tableau, Sigma), secure APIs, and AI/ML model integration/MLOps where the Buyer requires it and within compliant operational boundaries.

- **Support & training:** Incident/problem/change, performance tuning, capacity/cost optimisation, documentation, training, onboarding and embedded knowledge transfer.

Planning (discovery → roadmap)

We begin with discovery workshops and a current-state assessment (people, process, technology). We define success metrics and a target architecture aligned to NCSC Cloud Security Principles and GDPR. Outputs include an implementation roadmap (milestones, RAID, RACI), an indicative TCO/cost model with tagging and FinOps controls, and a security model (identity, network, encryption, logging, backups). For software services we shape CI/CD pipelines, quality gates and release processes. Plans also cover DR, monitoring/uptime, and incident response pathways. Where helpful, we run pilots/PoCs to de-risk performance, security and accessibility. Every plan includes training, documentation and knowledge transfer. Off-boarding and handover are planned from the outset to avoid lock-in.

Setup and migration (legacy → cloud-native)

We deliver structured migration from legacy systems to secure, cloud-native platforms. Activities include environment/dependency assessment; target architecture design (NCSC/GDPR/client policy aligned); migration roadmaps with sequencing, cutover and rollback; and data migration automation (e.g., AWS DMS, Fivetran, Snowflake pipelines) with integrity checks. For applications we support containerisation/re-platforming into modern, scalable architectures. Infrastructure is deployed via Terraform for repeatability and traceability. CI/CD automates build–test–release to reduce downtime. Security, DR, monitoring and incident response are embedded from day one. We also manage off-boarding/inter-cloud moves with clean data export and phased handovers.

Quality assurance and performance testing

Quality is embedded throughout delivery. We agree on acceptance criteria and success measures at onboarding; implement CI/CD quality gates for code reviews, unit/integration/security testing; and use version-controlled IaC with peer review. We design load/stress/scalability tests to validate resilience and failover, using cloud-native and third-party observability tools. Test environments mirror production for realistic results. Live services are supported with dashboards, logging, uptime monitoring and alerting. Post-deployment we run incident reviews, root-cause analysis and continual improvement. Where required, we conduct security/compliance audits aligned with GDPR and NCSC. Buyers receive test results, baselines and remediation plans.

Security, compliance and governance

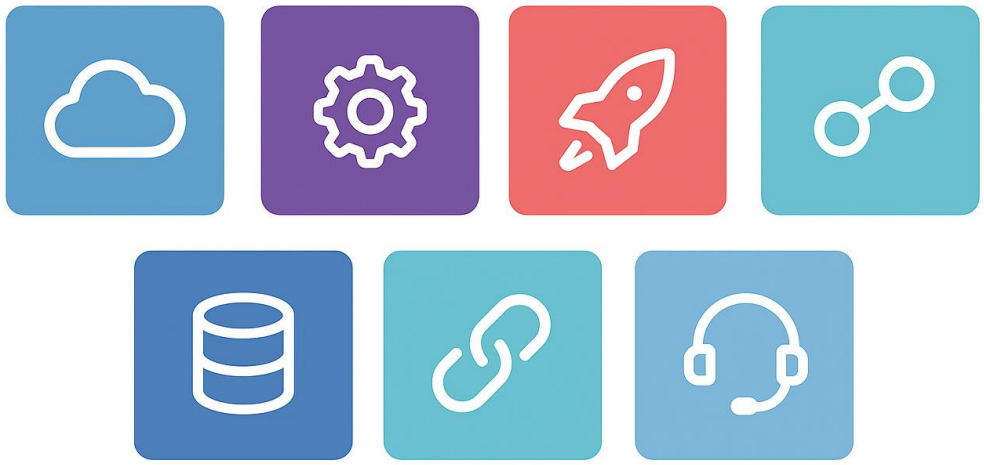
Design for security: Least-privilege IAM, network segmentation, encryption in transit/at rest, backup/restore validation, vulnerability management.
Operational governance: Change control, separation of duties, secrets

management, audit trails, tagging/labelling for cost and policy enforcement.
Compliance support: GDPR, NCSC principles and Buyer policies; we produce the assurance documentation you require for governance and service reviews.

Onboarding, support and service levels

Onboarding: Access and policy setup, runbooks, support workflows, KT plan, initial optimisation backlog.
Support hours: 09:00–18:00 UK, Mon–Fri (optional on-call by agreement).
Channels: Email and ticketing (no web chat in this service).
Levels (summary):

- **Bronze:** Business-hours incidents/monitoring/patching/backups/cost controls; monthly report.
- **Silver:** Bronze + change/release support, performance tuning, security reviews, quarterly resilience tests.
- **Gold:** Silver + architecture optimisation, capacity planning, DR exercises, optional on-call, enhanced reporting.
  Roles: Cloud Support Engineer in all levels; Technical Account Manager in Silver/Gold.
  Commercials: Minimum monthly day-rate commitments per level; out-of-hours as uplift (see Rate Card). SLAs finalised at Call-Off.



Associated services (included within this Lot 3 listing)

- Cloud hosting environment setup, configuration, and long-term support (e.g., AWS).
- CI/CD pipeline development and DevOps automation.
- Ongoing cloud application support, maintenance, and performance optimisation.

- Application management and configuration for cloud-hosted services, including integration-driven changes and minor configuration updates.
- Security, monitoring, and patch management.
- Data integration, API development, and third-party system support.
- Training, documentation, and onboarding support.
- Service desk or dedicated contact for issue resolution.
- Flexible SLAs and escalation options.

Deliverables you receive

- Planning artefacts (roadmaps, RAID/RACI, target architecture, TCO/FinOps model).
- Security/DR models and runbooks; IaC repositories; CI/CD configurations.
- Migration plans and execution reports; test plans/results; monitoring/observability dashboards.
- Operational documentation, training materials and handover packs.

Scope of services (off-the-shelf)

- **Cloud operations advisory & design:** operational solution design, runbooks, resilience patterns, cost/guardrail recommendations.
- **Environment provisioning & configuration:** account/project setup, IaC templates, hardening, secrets & access management.
- **Migration & modernisation:** assessment, move/transform into target cloud services, de-risked cutover and hypercare.
- **Pipelines & automation:** CI/CD, infrastructure automation, observability, alerting, incident workflows.
- **AI enablement & integration operations:** model/service integration into existing applications and data flows; operations and monitoring.
- **Integration configuration:** secure API/service integration, connectivity and policy configuration.
- **Ongoing application management & optimisation:** updates, performance tuning, capacity/cost management.
- **Data operations:** migration, pipelines, warehouse/model administration, analytics environment upkeep.
- **Resilience & incident response:** availability management, incident coordination, post-incident review and improvements.
- **Training & knowledge transfer:** delivered by relevant roles; billed at published role day rates with a minimum 0.5 day per scheduled session; no per-delegate fees (OOH uplifts may apply—see Pricing Schedule).

Service parameters

- SLAs (targets and any service credits) are set in the Order Form at Call-Off.
- Out-of-hours/on-call delivery is available and charged per the OOH uplifts in the Pricing Schedule.

- Where Buyer-requested third-party costs apply (e.g., venue hire, certification/exam fees), these may be passed through at cost with prior Buyer approval.
- Additional activities can be included by mutual agreement in the Order Form, ensuring all deliverables remain priceable and within framework terms.

Buyer responsibilities & assumptions

Provide environment access, nominated product owner(s) and decision-maker availability.
Agree to change windows, security/compliance requirements and data-handling policies.
Confirm preferred regions/services (including renewable-powered regions where policy allows).

Features & Benefits

Features (examples): Cloud infrastructure, infrastructure optimisation and optimisation support; Legacy system migration, modernisation and implementation on cloud native platforms; CI/CD pipelines, DevOps support and automated build, test, deploy; Data migration, data architecture design, and analytics platform integration; Training in cloud, DevOps, data platforms, documentation and knowledge transfer.

Benefits (examples): Security improvement, GDPR and cyber security compliance, NCSC alignment; Faster delivery with CI/CD and automated build, test, deploy; Data integrity through data backup, data recovery, and incident response; Build internal capability with cloud, DevOps, data training, documentation and mentoring; Sustainability support through renewable-powered cloud hosting and right-sizing.

2. Data Protection

Information Assurance

Chris Johnson Studio takes data security and assurance seriously, aligning with leading practices and public-sector expectations. We operate an ISO/IEC 27001-aligned information security management system (ISMS) underpinned by the NCSC Cloud Security Principles, with documented policies across access management, secure development, vulnerability management, incident response, continuity, and supplier security. Controls are embedded in delivery through CI/CD, least-privilege access, logging and monitoring, encryption, and regular review.

Key controls and standards we adhere to include:

- Data encryption in transit and at rest using TLS 1.2+ and AWS-native KMS/SSM
- IAM and role-based access control across all services
- Zero-trust architecture with separation of environments (e.g., production/staging/dev)
- Secure CI/CD pipelines with audit logging and controlled deployment access
- GDPR, CCPA, and UK Data Protection Act compliance
- Use of certified UK or EU data centres (AWS and Snowflake) where required

We offer assurance to public sector clients through transparent audit trails, logging, permissions monitoring, and data segregation by design.

Data Back-Up and Restoration

We design, implement, and support data backup and restoration processes tailored to each client's cloud environment. Backup configurations are agreed as part of the onboarding phase and documented in the Order Form.

Key features of our approach include:

- Daily automated backups of application databases and environments (typically RDS, S3, or Snowflake)
- Configurable backup frequency based on client needs (e.g., hourly snapshots, 30-day retention policies)
- Versioning, rollback, and integrity checks on critical data
- Use of AWS-native services (e.g. S3 Glacier, Backup, Lambda functions) or cloud-native tools
- Full restoration protocols tested as part of disaster recovery planning
- All backup policies reviewed at least annually, or more frequently based on client needs

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Business continuity statement/plan

Chris Johnson Studio maintains a business continuity framework that ensures continued operations during incidents impacting technical services or delivery capacity.

Key elements of our continuity planning include:

- Identification of critical services: hosting, CI/CD, application support, data access

- Dependency mapping between infrastructure, applications, and third-party services
- Acceptable downtime thresholds defined by SLA and client use case
- Use of multi-AZ and multi-region deployments where applicable
- Workload failover and automated monitoring where required
- Remote-first operational model to ensure continuity of staffing
- Regular risk assessments and continuity reviews as part of service management

A more detailed plan can be provided to the buyer on request.

Privacy by Design

Chris Johnson Studio embeds Privacy by Design principles across all client engagements, in line with Article 25 of the UK GDPR.

We ensure privacy and data protection are considered from the earliest stages of service and solution design, including:

- Conducting privacy impact assessments (PIAs) where required
- Limiting data collection and ensuring data minimisation
- Embedding encryption and access control into architecture by default
- Supporting pseudonymisation/anonymisation for analytics pipelines
- Segregating test and production data environments
- Keeping client data ownership and processing agreements clearly documented

We work closely with clients to ensure our services meet their own data governance policies, and we do not access or use customer data for any purpose beyond delivery of agreed services.

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3. Using the service

Ordering and Invoicing

To discuss your requirements in more detail and place an order, please contact:

Christopher Johnson
Director, Chris Johnson Studio Ltd
✉ chris@chrisjohnsonstudio.com
📞 07484233128

We will work with you to define the scope of work and support you in completing the G-Cloud Call-Off Contract and Order Form.

- Services are typically invoiced monthly in arrears
- Payment terms are 30 days net from receipt of invoice
- Pricing and commercial terms are pre-published on the G-Cloud Digital Marketplace listing

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Availability of Trial Service

While we do not offer a generic trial, we do provide:

- Proof of concept (PoC) delivery for cloud migration, performance optimisation, or prototype implementation
- Scoping workshops and short initial discovery engagements to assess feasibility or test approaches
- Free onboarding session(s) to walk through support model, documentation, and tooling

All PoCs and discovery engagements are scoped based on client needs and may be offset against a future engagement.

On-Boarding, Off-Boarding, Service Migration and Scope.

On-Boarding

We provide a structured on-boarding process, which includes:

- Kick-off session with key stakeholders and technical teams
- Assignment of a dedicated Technical Lead or Delivery Manager
- Environment access, documentation handover, and tooling setup

- Internal handover and documentation of critical systems
- Optional site visit or virtual workshop depending on location

Early-life support (first 30–90 days) is provided to ensure knowledge transfer, infrastructure clarity, and rapid adoption.

Charging: On-boarding activities are billed at the published role day rates in the Pricing Schedule. Any workshops follow the Training & KT rules (minimum 0.5 day, no per-delegate fees). OOH/on-call delivery (if needed) is charged per the OOH uplifts in the Pricing Schedule. Where applicable, on-boarding and early-life support may be delivered within the monthly support commitment; optional site visits are billed at day rates, with travel/subsistence only if agreed in the Call-Off.

Off-Boarding

Our off-boarding process ensures a clean, documented exit. It includes:

- Notice period as agreed in Order Form
- Collaborative exit planning and knowledge transfer
- Assistance with data export, access revocation, and system handover
- Optional extended support for transition to internal or third-party teams

We offer enhanced off-boarding or migration services (e.g. to a new hosting platform or vendor) under separate agreement, if required.

Standard off-boarding (included):

- **Notice period:** as agreed in the Order Form.
- **Exit plan & checklist:** scope, roles, timelines, acceptance criteria.
- **Knowledge transfer:** runbooks, architecture, CI/CD, access model, backup/restore, DR.
- **Data & artefact export:** code/IaC repos, build artefacts, logs/metrics, documentation.
- **Access & credential revocation:** keys, roles, service accounts, shared secrets.
- **System handover:** walkthrough with Buyer/incoming supplier; sign-off.

Enhanced off-boarding / migration (available on request):

- **Exit Readiness Assessment:** discovery sessions; inventory of environments, data flows, dependencies; risk/controls gap analysis; exit/migration plan.
- **Parallel environment build:** new landing zone (IAM, network, logging, backups), IaC baselines and CI/CD bootstrapping.
- **Data migration & validation:** schema mapping, secure transfer, integrity checks, rollback.
- **Re-platform/re-host support:** containerisation/serverless moves; policy/secret/identity porting; third-party integration re-wiring.

- **Cutover management:** rehearsals, change windows, DNS/traffic switch, hypercare (on-call) window.
- **Compliance & assurance pack:** evidence for GDPR/NCSC; transfer of audit trails.
- **Decommissioning:** safe teardown, data retention/disposal, cost/permission clean-up.
- **Coordination:** joint working with Buyer and incoming supplier; RAID and status reporting.

Charging

- All off-boarding activities (standard and enhanced) are delivered time & materials at the published role day rates in the Pricing Schedule.
- OOH/on-call delivery, if required, is charged per the OOH uplifts in the Pricing Schedule.
- Workshops/KT follow the Training & KT rules (minimum 0.5 day, no per-delegate fees).
- Any Buyer-requested third-party costs (e.g., venue hire, couriered media, certification/exam fees) are excluded from day rates and may be passed through at cost with prior Buyer approval.

Acceptance examples:

- All named artefacts exported and verified by the Buyer/new supplier.
- Access de-scoped and credential revocation evidenced.
- Cutover within agreed window; no P1s in hypercare period.
- Handover session delivered; documentation acknowledged.

Assumptions: Buyer provides timely access/approvals and nominates an owner for sign-off; incoming supplier participates in planning/testing.

Training

Overview

We provide flexible training and application management consultancy to ensure buyer teams can confidently use and manage cloud hosting and software services. Training is tailored to each environment and delivered in a way that supports knowledge transfer and long-term capability building.

Scope & formats

- Remote onboarding and walkthroughs for cloud infrastructure, monitoring/observability, and CI/CD build-test-deploy workflows.

- Environment-specific lightweight documentation (runbooks, release steps, access patterns, cost controls).
- Ad-hoc support and Q&A during onboarding and early delivery.
- Delivery via video calls, live demonstrations, or interactive workshops to accommodate remote-first and geographically distributed teams.

What's included within day-rate delivery

The following are included as part of our standard day-rate delivery model: short remote onboarding walkthroughs; ad-hoc Q&A during early delivery; and tailored lightweight documentation created specifically for the buyer, ensuring operational processes, security practices, and support models are clear and repeatable.

Optional add-ons (see pricing)

Where required, we can also provide:

- Formal workshops (half-day or full-day, remote or on-site).
- Bespoke training materials (e.g., AWS cost optimisation, Git workflows, analytics dashboards).
  Any optional items will be priced in line with our published pricing on the Digital Marketplace.

Coverage areas

Training covers cloud engineering consultancy including AWS cloud infrastructure, monitoring dashboards, CI/CD pipelines, DevOps support, and automation workflows; plus application configuration consultancy, cloud application optimisation, and analytics platform support (Snowflake, Power BI, Tableau, Sigma).

Knowledge transfer

KT is embedded throughout delivery (shadowing, pair sessions, recorded demos where helpful) to reduce reliance on external support and build sustainable internal capability.

Outcomes & tailoring

Training needs are confirmed at onboarding and reviewed during delivery. We target: (a) safe operation of cloud environments, (b) confident use of pipelines/tooling, and (c) buyer self-sufficiency. Content, cadence, and audience can be customised without changing scope.

Accessibility & inclusivity

We design and deliver training for remote-first teams and aim for accessible, practical sessions that are immediately applicable to day-to-day operations.

Commercial notes

Training delivered as part of early onboarding and routine KT is included within our day rates; optional formal workshops/bespoke materials are chargeable and listed in our pricing. Day-rate ranges are pre-published in our pricing document. Weekend/out-of-hours sessions can be provided by agreement and may carry an uplift.

Buyer responsibilities (related)

Ensure internal stakeholders are available for onboarding, training, and knowledge transfer where required (responsibilities set out in the Order Form).

Implementation Plan

We can provide a detailed implementation plan on request and align it to the service context (e.g., migration roadmap or ongoing DevOps support schedule). Typical contents:

- Timelines and milestones with gating criteria and acceptance measures.
- Risk management (RAID) and decision log.
- Dependencies and critical paths across teams/suppliers.
- Team roles, RACI and escalation matrix (including named Technical Lead/TAM).
- Security/DR checkpoints, change windows and communications plan.
- FinOps/GreenOps actions, tagging coverage and right-sizing backlog.

Plans are adapted, not one-size-fits-all: we tailor depth and cadence to complexity, criticality and Buyer governance.

Service Management

Our service management approach follows agile delivery, DevOps culture and ISO-aligned governance, mapped to ITIL v4 practices for service operations and continual improvement.

People & roles

- Dedicated Technical Lead or Delivery Manager for continuity, reporting and escalation.
- Cloud Support Engineers/Architects operating runbooks, pipelines and environments.
- (Optional) Technical Account Manager for roadmap/governance on larger engagements.

Processes & cadence

- Lightweight project governance (Jira/Confluence) with change control and risk tracking.
- Sprint-based delivery cycles (weekly/fortnightly) and kanban for BAU.
- Incident and service request management via email/ticketing (no web chat in this service).
- Weekly/bi-weekly check-ins and monthly service reports (uptime, incidents, change throughput, optimisation actions).
- Quality & assurance: CI/CD quality gates, peer-reviewed IaC, performance testing where appropriate.
- Continual improvement: post-incident reviews, action tracking, and a living optimisation backlog (cost, performance, resilience).

Tooling & transparency

Dashboards for uptime/alerts, pipeline health and cost/usage; shared documentation; clear SLAs and escalation paths agreed at Call-Off.

Tailoring

We customise ceremonies, reporting depth and approval flows to Buyer governance (e.g., change advisory cadence, security approvals), while keeping the core service lean and outcome-focused.

Service Constraints

To keep delivery predictable, secure and cost-effective, we're transparent about what's in scope and how we operate. These constraints are typical; we'll confirm any buyer-specific variations at Call-Off.

Hours & availability

- Standard support hours: 09:00–18:00 UK, Monday–Friday.
- Out-of-hours/on-call support available by agreement (priced per Rate Card).
- Maintenance windows agreed per environment, typically outside business hours.

Change & customisation

- All environment changes are managed via Infrastructure-as-Code (version-controlled, peer-reviewed, auditable).

- Buyer-configurable options: SLAs and escalation paths; maintenance/change windows and approvals; IAM/SSO roles and least-privilege access; monitoring dashboards and alerting thresholds; backup frequency, retention and

RPO/RTO; deployment cadence and release gates; data residency (e.g., UK regions) and log retention; integration endpoints and API connectors; reporting cadence.

- Emergency changes follow an expedited, documented change path with Buyer approval.

Platform & supportability

- Primary platform: AWS (vendor-neutral approach available where required).
- We support cloud-native and well-maintained services; unsupported/ end-of-life components are in scope only for stabilise-and-migrate.
- Deprecation of unused or non-maintainable features may be recommended in line with cloud lifecycle and security best practice.

Security & compliance

- Access follows least-privilege and change control; Buyer approvals are required for elevated access and production data handling.
- Data residency, retention and logging align to Buyer policy, GDPR and NCSC principles.

Third-party dependencies

- Integrations with Buyer-managed or third-party systems depend on their availability, licensing and permissions; timelines may vary accordingly.
- We'll flag risks/assumptions early and agree mitigations in the implementation plan.

Buyer responsibilities (summary)

- Provide timely access, decision-maker availability and change window approvals.
- Nominate product/service owners for sign-off and escalation.

These constraints protect service quality while giving room to tailor the approach to your environment and governance.

Managed Support (optional, fixed monthly)

We offer an optional Managed Support service, charged as a fixed monthly fee per live environment. It covers proactive operations (monitoring, patching, backup checks, incident handling, and monthly reporting) within agreed hours and SLA targets. Change/project work continues on a time-and-materials basis at our published day rates.

Coverage & components

Buyers select a coverage window (Business Hours / Extended Hours / 24×7) and add managed components (e.g., compute groups, databases, Kubernetes clusters, data pipelines, monitoring/backup/DR runbooks). This produces a transparent monthly fee appropriate to the estate size and criticality. (See Pricing Schedule: Managed Support – monthly unit pricing.)

Relationship to Service Levels

Response and availability targets are aligned to the chosen coverage window and any SLA uplift. Typical P1–P3 response/restore targets are set out in *Service Levels* and finalised at Call-Off in the Order Form. Availability is measured at the application/service boundary we operate.

Financial recompense

Where agreed, Service Credits apply only to Managed Support monthly fees (never to day-rate work, projects, or third-party pass-throughs). See *Financial Recompense Model for Not Meeting Service Levels* for the credit schedule.

Commercial options

Buyers may select Managed Support at Call-Off using the unit pricing in the Pricing Schedule (§12; SLA/credits in §13). For time-and-materials work, we offer volume and long-term discounts as set out in the Pricing Schedule (§4).

Service Levels

Overview

SLAs are agreed per engagement and recorded in the Order Form. Where the Buyer selects Managed Support (fixed monthly), the agreed coverage window (Business Hours / Extended / 24×7) and any SLA uplift determine the applicable response/restore and availability targets and eligibility for service credits; otherwise, targets apply on a time-and-materials basis with no credits. Standard support hours are 09:00–18:00 UK, Mon–Fri (on-call/out-of-hours by agreement). Performance is measured over the monthly billing period and reported in service reviews.

Severity definitions (guide).

- **P1 Critical:** full service outage or severe degradation with major user impact; no workaround.
- **P2 High:** significant impact or degraded service; workaround exists.
- **P3 Normal:** minor impact, routine incident or service request.

Response targets (by support level).

- **Bronze:** P1 1h, P2 4h, P3 1 business day
- **Silver:** P1 30m, P2 2h, P3 8h
- **Gold:** P1 15m, P2 1h, P3 4h

Restore/Resolution guidance (typical).

- **Bronze:** P1 restore within 8 business hours; P2 within 2 business days.
- **Silver:** P1 restore within 4 hours (on-call optional); P2 within 1 business day.
- **Gold:** P1 restore within 4 hours (with on-call); P2 within 8 hours.
  (Final restore targets depend on Buyer environment/third-party SLAs and are confirmed at Call-Off.)

Availability targets (managed environments).

- **Bronze: 99.5%** monthly (business-hours support)
- **Silver: 99.9%** monthly (extended cover options)
- **Gold: 99.95%** monthly (with agreed on-call)
  Measured at the application/service level we operate; excludes Buyer-caused and upstream provider outages unless contracted otherwise.

Service desk performance.

- **First response within SLA:** ≥95% of tickets.
- **Update cadence:** P1 hourly, P2 every 4 hours, P3 daily (business hours).

Change & requests (targets).

- **Standard change:** within 2 business days of approval.
- **Normal change:** scheduled in next agreed window.
- **Service request (simple):** within 1–3 business days depending on access/approvals.

Reporting & governance.

- Monthly service report (incidents, availability, request volumes, optimisation actions).
- Post-incident reviews for all P1 (and major P2) with time-bound actions.

Notes.

- SLAs and targets above are indicative and will be finalised at Call-Off based on scope, criticality, upstream platform SLAs and any on-call requirement.
- Where Buyer systems or third-party services are in the critical path, their SLAs will be factored into the agreed targets.

Outage and Maintenance Management

Reassurance for buyers

We operate to clear SLAs with named technical ownership, tested recovery procedures, and transparent communications. Before we touch production, we agree on RTO/RPO targets, maintenance windows, and escalation paths; every change has a rollback plan and is tracked in version control. We rehearse failover/restore, document outcomes, and report monthly on availability, MTTR and change success so you always know risk, impact and status.

Assurance at a glance

- Named Technical Lead accountable for incidents and maintenance.
- Documented RTO/RPO per service, validated through test restores.
- Pre-approved change windows and rollback plans for every change.
- Post-incident reviews with time-bound corrective actions.
- Monthly service reports showing uptime, MTTR and optimisation actions.

Monitoring & detection

- 24×7 telemetry via AWS CloudWatch/CloudTrail and optional Datadog for metrics, logs and traces.
- Health checks on critical endpoints; synthetics for user journeys; alerting with severity routing (P1–P3).
- Noise reduction with tuned thresholds and suppression during planned changes.

Resilience & recovery

- Highly available designs where required (e.g., multi-AZ, autoscaling, queue buffering).
- Safer deployments (blue/green, canary, feature flags).
- Tested backup/restore (snapshots, cross-region copies where specified); RTO/RPO agreed per service.
- Cloud-native failover options (e.g., RDS Multi-AZ, Lambda workers, managed load balancers).

Maintenance types & notice

- **Planned maintenance:** ≥ 48 hours' notice, outside business hours where possible.
- **Urgent security maintenance:** aim for 24 hours' notice where risk allows.
- **Emergency maintenance:** immediate action, with incident-style updates.

Change control & risk management

- All environment changes via Infrastructure-as-Code (version-controlled, peer-reviewed).

- Pre-change: impact assessment, rollback, comms plan, window booking.
- Post-change: smoke tests, dashboards review, error-budget checks.

Incident lifecycle & communications

1. Detect & declare → classify P1/P2/P3.
2. Stabilise (workaround/failover) → restore to SLA target.
3. Recover underlying components.
4. Post-incident review within 5 working days for P1/major P2 with owners and dates.

- Updates: P1 hourly, P2 every 4 hours, P3 daily (business hours).
- Channels: email and ticketing.

Metrics & reporting

- Availability by service; MTTA/MTTR; change success rate; backup success and last tested restore.
- Monthly service report with trends and a living resilience/optimisation backlog.

(All timings and measures are typical; we finalise them at Call-Off to match Buyer criticality, upstream SLAs and any on-call requirement.)

Financial Recompense Model for not Meeting Service Levels

Scope

Service Credits apply only to the fixed monthly fees for the managed environment/service under this listing (not to time-and-materials work, projects, or third-party pass-through charges).

Availability credits (managed environments)

If monthly availability falls below the agreed target for the chosen support level, credits apply to that month's managed-service fee as follows:

- **Shortfall ≤0.5 percentage points:** 2.5% credit
- **>0.5 to 1.0 pp:** 5% credit
- **>1.0 to 2.0 pp:** 10% credit
- **>2.0 pp:** 15% credit

Response-time credits (incidents)

If ≥95% first-response SLA is not met in a month, apply an additional 5% credit. (Only one response-time credit can apply per month.)

Monthly caps (by support level)

- **Bronze:** max 15% of that month’s managed-service fee
- **Silver:** max 20%
- **Gold:** max 25%

Exclusions

Credits do not apply where breach is caused by: Buyer actions/approvals, change freezes, third-party or upstream provider outages outside the contracted scope, force majeure, security incidents caused by Buyer-controlled credentials, or planned/urgent maintenance within agreed windows.

Measurement

Availability is measured at the service/application boundary we operate, over the monthly billing period, excluding agreed maintenance windows and exclusions above. SLA response performance is measured from ticket receipt to first qualified human response.

Process

We confirm preliminary credit in the monthly service report. Buyer may submit a claim within 10 business days of report receipt; verified credits are applied to the next invoice (or refunded by agreement).

Example

Gold service targeting 99.95%. If availability is 98.7% (shortfall 1.25 pp) and response SLA was met: 10% credit applied to that month’s managed-service fee, capped by the Gold limit (≤25%).

Chronic failure / step-in

If credits at cap occur in two consecutive months or three in six months, Buyer may request a service improvement plan or exercise contractual remedies (e.g., termination for convenience) as set out in the Order Form.

Notes

Service Credits are an exclusive remedy, not a penalty. Full SLA targets and credit applicability are confirmed at Call-Off and recorded in the Order Form.

4. Provision of the service

Customer Responsibilities

To ensure successful delivery, the customer is expected to:

- Provide timely access to relevant personnel, systems, and environments
- Appoint a primary point of contact or project lead for coordination
- Review and approve key deliverables and configuration changes
- Provide required credentials or API access (e.g., AWS, analytics tools, version control)
- Ensure internal stakeholders are available for onboarding, training, and knowledge transfer where required

Specific responsibilities and timelines are documented in the Order Form. Collaboration and responsiveness are key to enabling efficient delivery.

Technical Requirements and Client-Side Requirements

Our service operates within cloud-native and hybrid environments, with minimal local hardware dependency. Client-side requirements typically include:

- Access to cloud infrastructure (e.g. AWS IAM user, project setup)
- Administrative access to any connected third-party platforms (e.g. GitHub, Stripe, CMS)
- Appropriate security and network configurations (e.g. firewall rules, VPN access if applicable)
- Availability of internal product or technical leads for requirements validation

These dependencies will be confirmed and agreed during onboarding. Any client-specific infrastructure (e.g. NHS HSCN) will be assessed and addressed as needed.

Outcomes/Deliverables

This service will deliver:

- Assessment and documentation of the client’s current infrastructure or application architecture
- Cloud infrastructure deployment, modernisation, or migration plans
- Implementation of CI/CD pipelines, cloud-native services, and automation workflows

- Ongoing support and optimisation of cloud-hosted applications
- Application enhancements, integration of APIs, and cloud-enabled feature delivery
- Data architecture, migration, analytics dashboards, and system documentation
- Security reviews, monitoring dashboards, and incident response procedures
- Knowledge transfer, documentation handover, and optional training sessions

All outcomes are scoped per project and recorded in the Order Form, including phased milestones and deliverables where applicable.

After-sales Account Management

We offer dedicated account and technical management to ensure long-term success, including:

- A single point of contact for issue escalation and project coordination
- Regular service reviews and performance reporting
- Joint roadmap planning for feature improvements or infrastructure changes
- Feedback loops for continuous improvement
- Assistance with extending, renewing, or expanding scope of work under G-Cloud or other agreements

Our goal is to build lasting relationships by ensuring responsiveness, transparency, and value over time.

Termination Process

We ensure a smooth termination process that protects data integrity and knowledge retention.

- Either party may terminate the service with the agreed notice period, defined in the Order Form (typically 30 days)
- Upon termination, access to systems is revoked securely and sequentially
- Data export assistance is provided, with backup snapshots or reports made available to the client
- Knowledge transfer, handover documents, and access deprovisioning are included
- We can assist in creating a customised exit plan if requested (e.g. for replatforming or internal transition)

The customer acknowledges that it has purchased the Services for the Minimum Period and any Renewal Term(s), as defined in the Certificate or Order Summary.

5. Our experience

Case Studies

UK Health Security Agency / TravelHealthPro

We designed, built, and have supported the cloud-hosted platform TravelHealthPro for over 15 years. Commissioned by the UK Health Security Agency and hosted by UCLH NHS Foundation Trust, the platform provides critical public health and travel advice to both the public and healthcare professionals.

- Migrated legacy infrastructure to cloud-based systems using AWS and Snowflake
- Designed and implemented robust data governance and GDPR compliance measures
- Developed custom APIs to integrate with internal health agency systems
- Provided ongoing managed hosting support, platform monitoring, and incident response

Relevance to the public sector: This engagement demonstrates long-term cloud support, regulatory alignment, and effective cross-agency collaboration in a high-trust, high-compliance domain.

University of East Anglia (UEA) – Digital Hub

Chris Johnson Studio led the development of a digital hub for UEA's Outreach Pathway Programme, centralising educational resources and engagement tracking for students and staff.

- Developed a secure and scalable cloud-based platform for digital content
- Integrated user roles, analytics, and administration tools for KS1 to KS5 material
- Delivered full UX, design, and engineering services aligned with university infrastructure

Relevance to public sector: Demonstrates the ability to support academic institutions with secure, flexible digital services and end-to-end product lifecycle support.

Kyero – Property Platform Modernisation

As CPTO at Kyero, Chris Johnson led a major cloud transformation of a high-traffic real estate platform.

- Migrated legacy systems to a modern AWS cloud infrastructure
- Implemented a scalable data warehouse using Snowflake and Matillion
- Introduced AI-powered property recommendations using OpenAI
- Built a Remix-powered frontend with measurable performance gains

Relevance to the public sector: Illustrates our ability to deliver high-performance, scalable, and data-driven cloud applications with intelligent automation and user-centred design.

KOALA – Timeshare Cloud Marketplace

As CPTO of KOALA, Christopher Johnson led the design and delivery of a cloud-native timeshare rental platform used across North America.

- Built and managed AWS cloud infrastructure from the ground up
- Implemented full CI/CD pipelines, DevOps, and observability workflows
- Integrated Stripe for payment handling, and Snowflake/Fivetran for reporting
- Ongoing cloud application support and infrastructure optimisation

Relevance to public sector: Demonstrates full lifecycle delivery of scalable cloud platforms, cross-functional DevOps, and integration of secure payment and analytics workflows — all transferable to government marketplaces and digital services.

John Lewis / NSPCC / HarperCollins

Chris Johnson Studio has also worked extensively with major UK brands and charities to develop robust, compliant, and innovative digital applications.

- Developed secure digital therapeutic tools for NSPCC and Childline
- Delivered app-based experiences for HarperCollins and John Lewis that reached large public audiences
- Engineered high-compliance digital ecosystems with rigorous content workflows

Relevance to the public sector: Demonstrates expertise in designing ethical, scalable, and inclusive digital services used by the general public, aligned with accessibility and safeguarding standards.

Clients

We have supported organisations across public health, education, digital publishing, property, and consumer services. These include:

- UK Health Security Agency (UKHSA)
- UCLH NHS Foundation Trust
- University of East Anglia (UEA)
- NSPCC and Childline
- John Lewis / adam&eveDDB
- Warner Music Group
- HarperCollins
- Koala (Hospitality Platform)
- Kyero (Property Search Platform)

Our experience spans both central and local government contexts, NHS infrastructure, regulated industries, and international-scale cloud environments.

Contact Details

Christopher Johnson
Director, Chris Johnson Studio Ltd
Bath, United Kingdom
chris@chrisjohnsonstudio.com
www.chrisjohnsonstudio.com

For questions regarding G-Cloud listings or buyer engagement, please contact Chris directly.