

**SOLVE
SOMETHING
IMPORTANT**

Managed Cloud Hosting Services

Service Definition Document

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Managed Cloud Hosting Services

1 WHAT THE SERVICE IS

Leidos' Managed Cloud Hosting Services enhance strategic business operations by leveraging the cloud to refine processes, drive efficiency, and deliver substantial business benefits. Through comprehensive support and expert consultancy, we enable clients to maximise their digital transformation investments and achieve superior performance through effective technology utilisation. Our tailored services ensure seamless cloud integration and operations, aligned perfectly with each organisation's unique goals and challenges.

FEATURES

- Cloud Architecture Public, Private, Hybrid, Infrastructure as Code
- Cloud Digital Readiness and Business Analysis
- Cloud Adoption and Transformation
- Cloud Deployment, Transition, and Migration
- Cloud Patching and Monitoring
- Comprehensive Cloud Security Services
- Enterprise Architecture with TOGAF (The Open Group Architecture Framework)
- Cloud Vendor Evaluation and Business Case Development
- Cloud Strategy Current and Target Operating Models.

BENEFITS

- Reduced CapEx/OpEx, pay only for resources used
- Evergreen Systems ensure immediate latest version access
- Designed for security and privacy (GDPR compliant)
- Reduced maintenance, faster provisioning and retraction
- Access to advanced ML, AI, and Analytics services
- Elastic compute, network, storage ready for growth
- Environmentally friendly, reduces carbon footprint
- Aligns with Government Cloud First and Digital by Default standards
- Simplified, cost-effective consumption-based licensing
- Compatible with all other Leidos GCloud offerings.

OVERVIEW

Leidos offers Managed Cloud Hosting Services, designed to enhance strategic business operations and policy objectives by leveraging the cloud to refine business processes, drive efficiency, and deliver substantial business benefits. Our services focus on improving service delivery, enabling our customers to maximise their return on investment in digital transformation and achieve superior performance through more effective use of technology and digital services.

Our Managed Cloud Hosting Services encompass comprehensive guidance and support for all aspects of cloud transformation. We provide independent and impartial business and technical advice, rooted in our extensive knowledge and skills, to help customers effectively navigate their journey to the cloud. This includes defining the future state of their cloud platforms and systems, developing the right technology-based solutions tailored to their specific cloud-based business goals, and integrating current and future systems to drive transformation.

At Leidos, we ensure the successful operation and governance of all hosted systems and processes, enabling our clients to measure and reap the benefits from their move to the cloud. Our consultancy approach covers a wide range of specialisations:

Enterprise Architecture (EA): We develop cloud-compatible enterprise architectures that align cloud business processes, organisational models, information architecture, and technical architecture. Our comprehensive stakeholder engagement and robust governance models support a seamless transition to cloud-based operations.

Technology Strategy and Planning: Our cloud-focused advisory services provide guidance on developing, reviewing, and assuring a cloud-based architecture that meets business objectives. We also offer solution architecture services that enhance our clients' existing assets and facilitate transition to advanced cloud platforms.

Cloud Transformation Business Case Development: We assist clients in crafting strong business cases that support IT-enabled change programs, ensuring that the investments align with strategic goals and deliver expected benefits.

Troubleshooting and Independent Reviews: Renowned for our objective and independent assessments, we troubleshoot cloud transformation challenges, providing clear recommendations and support in implementing solutions.

IT Governance: Our governance models ensure that IT changes are driven by business needs, focusing on decision-making, cost-benefit analyses, and compliance.

Procurement and Cloud Audit: We offer reliable advisory services throughout the procurement lifecycle to ensure value for money. Our structured cloud audits analyse risks related to controls, architecture, and all elements of the cloud environment to optimise business benefits.

Feasibility Studies and Business Process Management: We conduct structured analyses to assess the viability of proposed cloud initiatives and manage business processes to automate and optimise operations, aligning them with business and policy goals.

To deliver our Managed Cloud Hosting Services, Leidos assigns highly experienced IT Management consultants who work closely with the customer to maximise the benefits of the engagement. Our consultants engage intimately with internal stakeholders and decision makers to ensure the services are perfectly aligned with organisational challenges. If needed, our team is also prepared to meet with the customer to draft an initial scope of engagement before fully committing to extensive work.

At Leidos, we prioritise customer satisfaction throughout the engagement. Our programs are typically structured around key milestones and deliverables, which include supporting internal stakeholders in sharing the outcomes of the engagement with a broader audience. This approach helps to reinforce the value and impact of our services across the customer's organisation.

For larger projects, we can segment the engagement into phased components, each defined by specific deliverables. This structure allows customers to adjust the scope of services according to their budgets and preferred timelines. These phases can be offered on a fixed-cost or time-and-materials basis, aligning with the customer's financial preferences. Additionally, where specialised skills are essential, Leidos enhances its consultancy services by integrating experts from our extended team at no additional cost to the customer.

We are committed to completing each engagement in a way that enables customer stakeholders to assume ongoing responsibility for the activities. This includes transferring necessary skills and knowledge from our consultants to the customer's team. Moreover, if subsequent related activities are required, Leidos supports the internal customer team in achieving these goals, providing coaching and mentoring as needed.

Our G-Cloud service model offers flexibility, allowing the customer to purchase as many or as few consultancy days as needed, with the option to extend the engagement by acquiring additional days. This flexibility supports a phased approach, enabling continuous alignment with the customer's evolving needs and priorities.

Leidos' Managed Cloud Hosting Services are available on a time-and-materials or fixed-price basis, delivered on-site throughout the UK or from any of our offices. We deploy a wide array of technology and business process experts from our extensive resource pool to meet the diverse needs of our clients, ensuring that every aspect of their cloud hosting needs is addressed comprehensively and effectively.

To deliver the service, Leidos deploys one or more of its widely experienced IT Management consultants to work closely with the customer to gain greatest benefit from the engagement. Our consultants work closely with internal stakeholders and decision makers to fully align the service to organisational challenges and, if so desired, are happy to meet with the customer to create an outline scope of engagement before committing to full scale work.

It is our approach to ensure the customer remains satisfied with the outcomes of the engagement and programmes of work are generally aligned to key milestones and deliverables. These often incorporate support for internal stakeholders in the dissemination of outcomes of the engagement to a wider audience.

Where appropriate, larger engagements can be split into a series of phased engagements, each with specific deliverables that permit the customer the opportunity to align activities to available budgets and preferred timescales. These can be delivered at a fixed cost or on a time and materials basis, whichever is preferred by the customer. Where specialist skills are necessary, Leidos can complement its consultancy services by allocation of such experts from its extended team at no differentiated cost to the customer.

It is our commitment to the customer to complete each engagement in such a way that the stakeholders within the customer can take on board the ongoing responsibility for the activity, ensuring that the necessary skills and knowledge are transferred from consultant to customer. Further, where further related activities may be necessary, Leidos supports the internal customer team in meeting these objectives, coaching and mentoring staff where appropriate.

The G-Cloud service permits the customer to acquire as many or as few consultancy days as it required whilst retaining the opportunity to extend the engagement thorough acquisition of extended days in line with the phased approach described.

2 ANY ONBOARDING AND OFFBOARDING SUPPORT YOU PROVIDE

Where relevant, Leidos will adopt a consultative approach with customers to define and validate their requirements to determine how best to engage with the services. The onboarding and offboarding process is dependent on the specific requirements of the solution, and the delivery methodology agreed upon.

3 PRICING

Please refer to the associated Pricing Document relevant for this Service

4 TERMS AND CONDITIONS

Please refer to the associated Terms and Conditions Document relevant for our Service Offerings

5 FURTHER INFORMATION

Please send your requirement to publicsector@uk.leidos.com. Alternatively, if you wish to discuss your requirements in more detail, please send us the following information and we will be happy to contact you:

1. Your organisation name
2. The name of this service
3. Your name and contact details
4. A brief description of your business situation
5. Your preferred timescales for starting the work.

ABOUT LEIDOS

Leidos is a leading partner to the UK government and the Scottish government as well as having key client partners in transportation and energy. Leidos employs 1300 people across the UK supporting technology and business process transformation programmes for clients such as the Home Office, the Ministry of Defence, the Metropolitan Police Service and NATS.

The success of this work in the UK and beyond shows that we are a trusted partner in the region and that our people can deliver innovative solutions to solve the most challenging problems.

LEVERAGING OUR CORE CAPABILITIES

Our technical core capabilities define the areas in which technical excellence is critical, not only for our business, but in the work we do daily to help customers achieve the important missions on the frontlines of their industry. Explore our core capabilities [here](#)



Digital Modernisation



Cyber Operations



Mission Software Systems



Integrated Systems



Mission Operations



INCLUSION AND DIVERSITY IN LEIDOS UNITED KINGDOM

Leidos is committed to creating a diverse and inclusive workplace, where every colleague has the opportunity to contribute, share their unique ideas and talents, and be supported in their career. Explore Inclusion and Diversity in the UK [here](#)

SOCIAL VALUE

We're committed to supporting sustainability initiatives, tackling workforce inequality and STEM education by enriching the communities to our operations. Learn more about Social Value in the UK [here](#)