

IBM Consulting

A glowing blue cube is positioned in the center of the image. The cube has two cloud icons on its visible faces, each composed of a pixelated pattern. The cube is surrounded by a network of thin, glowing blue lines that form a grid-like structure. The background is a dark, textured surface resembling a circuit board or a dense array of microchips, with various components and traces visible.

G-Cloud 15 IBM – Application Management As A Service Service Definition Document

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IBM Application Management As A Service

Service Overview

Features

- Application management support, including access to specialist legacy application expertise.
- Support for essential government application services and Critical National Infrastructure.
- Full range of application, database, middleware, data and Cloud platform support.
- Secure data handling for incident and problem investigation, triage, analysis and resolution.
- Monitoring, maintenance, environment provisioning, hybrid-cloud hosting and software licensing options.
- Proactive and predictive issue resolution with the use of appropriate AI and automation tools.
- Automated self-healing of common incidents through AIOps, taking pre-emptive corrective action.
- 24x7/365 priority incident and problem support for critical enterprise services.
- Established secure on-site, remote and offshore facilities with security-cleared teams.
- Access to ITIL V4-certified and ISO27001-accredited support services, and
- Service Level measures to meet individual enterprise application requirements.

Benefits

- End to end technical application support and management available for critical services.
- Extensive expertise in supporting business-critical services for the UK government.
- Leverage a combination of Generative AI, Agentic AI and AIOps to drive faster, more cost-effective incident and problem resolution.
- Efficient and effective services establishing observability and mapping application support to business value streams.
- Rigorous proven methodologies, processes and capabilities in service management.
- Global technical specialist expertise for issue analysis, investigation and insight.
- Exploit premium alliances with leading vendors, providing better access to third-party support services.
- Access to industry-leading expertise to identify and manage risk.

- Flexible service options allowing change to service support and applications.
- Innovative and outcome based commercial models to align services to business outcomes
- Continuously optimising and enhancing support for your application roadmap, and
- Proven experience collaborating and successfully transitioning capability to in-house teams.

Key Differentiators

- Extensive expertise supporting the most business-critical services for the UK government, including Critical National Infrastructure.
- Rigorous and proven methodologies, processes, tooling, including AI and automation capabilities encapsulated in assets to support efficient service management and application support
- Highly skilled and motivated delivery resource pool with a strong culture of excellence
- Access to best in class technology, software and research skills to support the use of innovation in delivery of services
- Access to deep technical specialist expertise globally for incident analysis, investigation and insight – including premium alliances with leading vendors, and
- Successful and proven track-record in enabling clients meet their application roadmaps and services, including transitioning capability to in-house teams.

IBM Application Management As A Service

Addressing Business Needs

This service supports organisations operating critical application services where performance, quality and security are essential, and flexibility to support changing business requirements is key.

Our teams can help you address your individual requirements for application hosting on the Cloud and support and key business needs covering:

Critical application services

Supporting organisations requiring experienced specialist skills and enterprise-scale expertise for business-critical and non-critical application services, offering up to 24x7/365 support and commitment to service performance and quality levels.

Service flexibility

Offering you the flexibility to vary the level of services, recognising that business requirements change over time. This enables you to increase or decrease the level of support – from specialist resources through to full managed services – in line with business needs, which may include transition of capability to in-house teams. It allows for application scope variability, so you can decommission and transition applications with ease to meet your roadmap.

Secure government operations

Providing the services needed for secure government operations, with established security standards, processes and facilities.

IBM Application Management as a Service

Service Definition

The service is flexible, meeting individual application management requirements from core support through to full hardware, software, and multi-cloud hosting services for development and test environments.

Capabilities available:

- Application management support
- Application management and development environment support
- Software services
- Hosting

The structure of Application Management as a Service (AMaaS) is designed to be flexible to meet business requirements and align with potentially different levels of internal capability, providing commitment to service and quality levels and offering the opportunity to scale up and down the level of service as business needs evolve.

AMaaS can be tailored to individual needs, based around four types of capability that can be combined to form the level of service required:

Application management support

Application management support provides technical specialist support services for applications, including UK-based secure data handling as part of live incident investigation, analysis and resolution, coupled with automation for DevSecOps and predictive, preventative remediation through AIOps.

Application owners are provided with a team skilled in relevant application technologies with the experience and expertise to mitigate, investigate and resolve key business-impacting issues. With a commitment to service levels, you can be confident in the availability and reliability of supported systems.

Specialists will hold relevant appropriate security clearance, be based in the UK or offshore, as per the specific requirements of the role.

Support is provided in line with business needs, including 24x7/365 support where required. Application incidents and problems will be assessed and prioritised in coordination with application owners. Estimating the capacity for incident triage and resolution volumes will be done transparently, with the option to customise capacity per application or enhance it through AI automation.

Data services will be provided to address and respond to data requests.

This service is relevant to application owners who lack internal capabilities to support applications, and the criticality of services means business risk must be mitigated through access to experienced specialists.

Application management and development environment support

Specialist support can be provided for provisioning, monitoring and maintaining application management, development and test environments.

As part of this capability, environments that support the application are fully managed. In addition, new environments can be built to meet new business demand, based on defined architectural patterns for the hosting platform and application.

Application development teams can be confident in the availability and access to development and test services through DevSecOps processes and active monitoring from the support team. The team can be scaled to meet the demand for new environments and to offer extended hours support during key development and testing phases.

Application owners may choose environment support when internal capacity is limited, or when greater efficiency is achieved by aligning application management support with environment management.

By utilising this capability, internal resources can be refocused on addressing new business requirements and application development.

Software services

Software for application management, development and test environments can be provided as part of a managed service.

This is optional and to be determined based on individual business needs and selected software. This will be done transparently. Where software is requested, software charges and licensing information will be itemised.

Hosting

We offer the option to utilise existing hosting or to have cloud services provided as part of managed services. Options for cost efficiency can be jointly reviewed with the application owner as part of the hosting services definition.

Cloud hosting can be provided by IBM as part of the service, or by leading cloud vendors, including but not limited to AWS, Google, Microsoft (Azure) and Oracle. Variable charges would be included in a monthly service charge.

Requirements that can be met through service capabilities, including:

- Implementation planning and support
- Development of urgent application repairs and enhancements
- Release planning
- Preventative maintenance and housekeeping
- Incident and problem resolution – labour-based or through automation tools and AI assets
- Configuration management
- Application data services
- Cloud environment design and delivery
- Cloud environment provision and support
- Security

IBM Application Management as a Service

IBM Approach

We bring the benefit to you of established, experienced and specialist teams supporting critical government services, with access to leading methods, processes, tools and specialist skills.

We focus on your business needs and developing trusted long-term relationships, underpinned by industry-leading experience and capabilities, so that you can be confident in the support of your critical services.

Building an application support service that is right for your organisation may mean different levels of support for different applications; the level of support can be tailored specifically to each application.

We will work with you to understand the requirements of each application and how we can best support your business needs for availability, response and change.

Combining the four types of capability described in the Service Definition enables application owners to choose to benefit from options including:

- **Full Stack Support** – providing application owners with confidence that the application is fully supported from the management of application investigation, incident resolution through to the hosting of test and development environments, including software licensing.
- **Application Management and Environment Support** – where application owners require the additional specialist support needed to manage environments and support the application, excluding hosting and software (optional).
- **Application Management Support Only** – A managed service based on labour and automation tooling support for the application, utilising environments, software and hosting provided by the application owner.

We bring specific skills and attributes, including:

- Proven delivery track record providing service management support for critical government systems.
- Access to specialists who understand the lessons and risks in specific technologies and across your business services.
- Being able to advise, support and transfer knowledge with your teams, enabling transition of capability in-house.

- Implementing strong governance, with robust methods and processes.
- Proactive identification and management of risks and issues based on experience.
- Working closely with in-house service teams and third parties, delivering quality and value-driven services.
- Supporting the transition to new platforms, and
- Experience with both legacy and the latest technologies, tools and delivery methods, including AIOps and Site Reliability Engineering (SRE).

We have established onshore, nearshore, and offshore capabilities to support government services, and we can work with you to determine the best support model to deliver cost-effectiveness for your applications.

We can provide access to ITIL V4-certified and ISO 27001-accredited support services, or support to meet equivalent standards.

Quality of service is core to our approach and we will report and regularly review with you all service performance and satisfaction measures.

About IBM

Supporting Government

We help government organisations in the UK and worldwide deliver and transform essential public services – our teams are passionate and proud about helping you to make a real difference to people’s lives.

Government Services Supported by IBM

- Defence and Intelligence
- Public Safety and Policing
- Healthcare
- Life Sciences
- Tax and Revenue Management
- Critical National Infrastructure
- Social Care
- Education
- Environment

The problems we solve for clients are complex and cannot be satisfied with technology alone. They require a partner that can also offer deep industry expertise and a relationship of trust.

IBM combines the portfolio, people and sense of purpose necessary to meet today’s enterprise demands. Every day, we support and manage complex delivery for government clients where the impact of delivery has a wide-reaching impact on citizens and national services.

We bring access to industry experience, insight, and technology capability to deliver and operate secure, scalable, optimised, and available services for government.

We support you by bringing:

- **Industry expertise** – Professionals who understand and are passionate about delivering quality public services and can bring industry insights and apply innovation to your business processes.
- **Trust and security capabilities** – Protecting valuable data and insights and deploying new innovations responsibly.
- **Innovative technology** – Expertise in areas such as modern Cloud, various forms of artificial intelligence, blockchain, automation, cybersecurity and quantum computing.
- **Experienced services professionals** to support strategy, innovation and deliver transformation and change to processes, applications, and cloud infrastructure.
- **Global alliances** – valuable partnerships with the world’s leading cloud, technology, and enterprise application vendors.
- **Outcome based commercial models** – Align application support services to business value to ensure correct prioritisation and optimum levels of service.

