

Service Definition Document for G-Cloud 15 Services

Service Management and Governance Services

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Table of Contents

1	Service Definition Details for Service Management and Governance.....	3
1.1	Introduction.....	3
1.2	Overview of services	3
2	Service Descriptions	4
2.1	Service Desk	4
2.2	Service Management	5
2.3	Service Integration and Management (SIAM).....	8
3	Commercial Arrangements	10
3.1	Parent Company Guarantee (PCG).....	10
3.2	Use of subcontractors and partners	10
3.3	Pricing	10
3.4	Ordering and invoicing process.....	10
3.5	Client responsibilities	11
3.6	Accreditations	11
4	About NTT DATA.....	12
4.1	Globally	12
4.2	In the UK	12
4.3	How we help our clients	12
4.4	Trade body membership and accreditations	13
4.5	Services.....	13
4.6	Further information	13

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1 Service Definition Details for Service Management and Governance

1.1 Introduction

This is the Service Definition Document for NTT DATA UK Ltd (NTT DATA) service management and governance on the G-Cloud Framework. The information provided in this document is required by the G-Cloud framework and is designed to help clients determine how these services can meet their requirements.

1.2 Overview of services

NTT DATA UK provides IT service operations and service management services through its Service Operations Centre (SOC). We deliver the following services that are designed to help clients plan and implement their chosen cloud-based strategy. Please note that these services work in conjunction with NTT DATA's Lot 1 and 2 cloud services.

- **Service Desk** – The service desk is the first and single point of contact, which provides the following services 24x7.
 - First line of support for incidents and requests, including status updates and case management
 - User support and operations management including proactive 'Ready for Business' health checks.
 - The Service Desk also provides capacity planning and modelling services
 - The service desk is responsible for quality management center to deliver customer satisfaction.

Please note that the service desk works in conjunction with service management services.

- **Service Management** – Using the ITIL framework, NTT DATA delivers Service and Technical operations and Service Transition and assurance. Under service management we deliver 3 main services:
 - **Service Operations:** Provision of end-to-end operations comprising of Incident, Major Incident, Problem, Event, Configuration, Change, Release and Deployment management for Data centre and cloud incidents and requests
 - **Service Transition & Assurance:** The objective of this service is to strategize, design and introduce Data centre and cloud services and maintain service continuity and improvement. Under this service we provide service assurance with knowledge and SLA management.
 - **Technical Operations:** Through this service we help our customers make decisions on Technology investment and development. Technical operations comprise:
 - Provision of application, availability, and capacity management.
 - Toolset management

From the Service Operations Centre, NTT DATA also provides ITSM as a service by bringing together software as a service (SaaS) and IT service management with automation to enable self-detection and self-healing capabilities in the infrastructure and processes in order to improve quality and reliability of the service.

- **Service Integration and Management (SIAM)** - ensures that multiple service providers will deliver an effective and cohesive, cloud-based service through a common management approach and standardisation. NTT DATA promotes these SIAM principles and uses ITIL practices to deliver the framework for SIAM. We have staff specialists in integration processes and operations.

2 Service Descriptions

2.1 Service Desk

Introduction

Please note that this service works in conjunction with NTT DATA's other services.

Scope

The service desk is the first and single point of contact in the Service Operations center, which provides the following services 24 x 7 x 365.

- First line of support for Cloud incidents and requests following ITIL best practices, and serves as the single point of contact to the user for status updates and case management
- User support and operations management including proactive 'Ready for Business' health checks to ensure maximum uptime by identifying potential issues before they impact the business
- In addition, the service desk is responsible for quality management to deliver customer satisfaction. The key responsibilities under Quality Management are:
 - Continuous global 24x7 user support and service management for Cloud solutions.
 - Monitoring and alerting to keep solutions running at peak performance.
 - Proactive Ready for Business (RFB) health checks that monitor and manage Cloud systems and processes to ensure maximum uptime by identifying potential issues before they impact the business.
 - Dedicated Analytic and Innovation teams focused on analysing Cloud issues to discover why incidents occur, modelling and leveraging best practice processes, and utilising next generation technology and automation technique to avoid recurrence.
 - Owning the Total quality management (TQM) policy and process to maintain internal and external customer satisfaction.

NTT DATA UK has held continuous ISO20000 certification for IT Service Management since introduction of the standard. Our Service Desk has won the Service Desk Institute UK Service Desk of the Year in 2015 & has held 4* Certification status.

2.2 Service Management

Introduction

NTT DATA provides a Service Management Service for Cloud Services which exploits our Service Operations Centre which combines all service management functions with innovative automation and knowledge management to manage our own internal Data Centre /Cloud services.

Approach and Scope

NTT DATA will undertake an assessment of the Cloud-based product to assess how best to integrate your operational needs into our existing Service Operations Centre and benefit from a support operation that meets your needs.

There are 3 areas of scope:

- Service Operations
 - Service Transition & Assurance
 - Technical operations
- 1) **Service Operations**: Providing a 24*7 service desk, receiving and managing calls through various contact channels such as telephone, email, chat and web.
 - End-to-end Incident Management for incidents, including first contact resolution and escalation to resolver groups Coordination and management of Major Incidents including communications, invoking BCDR (Business Continuity and Disaster Recovery) and reporting.
 - Alert management and escalation / callout using tools, such as SCOM, Solarwinds and Nagios Event Management tools, which have been configured to pre-defined thresholds and parameters.
 - End-to-end management of all requests. We also provide a self-service request tool (Service Catalogue) for users and customers with automated approvals.
 - End-to-end management of all changes through a mature Change Management model which includes weekly CAB's, Forward Schedule of Changes and Post Implementation Reviews to reduce the likelihood of adversely impacting the business through change
 - Creating packages for operating system, applications, patches, anti-virus updates to be released and deployed in a controlled manner so that the client business is not unduly impacted.
 - Proactive and reactive Problem Management using proven techniques to drive down major service failures and incidents
 - For new users, creating of new starter AD, email and telephony accounts and providing access to network shares, SharePoint and other applications.
 - Disabling and deleting of accounts and application access and recovery of company assets ensuring that the CMDB is maintained.
 - Maintaining information for all Configuration Items and their relationships to facilitate the effective delivery of all aspects of the IT Service including license management, lost and stolen items, tracking the age of the estate, etc.
 - 2) **Service Transition & Assurance**: The objective of this service is to strategize, design and introduce Data centre and cloud services and maintain service continuity and improvement. Through knowledge and SLA management, we deliver Service assurance. Third part management is key to service assurance and is within scope. The key activities in scope are as follows:
 - Planning and organizing people, infrastructure, communication and material components of a service in order to improve its quality and the interaction between the service provider and its customers.
 - The management of activities to ensure that applications/systems being developed to meet all operational requirements before getting introduced to 'Production or Live' environment.

- Continual identification and implementation of service improvements in all areas of Service Management. Helps to drive higher customer satisfaction, reduce cost and make the service more efficient.
 - Production of data and reporting to help identify performance goals and achievements. To provide supporting material for the need to improve service, redefine service and to help shape business objectives.
 - Ensuring that all knowledge is captured, maintained and retired to empower the Service Desk and Resolver Groups to resolve and troubleshoot incidents and fulfil requests efficiently
 - Ensuring that SLAs are defined and configured correctly to provide accurate reporting (real-time and historical) End-to-end management of SLA's and invoking escalation where appropriate
 - The Service Continuity Plan is the collection of policies, standards, procedures and tools which we are able to help define, manage and implement.
 - Ensuring that all aspects of the service adhere to current security regulations and policies. Ensuring that security incidents are dealt with to agreed process including the management of lost and stolen devices
 - Strategically planning for, and managing, all interactions with third party organizations that supply goods and/or services to an organisation in order to maximize the value of those interactions.
 - Managing formal feedback utilising a mature feedback management process which includes reviewing complaints with relevant parties and issuing Complaint Resolution Reports to ensure that corrective and preventative actions are implemented and the satisfactory resolution for the user.
- 3) **Technical Operations:** The technology operations management function helps customers to take decisions on technology investment and development. The scope of this service is as follows:
- Ensuring high availability of all systems utilising event management tools.
 - Ensuring that there is sufficient capacity within the customers' infrastructure to maintain performance levels and to support required upgrades.
 - The design, implementation and management of toolsets
 - Patch management is the strategy for managing patches or upgrades for software applications and technologies. A patch management plan can help a business or organization handle these changes efficiently.

Client Outcomes of Service Operations Centre

The Service Operations Centre will provide solutions that create more productivity and value, while reducing cost for each customer. With a simple concept of "ready for business" accountability and a consistent and proven approach, the Service Operations Centre reduces the cost of running IT and improves quality of service by managing risk with real time knowledge, deep system and process expertise and delivering learning and efficiency to the customer and its users. It helps the IT department to become more:

- Competent - by applying standard ITIL processes and open communication.
- Efficient - with automation to reduce cost and scale productivity.
- Effective - executing proactively based on expertise and rule based business priorities.
- Optimised - by learning to make better, transparent and fact-based decisions.

Because downtime or disruption of business systems has serious productivity implications, our proactive approach to service management goes beyond the traditional reactive process of responding to incidents and problems. The Service Operations Centre optimises the delivery of human support services to each customer by simplifying the communications and processes of service management, while increasing automation to standardise and scale to business and user demands. With technology in the background, "ready for business" health check rules and weighted impact analytics proactively monitor operations and productivity. The cycle of learning and user competency provides for continuous improvement and measured cost reduction.

From a Level 1 support perspective, NTT DATA's focus is towards building a seamless end-to-end (SPOC) process that will include the integration of activities related to the ITIL service delivery components of Incident with Problem and Change Management with effective integration to other areas such as Configuration, Change and Release Management as required.

Through this SPOC NTT DATA will provide a consolidated communication point for service requests throughout their entire lifecycle from inception to closure. This helps customers in the following ways:

- Lower the cost and complexity of service management with one point of accountability for consistent support levels across multi-vendor environments.
- Leverage global resource model to meet their specific needs.
- Facilitate better coordination between third-party support providers.
- Track and report incidents to closure/completion - "Touch-Manage-Resolve".
- Provide the first line of support for incidents and requests following ITIL best practices, and serve as the single point of contact to the user for status updates and case management.

Our Service Desk team has considerable experience working with clients on developing a standard service management framework and language that enables both technology and business functions to operate efficiently and accurately across all ITIL disciplines. We will designate key resources that will focus their time and energy on ITIL transformation initiatives. As part of our continuous improvement process, we will also identify and institutionalise best practice from our experiences/industry practices and implement them for this framework.

Acting as the customer's voice within our organisation, a NTT DATA's Service Manager will provide:

- Monthly service reporting and service review meetings.
- Future planning.
- Pro-active alerting and response to potential problems.
- Reporting of incidents.
- Pro-active monitoring of service level agreements.
- Dedicated monitoring of any customer-driven commercial events or campaigns including capacity planning assistance for future events.

By adopting our Service Management Service through our Service Operations Centre you will benefit from:

- Continuous global 24x7 user support and service management.
- One point of accountability for consistent support levels
- Greater transparency to keep solutions running at peak performance.
- Proactive 'Ready for Business' (RFB) health checks that monitor and manage systems and processes to maximise uptime by identifying potential issues before they impact the business.
- Dedicated Analytic and Innovation teams focused on analysing issues to discover why incidents occur, modelling and leveraging best practice processes, and utilising next generation technology and automation techniques to eliminate future reoccurrences.
- Total quality management to maintain internal and external customer satisfaction.
- Cost savings and productivity improvements.

2.3 Service Integration and Management (SIAM)

Introduction

NTT DATA's approach to Service Integration and Management (SIAM) ensures that multiple service providers will deliver an effective and cohesive service through a common management approach and standardisation. NTT DATA embraces these SIAM principles and uses ITIL4 practices to deliver the framework for SIAM. ITIL4 provides a strong framework, as it covers the complete lifecycle of services and is recognised by most IT suppliers. ITIL is not prescriptive in its application; a service management structure such as SIAM is required to translate the ITIL framework into working practices with clear boundaries of responsibility.

The SIAM service will provide an integrated service desk that allows a single point of access to multiple services to:

- Deliver lower cost and complexity of service management with one point of accountability for consistent support levels across multi-vendor environments.
- Provide the first line of support for incidents and requests following ITIL best practices, and serve as the single point of contact to the user for status updates and case management.
- Leverage a global resource model to meet specific and value-for-money needs of the customer.
- Facilitate better coordination between third-party support providers.
- Provide pro-active management and closure of incidents using a 'Touch-Manage-Resolve' approach.
- NTT DATA will manage third party suppliers and product vendors to deliver end to end service

Services

Through a single point of contact service desk facility (up to 24/7), integrating with existing application specific service management arrangements to address the following:

- Incident Management - Problem Management
- Request Fulfilment - Access Management
- Event Management
- Continuous Improvement
- Supplier Management services comprising of the following:
 - Implementation and enforcement of the supplier policy
 - Maintenance of the Supplier and Contract Management Information System (SCMIS)
 - Supplier and contract categorisation and risk assessment
 - Supplier and contract evaluation and selection
 - Development, negotiation and agreement of contracts
 - Contract review, renewal and termination
 - Management of suppliers and supplier performance
 - Identification of improvement opportunities
 - Maintenance of standard contracts, terms and conditions

Approach

NTT DATA will agree a Service Strategy that will address: Demand Management; Financial Management and Service Portfolio Management.

Following agreement on the Service Strategy, we will address the following:

- Service Design - this will address Service Level Management; Service Catalogue Management; Availability Management; Capacity Management; IT Service Continuity Management; Information Security Management; Supplier Management; Transition Plan.

- Transition into Service - this will address Change Management; Release and Deployment Management; Service Asset and Configuration Management; Service Validation and Testing; Evaluation; Knowledge Management.
- Once in Service, the following activities will be underpinned by the Service Desk functions: Incident Management; Problem Management; Request Fulfilment; Access Management; Event Management.
- As part of the on-going process of Continued Improvement, service measurement and reporting will feed into an on-going improvement to the Service.

Client Outcomes

By providing a SIAM solution, NTT DATA will ensure that you receive:

- Accountability, ownership and greater transparency in operations and frequent communication among stakeholders.
- Keeping Cloud systems running at peak performance and providing visibility, control and actionable insight for real-time decision making.
- Increased efficiency and effectiveness between service groups.
- Ability to drive effective use of a common, shared knowledge management system for all service groups, resulting in higher first call resolution and mean time to resolve rates.
- The opportunity to influence positive behaviour across service groups to increase customer satisfaction and move away from just managing to contract.

3 Commercial Arrangements

3.1 Parent Company Guarantee (PCG)

Please note that NTT DATA is not able to provide a Parent Company Guarantee (PCG).

3.2 Use of subcontractors and partners

These services are delivered by NTT DATA with support from selected, specialist partners only where required, and with approval from the client in advance.

3.3 Pricing

Please see the Digital Marketplace for the NTT DATA Pricing associated with these services.

3.4 Ordering and invoicing process

Clients will be expected to follow the G-Cloud 15 ordering process as outlined in the Framework's Terms and Conditions. This will ensure that the scope, timeline, and technical requirements are understood, agreed and can be delivered.

Each assignment will then require a formal work order to be raised, which would define:

- The name and contact details of the consumer's representative
- The objective(s) of the work and the Key Performance Indicators
- The amount and type of resource required (number of roles and duration)
- Start and end dates for the project
- The scope and requirements for the project
- The specific technical or business knowledge required by NTT DATA
- Advise whether the project is expected to be carried out on the consumer's premises (in which case location is required), or at NTT DATA's premises
- Expected deliverables, quality levels and acceptance criteria for sign-off

Upon receipt of a work order, NTT DATA will evaluate the requirement and confirm a start date. Once NTT DATA accepts a work order, we will commence work upon receipt of a purchase order.

NTT DATA will operate the following invoicing process:

- For time and material projects and assignments - monthly invoices will be issued in arrears for payment within 30 days
- For fixed price projects and assignments - invoices will be based upon agreed staged payments associated with formal client sign-off of interim or final deliverables. Invoices are issued in arrears for payment within 30 days
- For managed services - Transition Charges based on milestones, with Managed Services Charges invoiced quarterly in advance

3.5 Client responsibilities

The client will provide a Project Manager responsible for the following activities:

- Ensure the organisation is aware that external support is being provided by NTT DATA and that staff and teams are clear about the project, its scope and their roles and responsibilities in it.
- Manage the client personnel and responsibilities for this project.
- Serve as the interface between NTT DATA and all the client's departments participating in the project.
- Administer the Change Control Procedure with the NTT DATA Project Manager.
- Participate in project status meetings.
- Obtain and provide information, data, and decisions within three working days of NTT DATA's request unless a different response time is agreed in writing.
- Review and approve the Milestone achievements.
- Help resolve any project issues and the client deviations from the estimated schedule, and escalate issues within the client organisation, as necessary.
- Provide staff as required to undertake the User Acceptance Testing.
- Ensure client staff are made available for any meetings, interviews, document review and presentations within the proposed timescale.
- Provide client staff able to deliver authoritative answers to questions and clarification requests in a timely manner.
- Provide NTT DATA personnel with suitable office space, other accommodation and facilities that personnel may reasonably require to perform the services required during the project.

3.6 Accreditations

For these services, NTT DATA has corporate membership of the ITSMF, SDI and MCA trade bodies and holds a number of relevant accreditations including:

- ISO 9001 Quality Assurance
- ISO 14001 Environmental Management
- ISO 27001 Information Security Management
- PRINCE2 Practitioner Project Managers
- ISO 20000-1 IT Service Management
- ISO 22301 Business Continuity
- ISO 45001 Health and Safety Management Systems
- Cyber Essentials
- Cyber Essentials+

4 About NTT DATA

4.1 Globally

NTT DATA Corporation is a global IT innovator delivering technology-enabled services and solutions to clients around the world and is a top tier global IT Services provider (reference: Gartner). It employs more than 190,000 people across 70 countries.

For more than 50 years, the NTT DATA Corporation has been successfully providing IT services to a wide range of clients in the automotive, electronics and high technology, energy and utilities, financial services, healthcare and life sciences, insurance, manufacturing, media and entertainment, professional services, public, retail, telecommunications and transportation and logistics sectors.

NTT DATA has significant global coverage across Europe, the Americas, the Middle East, Africa, and Asia Pacific regions.

4.2 In the UK

NTT DATA UK Ltd (NTT DATA) is a subsidiary of the NTT DATA Corporation and is a systems integrator headquartered in the City of London and Birmingham. NTT DATA in the UK is a £400m+ per annum turnover organisation that focuses on supporting clients in:

- Public Services
- Automotive
- Banking and Financial Services
- Education and Research
- Energy and Utilities
- Healthcare
- Insurance
- Life Sciences and Pharma
- Manufacturing and Consumer Packaged Goods
- Retail
- Telco, Media and Technology
- Travel, Transportation and Logistics

NTT DATA has partnerships with a number of leading software vendors and works closely with NTT group companies to provide a wide range of solutions to UK clients.

4.3 How we help our clients

NTT DATA provides a portfolio of services to support every aspect of its clients' business technology life cycle, including:

- Strategy to create competitive advantage
- Implementation with speed, confidence, efficiency, and surety
- On-going management to optimise your assets with the best resource mix and cost
- Evolution to create new opportunities and future-proof your enterprise

NTT DATA helps its clients by building value through the visualisation and realisation of innovation. This involves working in close partnership with clients to:

- Design innovation - create robust IT strategies geared towards optimising business processes and the use of IT and networking concepts along the customer's entire value chain. We help our clients use IT to differentiate themselves from their competitors
- Develop solutions - use our advanced systems structuring and application capabilities to develop and provide solutions that make business innovation a reality
- Drive performance and efficiency - provide constant support for our clients helping them exploit the full potential of their IT solutions and take advantage of the latest IT innovation thinking

4.4 Trade body membership and accreditations

NTT DATA has corporate membership of the MCA trade body and our activities are supported by technical and vendor accreditations:

- Snowflake Global Elite Partner
- Informatica Enterprise Premier Partner
- Google Cloud Platform Premier Partner
- Microsoft Solution Partner Designation: Business Application, Data & AI, Digital & App Innovation, Infrastructure, Security, Modern Work.
- AWS Premier Partner | AWS Partner Programs; Premier Tier Services, AWS Managed Service Provider, Authorized Commercial Reseller, AWS Public Sector Partner, AWS Solution Provider Program, AWS Public Sector Solution Provider, Authority to Operate on AWS
- AWS Competencies | Machine Learning Consulting, Telecom Services, DevOps Consulting, Government Consulting, Migration Consulting
- Salesforce Platinum Partner
- Genesys Global Gold partner
- Service Now Elite partner
- Red Hat Premier Business Partner
- Palo Alto Networks Diamond Innovator (Global)
- Check Point 5 Star Partner
- Fortinet Global Partner
- F5 Platinum Partner
- Zscaler GSI
- Cisco Gold Partner
- SAP Global Platinum Partner
- Dell Titanium Partner

4.5 Services

We support UK clients through the following digital focus areas:

- Customer Experience - engaging with customer to maximise user understanding, engagement and support
- Data & Intelligence - excel in new data model creation using gathered intelligence that can produce actionable results for organisation success
- Intelligence Automation - automate repetitive business processes for success in a digitally-dynamic environment
- Internet of Things - connecting and communicating with an ever-expanding base of devices connected to the internet
- IT Optimisation - revolutionising IT environments by delivering the agility necessary to remain effective in a rapidly changing landscape
- Cyber security - protecting against data breaches and unauthorized use of confidential information in today's connected digital world

4.6 Further information

See <https://uk.nttdata.com> for further information, or contact us at nttdatauk.requirements@nttdata.com