

# **Cloud managed services**

**G-Cloud 15**

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## Service overview

CDS offers premium Cloud Managed Services to businesses seeking optimal performance, security, and scalability in their cloud infrastructure. Our services are designed to help organisations maximise the benefits of their investments in AWS and Azure while minimising operational overhead. By partnering with CDS, clients gain a team of experts dedicated to managing, monitoring, and optimising their cloud environments.

We understand that every business has unique requirements, which is why our Cloud Managed Services are customisable and flexible. Whether you need comprehensive cloud management or specific support for AWS and Azure infrastructure, CDS has the expertise to meet your needs. Our approach is proactive, utilising cutting-edge monitoring tools to identify and resolve issues before they impact your operations. This ensures high availability and performance across your cloud-based applications and services.

At CDS, security is a top priority. Our Cloud Managed Services include robust security protocols and best practices to safeguard your data and applications in the cloud. We leverage the advanced security features provided by AWS and Azure and supplement them with our own proprietary solutions. From data encryption to regular security audits, we ensure that your cloud environment is protected against emerging threats.

In addition to operational management and security, CDS offers strategic guidance to help you optimise your cloud resources. Our team of cloud architects and engineers work with you to design scalable solutions that align with your business goals. We assist with cost management, performance tuning, and capacity planning, allowing you to focus on your core business while we take care of the cloud infrastructure.

With CDS Cloud Managed Services, you get a partner committed to delivering exceptional value and reliability. We aim to build long-term relationships with our clients by providing unparalleled support and expertise in AWS and Azure cloud environments. Whether you're migrating to the cloud or looking to improve your existing setup, CDS has the experience and resources to help you succeed.

## Features and benefits

### Features

- 24/7 cloud monitoring and management for AWS and Azure environments
- Proactive issue detection and resolution for high availability
- Customisable services to meet unique business needs
- Comprehensive security measures, including data encryption and regular security audits
- Strategic guidance for cloud optimization and cost management
- Disaster recovery planning and support for business continuity
- Real-time performance monitoring with advanced analytics
- Managed backups to ensure data integrity and reliability

- Regular updates and patches to maintain cloud infrastructure security
- Expert support for cloud migration and integration projects.

## Benefits

- Improved cloud performance and reliability through proactive monitoring
- Enhanced security and compliance in cloud operations
- Reduced operational overhead with expert cloud management services
- Flexibility to scale cloud resources as your business grows
- Expert support for AWS and Azure infrastructure needs
- Increased business continuity through disaster recovery planning and support
- Real-time insights for better decision-making with advanced cloud analytics
- Cost savings through optimized cloud resource management
- Reduced downtime with proactive issue detection and rapid resolution
- Streamlined cloud migration and integration with expert guidance and support.

## Business continuity and disaster recovery plans

CDS is committed to minimising and managing its exposure to disruption to the business and the services provided to our customers. This encompasses robust systems and processes necessary to maintain continuity of service and operations.

CDS maintains a comprehensive Business Continuity and Disaster Recovery (BCDR) plan, certified to **ISO 23001**, that defines clear roles, responsibilities, processes, and procedures for assessing and responding to disruptions to ensure continuity during disruptions. **Our plan is tested annually with lessons learned incorporated into plan improvements.**

Our Business Continuity Management System (BCMS) is underpinned by regular business impact assessments and threat and risk analyses, and annual tests to ensure all contingencies remain effective, current, and fit for purpose.

## Onboarding and offboarding

### Onboarding

CDS provides a tailored onboarding pathway, based on clients' individual requirements.

Onboarding is a collaborative process, through which we fully understand our clients' short-, medium- and long-term goals, and plan our service accordingly, to deliver best value and appropriate resourcing, governance, communication and planning.

Our multi-disciplinary agile teams will work with project stakeholders to understand the client and project needs and requirements.

We will define and capture ways of working, including definitions of 'ready' and 'done', and identify acceptance criteria for each sprint, underpinned by modern test practices and OKRs.

## Offboarding

Upon starting the engagement, CDS will provide an exit plan for client approval. This will cover matters such as knowledge transfer and documentation, roll-off schedules, data and asset transfer, intellectual property and removal of access / permissions and return of devices / equipment.

Ownership of data contained in any solution belongs to and rests with the client; as the service is decommissioned, raw data will be transferred to the client. CDS is certified to ISO 27001 for data security and will always adhere to these standards – including data removal and destruction.

## Ways of working

At CDS we apply agile principles across our projects, primarily using the SCRUM Agile methodology. We operate multi-disciplinary squads that combine domain expertise with technical excellence, delivering value early and iteratively through two-week sprints. Our approach is underpinned by the following core practices:

- **Daily standups:** A team call for 15 minutes each morning to track progress, surface blockers and ensure sprint goals are achieved.
- **Sprint planning:** Held at the start of each sprint to prioritise the work, align on objectives and ensure the team is fully prepared.
- **Sprint review:** At the end of the sprint, the team demonstrate to all stakeholders the deliverables achieved and present the sprint goal for the next sprint.
- **Sprint retrospective:** For each sprint the team will review what went well, identify areas of improvement and embed lessons learned to drive continuous improvement.

Additionally, we have an Agile mindset and culture at CDS, in which we apply:

- **User-centred design and customer-focus:** Through collaboration and partnership working we deliver outcomes that meet user needs.
- **Adaptability and flexibility:** Short feedback loops enable us to respond quickly to change, with teams empowered to pivot as required.
- **Continuous learning:** Retrospectives encourage open, honest feedback to continually improve ways of working and delivery effectiveness.
- **Partnership and teamwork:** We create a one-team culture with our clients and their supplier partners, working collectively towards shared project goals.

## Training

As well as continual 'on the job' knowledge transfer to upskill client teams, CDS can provide formal, comprehensive training for administrators and users prior to

handover and go live designed to support successful change management, ensure smooth implementation and embed solutions that are integral to business operations. Our training also builds internal technical capability, empowering teams to become self-sufficient and reduce the long-term cost of change.

In most cases, we adopt a 'train-the-trainer' model, delivered through a blend of on-site and remote sessions. This is supported by comprehensive training materials and easy-to-follow digital end-user guides, written for non-technical audiences and compliant with WCAG 2.2 accessibility guidelines.

## Quality assurance and performance testing

CDS applies rigorous testing as part of our Quality Assurance process (ISO9001) to ensure we maintain quality across our deliverables and that outcomes are fit for purpose and fulfil functional and performance requirements.

Our testing capability is led by ISTQB (International Software Testing Qualifications Board) qualified testing experts with all the skills and expertise to quality assure AI, technology & cloud services.

We use a flexible, agile testing approach utilising tools and techniques tailored to each client's context to ensure solutions meet business objectives and success criteria.

We adopt an automation-first approach, embedding high-quality automated checks into robust CI/CD pipelines to ensure quality is treated as a first-class citizen throughout the deployment process.

Our testing services include:

- Test strategy
- Test planning
- Automated test frameworks
- Testing, defect management and reporting
- Support of customer UAT
- Security (perimeter/application) testing / DevSecOps
- Performance and stress testing.

## Security services

CDS holds certifications to international standards - Cyber Essentials Plus and ISO27001 Information Security, encompassing physical security, personnel security, storage, electronic data handling and secure destruction.

We embed 'secure-by-design' principles in our standard service design approach, aligned with security best practises and in addition we provide expert security consultancy.

CDS works closely with National Cyber Security Centre CHECK-accredited providers to conduct IT Health Checks (ITHC)/penetration testing in line with best practice.

CDS staff are BPSS cleared as a minimum. We can deploy SC, NPPV cleared teams and staff with DV clearance, if required.

## Ongoing support

Our service model is designed to provide comprehensive, proactive support that operates to **ISO20000:2018 Service Management and ITIL best practices**, covering the full-service management lifecycle.

We deliver a fully managed service that encompasses application support, platform maintenance, incident management, problem management, change management, supplier management, and out-of-hours support for major incidents. This approach ensures that business-critical systems remain operational and performant whilst maximising customer value through continuous service improvement.

All CDS Service Delivery team are ITIL-certified.

We offer three service levels (Bronze, Silver and Gold) each providing:

- Online Service Desk Portal available 24x7 for logging and tracking incidents and requests.
- Telephone support via a dedicated helpline available from 9am to 5pm Monday – Friday (excluding English Bank Holidays).
- Highly skilled service desk team who manage and resolve incidents and requests in accordance with the agreed SLA.
- Ongoing maintenance including application of security patches.
- Structured change management to ensure updates are properly assessed, approved and implemented.
- Monthly performance report to provide visibility of service levels and operational metrics.

Support and maintenance contracts stipulate a minimum level of support provision per month, appropriate to the size and complexity of the service, aligned to the preferred service support tier. Additional time is chargeable at the day rates listed on the rate card.

## SLA Incident Response

| Service                                        | Bronze         | Silver          | Gold            |
|------------------------------------------------|----------------|-----------------|-----------------|
| <b>Incident response</b>                       |                |                 |                 |
| P1 - To be called in                           | 15 minutes     | 15 minutes      | 15 minutes      |
| P2                                             | 1 hour         | 1 hour          | 1 hour          |
| P3                                             | 1 hour         | 1 hour          | 1 hour          |
| P4                                             | 4 hours        | 4 hours         | 1 hour          |
| P5                                             | 1 working day  | 1 working day   | 1 hour          |
| P6                                             | 1 working day  | 1 working day   | 1 hour          |
| <b>Target incident resolution - core hours</b> |                |                 |                 |
| P1                                             | 8 hours        | 6 hours         | 4 hours         |
| P2                                             | 15 hours       | 11 hours        | 8 hours         |
| P3                                             | 5 working days | 3 working days  | 1 working day   |
| P4                                             | 7 working days | 5 working days  | 3 working days  |
| P5                                             | N/A            | 14 working days | 10 working days |
| P6                                             | N/A            | N/A             | N/A             |
| Major Incident Report                          | N/A            | 10 working days | 5 working days  |

## Hosting managed services

CDS provides a range of consultancy and management services for design, implementation and management of application infrastructure, including:

- Technical architecture and implementation
- Infrastructure management and maintenance including:
  - Critical security patches
  - OS (operating system) patches: testing and deployment

- Application and platform availability
- Anti-virus & Malware updates
- Obsolescence management
- Proactive monitoring and alerting of Infrastructure & solution performance and function.

## Service constraints

Attainable service levels will be dependent upon the service performance of cloud suppliers within the service chain. Maintenance windows may apply, and clients should refer to the SLA for the specific service in use.

## Ordering and invoicing

We recommend contacting CDS before placing an order via G Cloud 15, to confirm and agree scope, scale, SLAs, KPIs, outcomes, etc. We will be pleased to support clients to define statements of work that reflect their requirements.

Invoices are issued monthly in arrears, with payment terms of 30 days.

## Pricing

Timescales and costs vary, depending on several factors; we recommend a preliminary review to provide a firm cost.

Please refer to our pricing document and rate card.

## Industry standards

CDS delivers all its services to internationally recognised standards. CDS is accredited to the following standards:

- ISO 9001 Quality Management System.
- ISO 27001 Information Security Management.
- ISO 20000 IT Service Management and IASME certified.
- ISO 14001 Environmental Management.
- BSI 1008 Electronic Information.
- ISO 22301 Security and Resilience (Business Continuity).
- ISO 45001 Health and Safety Management.
- ISO 10008 Evidential Weight and Legal Admissibility of Electronic Information.
- ISO 50001 Energy Management Standard.
- Cyber Essentials Plus.
- IASME certified.
- ITIL compliant service desk.
- PlanetMark Sustainability.

We comply with the Data Protection Act 2018 and UK GDPR regulations.

## Contact details

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