



G-Cloud 15

Service Definition Document

GENERAL GUIDANCE ON G-CLOUD SERVICE DEFINITIONS

Depending on what is purchased, a separate Amazon Web Services (Service Terms) agreement <https://aws.amazon.com/service-terms/> and/or a separate Amazon Web Services (Customer Agreement) <https://aws.amazon.com/agreement/> may be required.

The offerings described in this document represent current products and practices as of the date of issue of this document and are subject to change. Customers are responsible for making their own independent assessment of the information in this document and any use of products or services from CirrusHQ. This document does not create any warranties, representations, contractual commitments, conditions or assurances from CirrusHQ or its suppliers. The responsibilities and liabilities of CirrusHQ to its customers are controlled by CirrusHQ agreements, and this document is not part of, nor does it modify, any agreement between CirrusHQ and its customers.

1 PREAMBLE

This CirrusHQ ("Supplier") Service Definition Document provides service definition information for the services offering included in the G-Cloud 15 framework catalogue, in accordance with the requirements identified in the ITT.

This document should be read in conjunction with the any pricing, and/or terms and conditions and/or service level information for the specific service, or services required.

2 PORTFOLIO

Our portfolio of AWS Cloud services include:

- Managed Services and Support Services
 - **Managed Support for AWS**
- Professional Services
 - **AWS Cost Optimisation, Billing Services or OGVA**
 - **AWS Consultancy Services**
 - **AWS Architecture and Design Services**
 - **AWS Implementation Services**
 - **AWS Landing Zone Accelerator**
 - **AWS Migration Assessment**
 - **AWS Migration Delivery Services**
 - **AWS DevOps Consultancy, Implementation and Release Management**
 - **AWS Proof of Concept Services**

3 SERVICE DEFINITIONS

3.1 Managed Support for AWS

We can help you fully realise the power of Amazon Web Services (AWS), without the challenge and expense of managing it yourself. CirrusHQ Managed Support helps Customers adopt the AWS cloud at scale and operate more efficiently and securely.

The service is customised to suit differing customer needs and can include:

- Customer selected AWS accounts and regions to be supported
- Pay as you go through or Business Hours or 24x7x365 coverage
- Guidance and execution of operational proven practices with specialised automations, skills, and experience that are contextual to the Customer's environment and applications.
- Proactive, preventative, and detective capabilities that raise operational capability and help reduce risk without constraining agility, allowing Customers to focus on innovation.
- Extension of a Customer's team with operational capabilities including monitoring, incident management, security, patch, backup, and cost optimisation
- Curated sets of monitoring controls, detection guardrails, automations, and runbooks to operate infrastructure in a compliant and secure way
- Onboarding and offboarding options and support specific to the level of service requested

Depending on the support service required or purchased, and subject to the terms agreed, some or all of the following can be included:

- a. Access to CirrusHQ support tool for self-service support features and/or selected additional tools including;

- i. Reporter to provide security checks and compliance checks in your cloud environment.
 - ii. Advisor to help identify deviations from AWS best practices and provide recommended actions to remediate.
 - iii. drift reporting
 - iv. Access Error reporting
 - v. Visibility into AWS console sign-in activity to help track user access patterns and provide sight of unauthorised login attempts
 - vi. patch status across your EC2 fleet to help monitor and govern compliance
 - vii. Analyse and report on your AWS Costs across your AWS estate, with monitoring of Reserved Instance and Savings Plans utilisation.
- b. High-severity issues, or new solution design, or software, code or automation support, or where support is required outside Business Hours or Business Days, where customers can chat with or call Support to receive help in real time.
 - c. Access to engineering skills to provide support from the AWS console in Customer AWS accounts.
 - d. Inventory analytics to search your AWS estate to help identify trends, and make faster, data-driven decisions.
 - e. Visibility of installed software packages running in AWS accounts under support.
 - f. Lifecycle Management services to help monitor and plan end-of-life events in your cloud environment
 - g. AWS Health for Customer self-service support visibility into resource performance and the availability of your AWS services and accounts.
 - h. Monthly AWS Technical update briefing
 - i. Customer specific configuration or tuning and data restoration or backup operations;
 - j. Direct handling or investigation of security breaches or incidents;
 - k. Guidance on the use of current AWS tools for accessing AWS services as provided here <https://docs.aws.amazon.com/whitepapers/latest/aws-overview/accessing-aws-services.html>
 - l. Guidance on general AWS technical queries about current AWS Services as provided here <https://docs.aws.amazon.com/whitepapers/latest/aws-overview/amazon-web-services-cloud-platform.html>.

3.1.1 Service Response and Resolution Times

- Severity Level: General Guidance – Response within 12 Elapsed Hours
- Severity Level: System Impaired – Response within 8 Elapsed Hours. This applies where non-critical functions are behaving abnormally or where there are time-sensitive development inquiries.
- Severity Level: Production System Impaired – Response within 4 Elapsed Hours. This applies where key application functions are impaired or degraded.
- Severity Level: Production System Down – Response time set during onboarding based on Customer requirements from 30 mins to 2 hours. This applies where there is a significant business impact and essential application functions are unavailable.

3.1.2 Backup and Recovery

CirrusHQ use AWS backup management to take snapshots of Customer resources. This creates, monitors, and stores snapshots for AWS services supported by AWS Backup. Customers define the backup schedules, frequency, and retention period.

The service tracks all backup jobs, and, when a backup job fails, alerts the CirrusHQ teams to run a remediation. Customer snapshots are used to conduct restoration actions during incidents.

Backup coverage reports and backup status reports are available.

3.1.3 Supported Services in Managed Support Agreements

Incidents	https://docs.aws.amazon.com/whitepapers/latest/aws-overview/amazon-web-services-cloud-platform.html
Service Request	https://docs.aws.amazon.com/whitepapers/latest/aws-overview/amazon-web-services-cloud-platform.html
Patching	https://docs.aws.amazon.com/whitepapers/latest/aws-overview/compute-services.html#amazon-ec2
Backups And Restoration	https://docs.aws.amazon.com/aws-backup/latest/devguide/working-with-supported-services.html
Services Monitored for Operational Events	All AWS services where Supplier or AWS monitoring tools can be enabled and have been chosen by the customer to be monitored.
Services Monitored by Security Rules	All AWS services where Supplier or AWS monitoring tools can be enabled and have been chosen by the customer to be monitored.

3.2 Professional Services

Whether you have an existing data centre and are exploring hybrid cloud solutions or are a 'born in the cloud' organisation looking to deploy new workloads on AWS, our experts can help you on your cloud journey.

As a Leader in Professional and Managed Services for public cloud infrastructure, we deliver unbiased guidance on best-fit managed cloud solutions. We go beyond simple migration assistance and cloud infrastructure management with multi-cloud managed services, professional services and devops to enable true digital transformation.

Adopting the AWS Cloud can provide you with sustainable business advantages. You may have decided that your future lies in the cloud. But the path there is complex. Supplementing your team with specialised skills and experience can help you achieve those results. The CirrusHQ Professional Services organisation is a team of experts that can help you realise your desired business outcomes when using the AWS Cloud. CirrusHQ's AWS-certified solutions architects and engineers apply their unique combination of insight and experience to assure you of a smooth journey to the cloud.

The service is customised to suit differing customer needs and can include:

- Customer selected AWS accounts and regions to be used
- Provided as pay as you go or during Business Hours or 24x7x365 depending on customer requirements
- Guidance and execution of proven practices with specialised automations, skills, and experience that are contextual to the Customer's environment and applications.
- Extension of a Customer's team with services capabilities including design, build, improve and enhancement capability in AWS.
- Onboarding and offboarding options and support specific to the level of service requested

Our G-Cloud Service Definitions for can include some or all of the following elements for Professional Services:

3.2.1 AWS Cost Optimisation, Billing Services or OGVA

Our cost optimisation and billing services packages helps public sector organisations optimise AWS costs and streamline billing. We conduct cloud financial strategy workshops, perform hands-on cost audits of your AWS estate, and provide comprehensive reporting with recommendations for reducing spend, projecting potential savings, and improving cost visibility, tailored to your specific needs. This can be combined and integrated with AWS billing, invoice management and OGVA commitments.

3.2.2 AWS Consultancy Services

Public Cloud Consultation, Architecture Strategy and Guidance CirrusHQ works with customers to understand business objectives, define business and technical requirements, and create an overall system architecture. From there, specific integration and implementation plans are created to move from concept to final deployment

3.2.3 AWS Architecture and Design Services

Help you choose and design the right AWS solution for your business. With so many services available on AWS, knowing what to use—and how to use it—can be challenging. We provide the expertise needed to turn your business requirements into a clear, practical cloud design that's fit for purpose. We work with you to understand your goals, constraints, and priorities, then design an AWS solution that balances performance, security, resilience, and cost.

This includes creating clear architectures, defining how systems will work together, and ensuring the design supports both your current needs and future growth. By the end of the engagement, you'll have a well-thought-out AWS design that removes guesswork, reduces risk, and provides a strong foundation for implementation. Whether you're building something new or modernising an existing platform, you'll have confidence that your AWS solution is designed the right way—before any build work begins.

3.2.4 AWS Implementation Services

Where we help turn ideas, plans, and paper designs into real solutions running on AWS. Once a design or strategy has been agreed, this is where we move from planning to delivery—building, configuring, and launching solutions that support your business goals. We work hands-on with your teams to implement the agreed designs in AWS, whether that's new platforms, modern applications, data solutions, or supporting services.

This includes setting everything up, integrating with your existing systems, and making sure the solution is secure, reliable, and ready for day-to-day use. You don't just get guidance—you get working outcomes. By the end of an implementation engagement, you have live solutions running in AWS, tested and ready for production, along with the knowledge and documentation needed to operate and grow them. The focus is on delivering real value quickly, reducing risk, and ensuring your cloud investment delivers practical, measurable results.

3.2.5 AWS Landing Zone Accelerator

We deliver a fully automated AWS Landing Zone solution, based on the AWS Landing Zone Accelerator (LZA) project and aligned with AWS best practices. Our service delivers a fully-automated as code solution, ensuring robust infrastructure setup, governance, security and operational excellence, enabling seamless cloud adoption and scalability.

Through a fully automated as code approach, we orchestrate the setup of the AWS Landing Zone, configuring all infrastructure components including networking, identity, security and governance, using

laC principles. This automation not only accelerates the implementation process but also ensures consistency and reliability across environments.

3.2.6 **AWS Migration Assessment**

An AWS migration assessment helps you understand how ready your organisation is to move to the cloud and what that journey will look like. We start by reviewing your current IT environment and learning about your business goals, challenges, and priorities. This allows us to build a clear picture of your applications, infrastructure, and dependencies, as well as identify opportunities to improve performance, security, and costs in the cloud. Our certified AWS consultants then use this information to create a practical, tailored migration plan.

You'll receive a clear assessment report that outlines which workloads are suitable for migration, the recommended approach for each, expected benefits, risks, timelines, and next steps. By the end of the assessment, you'll have a confident, data-driven view of your cloud readiness and a clear, low-risk path forward—so you can move to AWS with clarity, speed, and predictable outcomes.

3.2.7 **AWS Migration Delivery Services**

We help you get your cloud migration underway and prepare your organisation while actively migrating a significant number of applications to AWS. It's designed to move you from planning into action, so you start seeing real progress and value early. We work closely with you to refine your migration plan and business case, prioritise workloads, and begin migrating applications into AWS.

These migrations aren't just proofs of concept—they are real workloads moved, validated, and running successfully in the cloud. At the same time, we put the right foundations in place so future migrations can happen faster, more consistently, and with less risk. Alongside the migrations themselves, we help your teams adopt new ways of working, establish clear processes, and ensure the right controls are in place for security, cost management, and governance.

By the end you won't just have a plan — you'll have working applications already running in AWS, a proven migration approach, and the confidence to scale migration across the rest of your environment – with our help if it is still needed

3.2.8 **AWS DevOps Consultancy, Implementation and Release Management**

Cloud automation & DevOps DevOps is an approach that replaced traditional 'waterfall' development with an agile business-driven development methodology. Utilising 'scrums' for rapid iterations of new applications, it enables organisations to innovate faster and with greater quality and reliability. CirrusHQ uses template-driven 'infrastructure as code' techniques to rapidly spin up new instances of an application for development and testing.

Our DevOps implementation standardises infrastructure provisioning and is delivered either as Continuous Delivery Engineering or as Cloud Solution Engineering.

3.2.9 **AWS Proof of Concept Services**

Our AWS Proof of Concept (POC) service is designed to help customers validate their technical architecture and business processes on the AWS cloud platform. While AWS solutions are incredibly powerful, they are also difficult to configure — and easy to misconfigure. With our AWS Proof of Concept service, you can identify your best deployment path.

This service provides access to AWS resources, tools and expertise to help customers accelerate their deployment and adoption. Your organisation can build its AWS POC and then move it into production — neatly avoiding many of the traditional, disrupted issues that come with building a new infrastructure.

3.2.10 **AWS Well Architected Review**

Using the AWS Well-Architected Framework as a model, CirrusHQ offer insight into your workloads as well as step-by-step guidance to a better, more cost-efficient cloud when you need it. Our AWS Certified Solutions Architects and Well-Architected Ambassadors leverage their expertise to undertake a deep-dive review into the performance of your existing AWS workloads. We then recommend how these workloads can be re-architected so that they adhere to best practices and meet your business goals.

Perhaps you have not carried out a health-check of your workloads since they were launched (and we recommend doing so regularly). Maybe you want to take advantage of one or more of the hundreds of services AWS introduce every year – services your in-house teams may not yet be able to deploy. Or, maybe you think your workloads are costing more than they should and are looking for better value for your spend. Whatever the reason, the Review can create a business case for re-architecting your workloads and can revolutionise how the AWS Cloud works for you.

The review: Is a mechanism used to investigate, measure, and improve a workload based on your business and technical objectives.

The objective: To gain a clear understanding of state of the workload and your understanding of architectural best practices.

The deliverable: Suggested changes to be made to mitigate risk and improve the workload.

We will provide you with a Highlight Report identifying key issues and recommendations. From this we will work with you to develop a remediation plan, and help you apply for AWS credits to use towards implementing the plan with CirrusHQ.

3.2.11 Supported Services in Professional Services Agreements

Services	https://docs.aws.amazon.com/whitepapers/latest/aws-overview/amazon-web-services-cloud-platform.html
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