



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**
 - **AWS End User Compute and Digital Workplace Services**
 - **AWS Digital Campus**
 - **AWS AI Services for Speech and Language**
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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 IaC 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.

We help engineering teams deliver software faster and more reliably through DevOps practices. We implement automated deployment pipelines, infrastructure automation, container management, and comprehensive monitoring systems. Your teams release updates quicker with fewer errors, environments become more stable and predictable, and DevOps transforms from buzzword into everyday operational practice."

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.

3.2.1 **AWS End User Compute and Digital Workplace Services**

The modern workplace has fundamentally changed—flexible and remote work are now standard expectations rather than perks. Traditional desktop environments struggle to support distributed teams, create security vulnerabilities when employees work from various locations, and require significant IT resources to maintain. Digital workspace services solve these challenges by providing secure, centralised management of all user desktops, enabling businesses to support global workforces, maintain productivity during disruptions, meet regulatory compliance requirements, and reduce IT overhead.

Our AWS Digital workspace services provide your employees with secure access to their work desktops, applications, and data from anywhere using any device. Instead of traditional office computers or complicated VPN setups, workers simply log in through the cloud to access a complete virtual desktop that looks and functions like their normal work environment. This modern approach supports remote work, hybrid teams, and flexible working arrangements while keeping company data safe and centralised rather than stored on individual devices.

Organisations can rapidly scale up or down based on demand, quickly onboarding new employees or contractors without purchasing physical hardware. The pay-as-you-go pricing model reduces costs by eliminating expensive on-premises infrastructure and maintenance, while automatic scaling ensures you only pay for what you actually use. Users enjoy consistent performance whether working from

home, the office, or while traveling, with access to the same desktop environment from laptops, tablets, or thin client devices.

Whether expanding operations, modernising legacy systems, or simply enabling flexible work policies, digital workspaces provide the foundation for how modern public sector organisations should operate.

3.2.1 **AWS Digital Campus for Education**

Our Digital Campus solution enables educational institutions to deliver high-performance computing resources through the cloud, eliminating the need for expensive physical computer labs filled with fixed hardware.

Students access specialised software for courses like gaming design, animation, engineering, and digital technologies by simply plugging their personal or institution provided laptops into campus screens and keyboards or working remotely from home. The cloud-based infrastructure streams applications directly to any device, meaning students don't need expensive, high-specification computers to run demanding professional software. This approach dramatically reduces capital expenditure while providing flexibility to scale resources up or down based on actual student numbers and course demands.

The solution supports modern teaching models or flexible enrolment patterns or intensive module delivery throughout the year, rather than traditional academic calendars if not needed. Educational institutions can launch new campuses or programs without massive upfront infrastructure investment, paying only for resources actually used. Students benefit from consistent access to the same applications whether on campus or studying remotely, with single sign-on making the experience seamless. The system automatically scales to support ten students as easily as one thousand, with automated cost controls that reduce expenses during off-peak times like evenings, weekends, and holiday periods when students aren't actively using resources.

Beyond cost savings, Digital Campus solutions deliver environmental benefits by eliminating energy-intensive on-premises servers and reducing electronic waste from outdated equipment. Institutions gain granular data on system usage to inform future technology strategy, and the solution can be deployed globally within weeks to support international partnerships or satellite campuses. This model represents the future of education technology—accessible, scalable, sustainable, and focused on delivering exceptional learning experiences rather than managing infrastructure.

3.2.1 **AWS AI Services for Speech and Language**

As AI capabilities continue advancing, the integration of speech and language services into public sector workflows becomes increasingly seamless and powerful. Organisations building national public sector AI capabilities or scaling enterprise AI programs recognise that speech recognition represents just one component of a comprehensive AI strategy. When combined with proper governance frameworks, security controls, and responsible AI practices, these services enable organisations to innovate confidently while maintaining appropriate oversight. Whether you're a small charity transcribing customer feedback, a university creating accessible course materials, or a government agency documenting public proceedings, speech-to-text technology makes audio content actionable and accessible.

Our service helps you start with clear use cases, embedding security and privacy controls from the beginning, and scaling thoughtfully as you discover new applications across your organisation.

Public sector organizations worldwide are discovering how speech and language AI services can transform audio content into valuable, searchable information. Our service provides automatic speech

recognition that converts spoken words into accurate written text, supporting over 30 languages and dialects. Whether you're processing customer service calls, creating video subtitles for accessibility, transcribing medical consultations, or building voice-enabled applications, the service handles both real-time conversations and recorded audio files. The technology identifies different speakers in conversations, adds appropriate punctuation automatically, and can even redact sensitive information like credit card numbers or personal details to protect privacy. Public sector organizations use these capabilities to analyse customer interactions, create searchable archives of podcasts and meetings, comply with accessibility regulations, and build responsive voice assistants.

3.2.1 **AWS AI Services for Vision, Search, and Personalisation**

We help public sector organisations extract meaningful insights from visual content and documents using intelligent AI services. Amazon Rekognition analyzes images and videos to identify faces, objects, activities, and even detect inappropriate content, making it invaluable for security systems, content moderation, and digital asset management. Amazon Textract goes beyond basic document scanning by intelligently reading printed text, handwriting, and complex layouts from PDFs and scanned documents. It automatically extracts information from forms, tables, invoices, and ID documents, transforming manual data entry into automated workflows. These services help central and local government, NHS, Education and other public sector organisations digitise mountains of paperwork and make visual content searchable and actionable.

Finding the right information across your enterprise data repositories becomes effortless with Amazon Kendra, an intelligent search service that understands natural language questions. Rather than relying on exact keyword matches, Kendra connects to over 40 data sources like SharePoint, Salesforce, and your internal databases to deliver accurate answers to questions like "What is our return policy?" or "Where can I find the Q3 budget report?" Amazon Personalise brings the same recommendation technology that powers Amazon.com to your own public sector applications, delivering real-time personalised suggestions for public sector services, content, or next-best-actions based on user behaviour.

Protecting the public sector from fraud and ensuring AI accuracy rounds out these capabilities. Amazon Fraud Detector identifies suspicious activities like payment fraud, fake account creation, and bot traffic in real-time, using machine learning models trained on decades of Amazon's fraud-fighting experience. For situations requiring human judgment, Amazon Augmented AI (A2I) creates workflows where people review AI predictions before final decisions are made. This human-in-the-loop approach is essential for sensitive applications like document verification or compliance reviews where accuracy and accountability are paramount. Together, these services provide comprehensive AI capabilities that enhance public sector operations, improve customer experiences, and maintain trust and security.

3.2.1 **AWS AI Services for Generative AI, Assistants and Foundation Models**

We help UK public sector organisations discover how generative AI assistants and foundation models can transform how they deliver services and support citizens.

Our services provide secure, serverless access to leading foundation models from providers including Anthropic's Claude, Meta's Llama, and Amazon's own Titan models—all without managing complex infrastructure. This unified platform enables councils, NHS trusts, educational institutions, and government departments to build intelligent virtual assistants, automate document summarisation, generate citizen communications, and create chatbots for public-facing services.

With built-in knowledge bases that connect to existing documents and data, we support organisations to implement retrieval-augmented generation (RAG) to ensure AI responses are grounded in accurate, up-to-date information from policy documents, regulations, and internal knowledge bases. The platform includes fine-tuning capabilities and comprehensive evaluation tools, allowing public sector bodies to customise models to their specific requirements whilst maintaining enterprise-grade security and compliance standards.

Amazon Q provides an AI assistant specifically designed to enhance productivity across data systems. For DevOps teams managing public sector cloud infrastructure, we help provide intelligent code suggestions, troubleshooting assistance, and AWS configuration guidance directly within the console and development environments. More broadly, Amazon Q acts as an internal knowledge assistant that answers staff questions by searching across documents, wikis, CRM systems, and collaboration platforms like Slack. This proves particularly valuable in large public sector organisations where information sits across multiple systems—enabling staff to quickly find policy guidance, procedural information, or historical decisions without manually searching through dozens of repositories. Business analysts can also leverage Q within Amazon QuickSight dashboards to ask natural language questions about data and receive instant insights, democratising data access across departments.

Our services enable UK public sector organisations to modernise citizen services, improve operational efficiency, and free staff to focus on higher-value work.

- Local councils can deploy chatbots that answer resident queries about bin collections, planning applications, or council tax—available 24/7 in multiple languages.
- NHS organisations can automate appointment reminders, patient communications, and clinical documentation, reducing administrative burden on medical staff.
- Educational institutions can create personalised learning assistants and automate marking of written assignments whilst maintaining academic integrity.
- Government departments can accelerate policy analysis, automate freedom of information responses, and generate accessible versions of complex regulatory documents.

We help the public sector build on foundation models with proper governance frameworks and human oversight, public sector bodies can harness AI's transformative potential whilst maintaining accountability, transparency, and trust that citizens expect from public services.

3.2.2 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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