



# Service Definition Document

## Cloud Services Technical Support



## Service Definition Document

# Leidos Cloud Services Technical Support

## 1 What the service is

Leidos Technical Support provides a single point of technical coordination to perform and orchestrate the resolution and fulfilment lifecycle of technical Cloud and application services (L2/L3). Managing supporting infrastructure and service component Events, Incidents and Requests to agreed service levels relevant to business priority demands and underpinning contract terms.

Leidos Technical support offers services such as:

- Initiation/setup of technical support capability and supporting tools/interfaces
- End to end managed lifecycle of technical Events/Incidents/ Requests
- Triage, implementation and resolution using Leidos or customer toolsets to
- Collaboration with relevant support functions and contributing suppliers
- Focused resolution utilising available tools, knowledge and information
- Quality management of Contacts, Incidents and Requests tickets
- Monitoring and escalation to facilitate resolution within SLA/OLA targets
- Demonstrate compliance ITIL v3.0 and ISO/IEC20000 service processes and procedures
- Open adaptive model to promote interworking between teams (Agile/DevOps,/ITIL)
- Proactive approach to identify fault trends/RCAs and address underlying issues/problems

## 2 The levels of data backup and restore, and disaster recovery you'll provide

Where relevant, Leidos offers full backup and restore for any services through our partnerships with IaaS providers as required

## 3 Any onboarding and offboarding support you provide

Where relevant, Leidos works with customers to define and validate their application requirements to determine the exact configuration of their solution. The on-boarding and off-boarding process is dependent on the specific requirements of the solution, and the delivery methodology agreed upon. Typically this process includes documentation and knowledge transfer activities

## 4 A pricing overview, including volume discounts or data extraction costs

Our SFIA rate card for this service offering is applicable.

## 5 Service constraints like maintenance windows or the level of customisation allowed

Leidos has not identified any service constraints in our service offering.

For maintenance windows, Leidos adheres to the following.

### Planned Maintenance

"Planned Maintenance" means any pre-planned maintenance of any infrastructure relating to the Services Leidos provides. Leidos provides the customer with at least twenty four (24) hours' advance notice of any such planned maintenance, the details of which will be discussed and agreed in advance with the customer.

### Emergency Maintenance

"Emergency Maintenance" means any emergency maintenance of any of the infrastructure relating to the Services. Whenever possible, Leidos provides the customer with at least six (6) hours' advance notice, of any such planned maintenance, the details of which will be discussed and agreed in advance with the customer.

## Service Definition Document

### 6 Service levels like performance, availability and support hours

Service Levels and KPIs are developed to focus Leidos on realising the right outcomes according to the business priorities and drivers.

Our support services are tailored to the requirements of the customer and Service Levels are designed to meet the customers' requirements. The cost of support depends on a combination of the support scope, the service levels required and the hours of service. Each support arrangement is customised to the complexity, and criticality of the services being managed and supported. It is also dependent on the underlying SLAs of the hosting platform provided by our partner.

Leidos provides a Service Delivery Manager Capability, escalation contacts and process for both technical and service related escalations. Leidos believes in Continual Service Improvement and agrees a process with customers as to how this activity is conducted to ensure mutual benefit.

Examples of the support arrangements Leidos currently provides are as follows:

- Business hours support (Monday to Friday, 8:30am to 6:00pm)
- Extended business hours support (Monday to Friday 0800 – 2000)
- Core hours support (Monday to Sunday, 8:30am to 6:00pm)
- 24/7 support (365 days per year, 24 hours per day)

### 7 How you'll repay buyers if you don't meet service levels

Leidos agrees compensation models (service credits) tailored to each customer's needs, for each development as required.

### 8 The ordering and invoicing process

Leidos accepts electronic orders and provides electronic invoices. Please contact us at the email address above if you would like to discuss this further.

For any orders placed, Leidos provides order confirmation which includes a detailed cost breakdown.

Prior to the commencement of any work secured under the G-Cloud framework, Leidos request that you provide a customer acceptance of the order and also the completion of a Call-Off Contract.

In certain circumstances, Leidos can commence work on a Letter of Intent which indicates that orders and call-offs are being prepared.

Leidos agrees the invoicing frequency and mechanism in advance of any assignment commencing.

### 9 How buyers or suppliers can terminate a contract

#### By consumers (i.e. consumption)

Individually agreed with each customer.

#### By the Supplier (removal of the G-Cloud Service)

We will not terminate without prior customer consultation based on contractual terms.

#### Data restoration / service migration

Leidos offers full data restoration / service migration support as required.

### 10 Any technical requirements

Depending on the specific application development services require, there may be a number of technical requirements to be met by the customer. Typical dependencies include a need for internet access, and suitable connectivity – such as a Government secure network. In delivering any Consultancy service, Leidos does not anticipate any major need for technical integration with the customer's infrastructure. Where this is required, Leidos complies with customer governance and security procedures.

## Service Definition Document

### 11 All Leidos G-Cloud Offerings

Cloud Support	
Cloud Adoption/Transformation Services	Cloud Architecture Services - Public, Private, Hybrid
Cloud Deployment, Transition & Migration Services	Cloud/Digital Readiness & Business Analysis (Public, Private, Hybrid)
Cloud IT Health Check Services	CHECK IT Health Check Services
External Vulnerability Assessment Service (Penetration Test, Pen Test)	Internal Vulnerability Assessment Service (Penetration Test, Pen Test)
Social Engineering - Simulated Phishing Testing	Cloud Platform Monitoring and Patching Services
Cloud Project and Programme Management services	Cloud Digital Testing Services
Cloud Services End User Support	Cloud Services Technical Support
Cloud Application Maintenance Services (AMS)	Cloud Support Service Model
Cloud Application Development Services	
Cloud Software	
Dynamics CRM	Cloud Electronic Document and Records Management (EDRM)
Cloud Collaboration Sharepoint	
Cloud Hosting	
Managed Cloud Hosted Services	

## About us

Leidos is a global science and technology services company providing government and commercial organisations with solutions throughout the UK. Leidos UK has more than 1,200 employees solving the UK's toughest challenges with practical answers in the civil, health, defence, security and logistics markets. Clients include devolved and central government, departments and agencies, UK regulatory bodies and the NHS.

FOR MORE INFORMATION  
[Leidos.com/UK](https://leidos.com/UK)

© Leidos. All rights reserved.



Leidos



LeidosInc



LeidosInc



LeidosInc



@LeidosInc