

Cloud Adoption & Support Service Definition

Cloud Support

1.1. Service Definition

We provide organisations with the approach, tools, resource and support required to transition from on-premises, hosted and other cloud-based services into Microsoft Azure. We follow our tried and tested four phase approach to transition:

Discovery & Consultation

Planning & Design

Configuration & Migration

Support & Aftercare

Discovery & Consultation

We engage with key stakeholders within the business and IT teams to understand the source environment. We run a detailed discovery exercise to understand existing configurations, requirements and constraints. If moving to an existing tenant or pre-configured services as part of a merger or acquisition we also perform a discovery on the target environment to assist in understanding any conflicting configuration or impact on user experience. We work through any decision points with key stakeholders before moving into the next phase.

Planning & Design

We design the target environment or any changes to it depending on whether it's a new tenant or existing and document the tooling and processes for moving users and data across. We provide a review of the cloud security options planning a secure configuration to suit the buyer's needs. Our services cover the full breadth of cloud resources, services, and features. We work with the business to understanding how best to group the organisation into batches to minimise disruption and can provide or leverage existing capability to support the users with the transition.

Configuration & Migration

Once the planning and design are in place, we can move onto implementation the required configurations and migration tooling to support the transition before heading into the actual data migration.

Support & Aftercare

During the transition period and after we can provide a range of support services to suit every customer. We can supplement existing in-house teams or 3rd party teams in both the short and long term depending on the requirement. We can also provide ongoing support for end users with our Lot 3 Service Desk offering or to technical staff throughout Lot 3 Technical Escalation & Support service or alternatively provide some short-term resource using our rate card.

1.2. Service features

- Discovery and baseline of your existing landscape

- Complete readiness checks for Service on-boarding
- Define approach & plan transition to Cloud Service
- Configuration & migration to Cloud Services
- Support & adoption of Cloud Services
- Decommissioning of legacy services

1.3. Service benefits

- Experienced in designing, delivering, and supporting public sector organisations
- Office 365 & Azure Certified Technicians
- Security Cleared resources available
- Outcome and deliverable based engagement
- Fixed price or SFIA based engagement
- Detailed documentation & service handover
- Microsoft Partner and Cloud Solution Provider

1.4. Service Constraints & Requirements

- Administrative access to the source and target environment or design and access to existing administrators to run reports and export data.
- Access to key stakeholders in both the business, IT department and existing supplier where appropriate.
- Commitment from the business to attend discovery workshops and make decisions regarding source / target configuration changes.
- Resource from within the business to support transition planning and scheduling activities.

1.5. Staff Clearance

All staff are UK Based, BPSS cleared as a minimum and we have 3rd line resources and consultants available that hold Security Clearance.

1.6. On-boarding

There are no onboarding activities for these services, providing the constraints and requirements are met our consultants can commence the Discovery & Consultation.

1.7. Off-boarding

There are no offboarding activities specific for these services however as part of the engagement close any migration tooling will be removed, and technical handovers completed. If additional supplementary services have been purchased these may have their own offboarding activities.