Transition Management
Service Definition Document

Astraeus are experts in the delivery of user-focused digital transformation and Cloud solutions that adhere to Digital by Default service standards. Our services enable public sector organisations to capitalise on the opportunities of digitisation. From discovery through delivery, change management and integration, our modular services span the project lifecycle.

Service definition for Transition Management for-Cloud Services only (functional, nonfunctional)

Strong transition management enables organisations to capitalise on new capability as quickly and effectively as possible with maximum staff engagement levels and support, and as such, it represents one of the most critical components of any business change programme. Astraeus provides a complete transition management service for public sector organisations wishing to move from a current to a future state cloud operating model.

Our transition management services are delivered through a blend of Programme / Project Management, Business Change and Business Analysis. This approach ensures success both during and post-delivery of the change programme. Astraeus works to Prince2 TM, MSP TM and ITIL TM best practices and our methodologies address the key features of transition management including:

- Business alignment
- Legacy system integration
- Data transition
- Transition metrics and performance management
- Training
- Business process re-engineering
- Configuration management
- Risk and contingency planning
- Stakeholder management
- Communication management services
- Benefits realisation services

By focusing on each of the aforementioned elements of the transition programme, Astraeus helps our customers to create and execute transition plans that support all end user groups through what might otherwise be an unsettling period of change.

Services are provided at the day rates cited within our Pricing and SFIA documents.

Features
- Complete transition planning and management service
- Compliance with project management methodologies (ITIL, PRINCE2, MSP, Six Sigma)
- Stakeholder, team and third party engagement and management
- Structured approach to change management in line with business strategy
- Cultural change assessment across all end user groups
- Impact analysis across all end user groups
- Transitional roadmaps to guide business to target operating model
- Structured communication strategy
- Extensive network of skilled and experienced transition management resource
- Financial modelling

Benefits
- Stakeholder motivation and alignment to project deliverables
- End user buy-in and commitment to the change programme
- Development of transitional roadmaps to achieve target operating models
- Fully scalable, on demand access to transition management resource
- Financial and non-financial benefits through increased efficiency
- Assessment of the technical and non-technical impacts of the transition
- Internal skill gap analysis
- Customer involvement through regular transition management reviews
- Adaptable approaches to change management and performance
- Documented handover of BA recommendations for change

Information Assurance

Astraeus's information assurance capabilities support both our internal requirements for appropriate security controls alongside those of our customers. Our diverse portfolio of projects and customers mean that we have extensive experience in working with information and systems at all impact levels (IL 0 to IL 6+). We are proud to be a Cyber Essentials Plus certified organisation.

Data Restoration / service migration

We work closely with Buyers in the migration of data from legacy solutions to new cloud solutions.

On-boarding and off-boarding processes / scope

Astraeus agrees specific on and off-boarding processes for all work packages. Agreed processes are always tailored to the Buyer's individual requirements to ensure the effective transition of resources alongside the management of data, assets, corporate memory, and operational integrity.

Pricing overview

Please refer to Astraeus's Pricing and SFIA documents.

Combination pricing

Astraeus's services can be bought separately or together; combination pricing is offered accordingly.

Account management

A G-Cloud Account Director/ Manager is allocated to each Buyer. This individual is responsible for overseeing the delivery of service(s) – closely monitoring the assignment's progress, ensuring that any risks or issues are appropriately managed to ensure that all activities are delivered in accordance with the agreed scope, deliverables, and timeframes. Through structured customer relationship management, Astraeus's G-Cloud Account Director/ Manager remains in regular contact with the Buyer to ensure their satisfaction with Astraeus's service(s).

Service constraints

Bespoke services, such as those in scope of 'G-Cloud 14, Cloud Support Services' are not subject to specific service constraints.

Service levels

Astraeus recommends that we enter into a performance-based Service Level Agreements with each Buyer. The implementation of bespoke service levels represents the positive obligation of both parties to deliver a mutually beneficial partnership which supports end user activities and facilitates effective measurement and monitoring of the work package. Due to the diversity of services in scope of 'G-Cloud 14, Cloud Support Services', service levels must be closely tailored to each assignment. Agreed performance parameters/ service levels form part of the Call-Off agreement.

Recompense model

Financial recompense for the services in scope of 'G-Cloud 14, Cloud Support Services' are related to the actual losses incurred through specific engagement issues. Financial penalties must be aligned to the assignment, with the agreed financial recompense model cited within the Call-Off Agreement.

Training

Wherever possible, Astraeus ensures an effective knowledge and skills transfer from the consultant(s) to the Buyer. Through knowledge empowerment, Astraeus guarantees the ongoing efficiency of the assignment and full embedding of the new system/ service.

Ordering and invoicing

As an approved and accredited supplier to multiple government frameworks, Astraeus is used to working with Buyers to agree tailored ordering and invoicing processes. Typically, a purchase order is issued following the Buyer's confirmation of the purchase of a service and the signing of the Call-Off contract. Accompanying single or consolidated electronic invoices are issued with an authorised statement from the Buyer which confirms the number of units worked/ charged for and the Buyer's satisfaction with the work undertaken and delivered. Payment terms are 30 days from receipt of invoice.

Termination terms

Astraeus's standard terms and conditions include clauses which facilitate contract termination by either the consumer or the supplier.
- By the consumer: Termination can commence without notice in the event of a customer citing dissatisfaction with the service provided and the issue not being rectified within an agreed timeframe, or in the event of a material breach of contract.
- By the supplier: In the unlikely event that Astraeus was to withdraw from 'G-Cloud 14, Cloud Support Services' a minimum 30 days' notice would be served. Ongoing assignment commitments would be maintained through to completion in accordance with the terms of the Framework Agreement.

Customer responsibilities

Customer responsibilities are closely aligned to the assignment and as such, these must be discussed and agreed with the Buyer prior to the commencement of the assignment. All responsibilities are clearly cited within the Call Off contract.

Technical requirements / service dependencies

The technical requirements / service dependencies for the services offered under 'G-Cloud 14, Cloud Support Services' are specific to each Call-Off. Such detail must be discussed and agreed with the Buyer prior to the commencement of the assignment.

Trial services

If a Buyer wishes to engage Astraeus on a trial basis, we will work with the Buyer to agree an appropriate trial period.

Social Value Commitment:

Supporting the government's 25-Year Environmental Plan (25YEP)

Astraeus is an ISO 14001 accredited business which has the correct processes, procedures, and systems in place to manage environmental issues – enabling us to effectively support the Government's 25-Year Environment Plan (YEP) and Environmental Improvement Plan (EIP) by matching improvement initiatives with targets to measure progress. Over the years, we have continued to challenge our ability to reduce the impact that our business operations have upon the environment. As a proud member of the Morson Group, we are working together to achieve our shared pursuit of Net Zero by 2030.

Adapting to climate change	Minimising waste
Reducing our carbon footprint and working towards Net Zero by 2030 requires a multi-faceted approach. Astraeus is committed to reaching this target by reducing energy consumption, investing in renewable energy sources, deploying hybrid/ electric vehicle fleets, promoting hybrid working, sustainable procurement, and carbon off-setting.	Environmentally sound waste management and recycling facilities are available at all Astraeus offices, and we divert all non-recyclable waste for energy processing. This helps reduce reliance on fossil fuels, generates renewable energy, and minimises the environmental impacts associated with waste disposal, in accordance with the priorities of the 25YEP.
Enhancing biosecurity	**STEM focus**
As part of the Morson Group, Astraeus partners with Treeapp to support its reforestation efforts. We always identify suitable planting sites based on ecological considerations and select tree species that are well-adapted to the local environment, to maximise their ability to support biodiversity protection in the community.	The Morson STEM Foundation continues to change lives by creating new pathways into education and training. With participants developing a deeper understanding of environmental issues and the scientific principles underlying them, through STEM education, communities can build a more environmentally conscious and resilient future.
Sustainable procurement	**TOMs Framework**
Astraeus always endeavours to work with local suppliers, and we proactively target SMEs and minority owned suppliers to promote diversity and sustainability in the supply chain within local communities.	We consistently demonstrate our commitment to local environmental objectives by transparently reporting on environmental initiatives using the National TOMs Framework for measuring Social Value.

Contact

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