

G-Cloud 15 | Lot 3 Cloud support

Service definition: Planning cloud services

January 2026

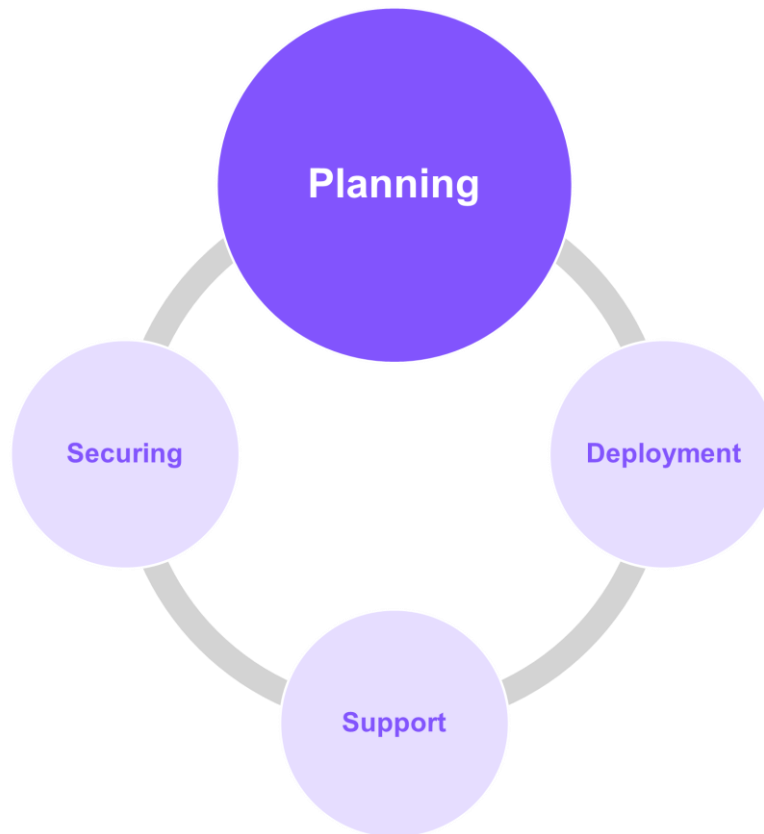
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1 Our cloud support services

At Mott MacDonald, we are pleased to enable you to meet your cloud technology objectives via the provision of a suite of integrated services:



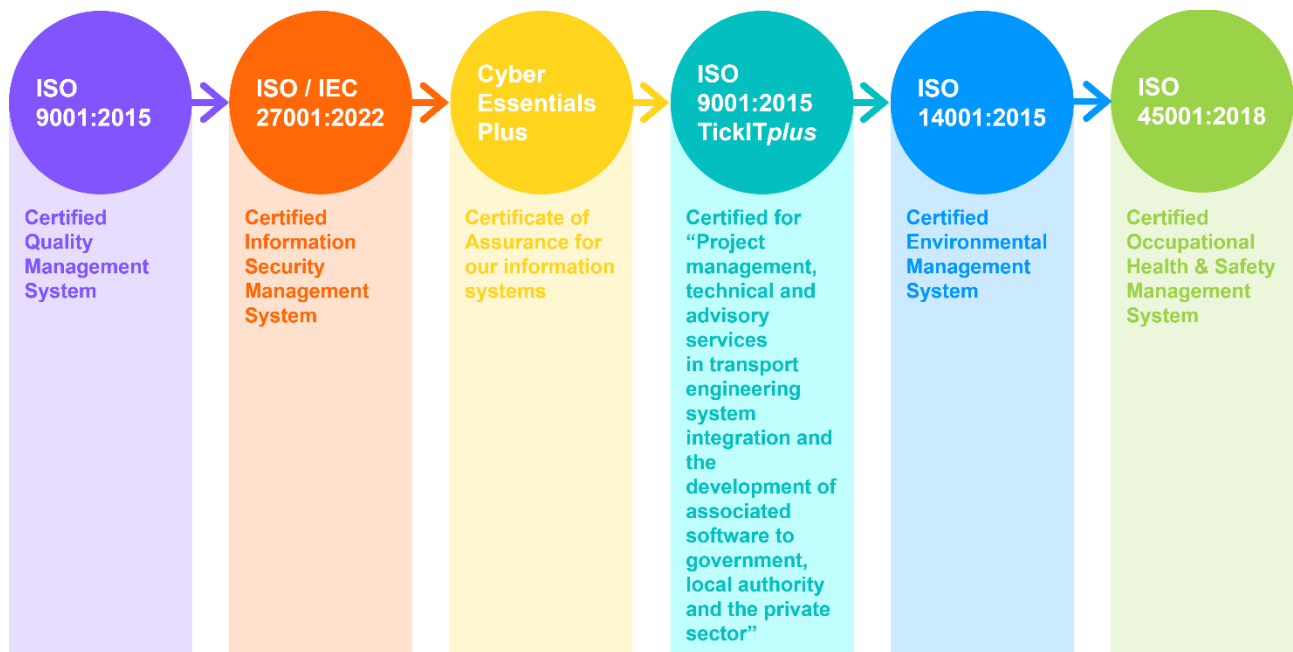
This service definition describes our extensive capabilities in Cloud Service Planning, our cloud planning service enables organisations to rapidly adopt cloud hosting, meeting their immediate needs, budgets, and likely future requirements. Our Cloud Planning service includes our services in the following areas:

- Cloud business analysis
- Cloud project specification and selection
- Cloud transition management

Our related cloud support services are defined in the following separate G-Cloud 15 service definitions:

- Lot 3 Cloud Support, Service definition:
Deploying cloud services
- Lot 3 Cloud Support, Service definition:
Supporting cloud services
- Lot 3 Cloud Support, Service definition:
Securing cloud services

Throughout the lifetime of any cloud technology project, we will work in accordance with our Business Management System (BMS) which satisfies the following standards:



All Mott MacDonald Cloud Support services can be procured standalone or combined with our Cloud Software products:

- Lot 2b Software as a Service (SaaS), Service Definition:
Osprey (UTMC service) – our urban traffic management and control system
- Lot 2b Software as a Service (SaaS), Service Definition:
Merlin (strategic issue management service)

2 Cloud planning service

Mott MacDonald's Cloud Planning services are aimed at providing organisations with an independent assessment of their requirements, developing a service specification, selecting appropriate services, and assisting in an efficient transition while protecting your ongoing business needs.

2.1 Cloud business analysis

We will provide experienced cloud business and technical analysts to help you take an independent review of your business processes. We will work closely with your team to determine how and where your existing software systems may not be fully serving your business needs and open opportunities to improve them using cloud services.

We will work with you to determine underlying business needs and assess the problem you are really trying to solve using tools such as SWOT or Lean Canvas. We will optimise our approach to ensure it meets your specific needs. We will hold stakeholder workshops to systematically identify a system's functional and non-functional requirements which are directly driven from the business needs. With stakeholder input, we will classify the priorities of requirements utilising techniques such as MoSCoW enabling decisions on immediate requirements, future wish lists and longer-term roadmaps to be developed.

We will help you to develop Use Cases or User Stories along with requirements referencing to ensure that there is a clearly defined statement of system and service functionality along with an understanding of priority.

Along with functional requirements, the majority of cloud-based services will have specific non-functional requirements which are important to delivering operational success. These requirements may be high-level such as: reducing costs of a service; reducing resource requirements; the time to deliver; or more technology specific such as targeting specific browser or devices. We will ensure that these non-functional requirements are identified and appropriately described along with the reasoning behind the requirement.

From our background in software and system design combined with our domain knowledge supporting many and varied engineering projects, we understand the importance of clarifying key requirements early. We also understand that being able to demonstrate to users through mock-ups, prototypes and regular updates has a significant influence on the generating ownership. This regular engagement with stakeholders combined with well-defined requirements has significant implications on the success of the final delivered service.

We will provide business analysis services relevant to planning your cloud service in the following areas:



2.2 Cloud project specification and selection

Our cloud technology business and technical analysts will assist you in developing your project definition. We will identify and evaluate strategies for delivery, a realistic programme along with risks and dependencies. This process will allow your conceptual business and or system process changes to be fully considered and explained with the highest possibility of success.

Our team will help you understand the technical and budgetary implications of the business decisions you make and suggest ways of delivering a cost-effective solution with a higher return on investment.

We will work with you to:

- Review your priorities and ensure that the functionality will meet your end-user business needs and form a platform for future enhancement.
- Make recommendations for implementing your business requirements.
- Highlight costs, challenges, risks, and opportunities associated with each business requirement.
- Provide a programme for delivery of the project, including solid technical recommendations.

The output of these investigations may be used as part of a procurement process for existing products, or as a basis for a more detailed business case or service specification for a new cloud service. Our approach ensures that there is a continuous link from the business case, through the requirements to the specification.

We are experienced in developing benefits realisation programmes to ensure that the benefits promised by the business case are not forgotten but are recorded, monitored, and delivered, ensuring that investment in cloud technology is realised.

Our analysts will assist in developing specific business cases for your cloud project along with options analysis and benefits review. Our business analysis and technical services are regularly deployed to help our clients develop robust business cases aligned to the HM Treasury Green Book framework.

We will define the specification in a clearly understood manner suitable for technical or procurement team use and source the correct cloud service to meet the objectives. A clear unambiguous specification ensures that the procurement is relevant and cost effective without the need for costly changes post implementation.

Our project specification and selection services include:



2.3 Cloud transition management

Our team has helped many clients understand the benefits of cloud-based system delivery and helped them transition systems to the cloud. We have delivered and continue to develop a significant number of software applications through cloud-hosted platforms for UK Government and arm's length organisations including:

- National Highways
- Defra
- Norfolk County Council
- Tyne and Wear local authorities

We have helped organisations migrate from older internal hosting to the cloud and helped client teams manage the transition to this new way of working. Managing this transition covers more than just the technical aspects and can be a complex set of interactions and challenges between business users, system support teams and senior management. Our preferred process is based around the ITIL Service Transition definition, and we particularly focus on helping users and stakeholders at all levels understand and manage the technical and organisational change. We understand that throughout the entire lifecycle of a technology project it is essential that the requirements for any new cloud service start and continue to be driven by business need and we can help you manage realistic expectations. We will help you to create a stakeholder team including key individuals from the business team, IT department, senior management who will work with us as the cloud transition experts throughout the process.

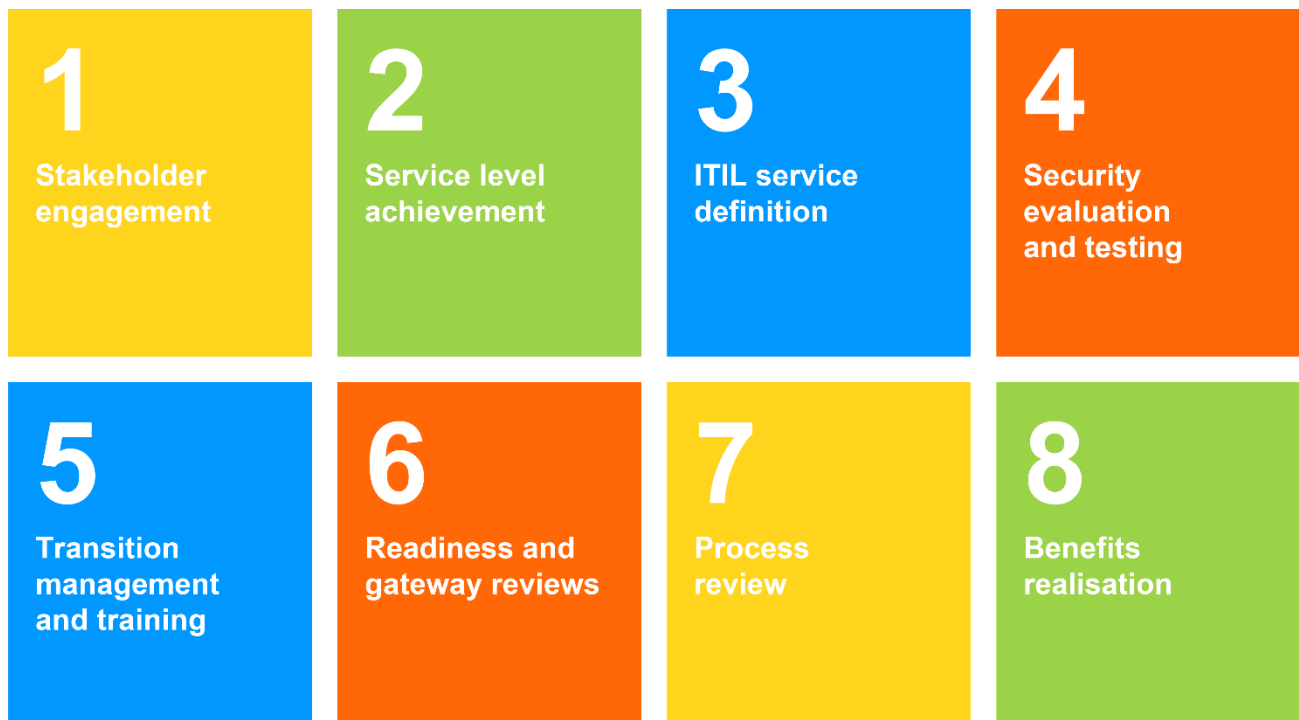
Regarding the technical aspects, our experience and cloud services cover both private and public cloud environments and due to the complexities of many client systems we can also support a hybrid solution. This kind of hybrid approach can be either as an initial pilot, operational first phase or a more permanent solution where clients need to keep part of their existing systems in-house. We will advise on technical challenges, connectivity, and security considerations. We will liaise with, and create transition plans, with internal IT departments and your external third-party suppliers always looking for ways to minimise impact to users and the wider business.

We recognise that continuity of service during the transition from an existing system to the cloud is always a critical factor. The existing systems have many stakeholders who have an operational reliance on these services and so transition to the cloud with the minimum level of disruption is essential. We will form a close working partnership with all stakeholders to help ensure success in this transition.

One of the critical parts of managing a cloud transition is ongoing change management. Users and existing support staff must be kept in-the-loop as much as possible and managing the change effectively is an extremely important part of gaining user acceptance and ownership of the new system. Our approach will entail regular updates and demonstrations to user groups, dual running of new cloud systems alongside existing legacy systems to build confidence through to our many years of experience providing tailored training syllabuses for different client groups and job roles. Our training can be direct to users and support staff, or we can train your own trainers.

It is essential to us that quality of service and benefits for users are preserved throughout all phases. Our compliance with quality standards will be focussed on maintaining quality of service and benefits for users throughout the contract, while providing continual improvement.

Our transition management services include:



3 Our approach

Whether you are inspecting bridges, planning new road junctions, creating a school performance dashboard, or analysing health patterns, at Mott MacDonald, we know that the right technology, delivered well, makes a difference to our customers. We deliver realistic real-world solutions enabling you to deliver essential information whenever and wherever you need.

Phrases such as big data, cloud computing and the internet of things are used often without a second thought across industry, but what do they mean and how do you make best use of them for your project? We will help **steer you through the hype to what is important and deliver it right first time.**

Ease-of-use, reliability, information security and availability apply across all software projects no matter the sector or industry. We can help **unpick the problem you are really trying to solve, then deliver an effective solution.**

Being technology agnostic, we are free to recommend the right tools for the job and pride ourselves in blending the best off-the-shelf tools with bespoke elements to create the right solution for you.

Backed by a global company of 20,000 staff across 140 countries, our dynamic, forward-looking team of professional technologists has the knowledge, capability, and dedication to make your cloud technology project a success, and we have the track record to prove it.

Some key facts about Mott MacDonald...



A few of our current customers' thoughts...



I wouldn't have trusted any of the other suppliers to deliver this project

National Highways

We have been kept informed of progress along the way and had absolute faith that works would be delivered to the highest possible standard to the requirements set out

Norfolk County Council

Mott MacDonald have shown the upmost professionalism and a collaborative approach, adjusting rapidly and seamlessly to changing requirements

Defra

4 Why choose Mott MacDonald

Our purpose is to improve society by considering social outcomes in everything we do, relentlessly focusing on excellence and digital innovation, transforming our clients' businesses, our communities and employee opportunities.

This is how

We're aware of the lasting, potentially far-reaching impacts of the work we do. As a matter of principle, nobody should be disadvantaged. We know from experience that inclusive projects deliver the best results for everyone, our clients too. That is why social outcomes – accessibility, inclusion, empowerment, resilience, and wellbeing – are at the heart of our purpose.

To maximise benefit for all and protect against harm we're alert to connections, dependencies and influences between projects and the world around them – infrastructure, services, the natural environment, businesses, and people.

In harness with our colleagues' deep subject knowledge and technical excellence, our digital skillset helps us, our clients, and partners to address old challenges better and solve new ones – seeing problems and possibilities more clearly, and being more agile, efficient, and effective.

Improvement is front and centre of what we offer as we work with you towards a more inclusive and resilient society that allows people to live well in a healthy environment, enabled by economic development, vibrant businesses, and fair return on investment.

Advice that adds advantage

Projects to improve health, education, and life chances, and to recover from natural disasters, are all in our portfolio. But the potential for contributing to better social outcomes extends far wider.

With you, we're focused on combating the causes and effects of climate change, managing the coronavirus pandemic, seizing opportunities in digital transformation, and creating and caring for the infrastructure society depends on.

Working with us, you have access to the vast knowledge of internationally recognised engineers, project and programme managers, environmentalists, planners, economists, data scientists, app developers, modellers, social scientists, project finance advisors and more.

We're joined-up across sectors and geographies. Whatever your needs and wherever you are in the world, we will align the right combination of subject and digital expertise to meet your ambitions.

Doing what's right

We're the largest employee-owned firm of our kind. There are no external shareholder priorities to influence our decision making. We can choose the work we take on and focus on the issues that are important to you – and us.

We insist on the highest standards of integrity. We were the first consultancy firm to be certified to BS 10500, now ISO 37001, the international anti-bribery management standard. This assurance of fairness, openness and honesty applies to all our employees, subconsultants and suppliers everywhere we work.

Excellence at your service

Our people stay with us. Stronger retention gives depth of experience, skills, and knowledge. Our ownership model empowers us to invest in the core ingredients of excellence: excellent people supported by industry-leading systems and technology.

Digitalisation has dissolved physical boundaries, enabling us to create networks and virtual teams worldwide. These enable us to provide expertise, share knowledge, spread best practice, collaborate, problem solve and communicate – with the aim of bringing all project stakeholders greater benefits, sooner.

