MOTT MACDONALD

G-Cloud 15 | Lot 3 Cloud support

Service definition: Deploying cloud services

January 2026

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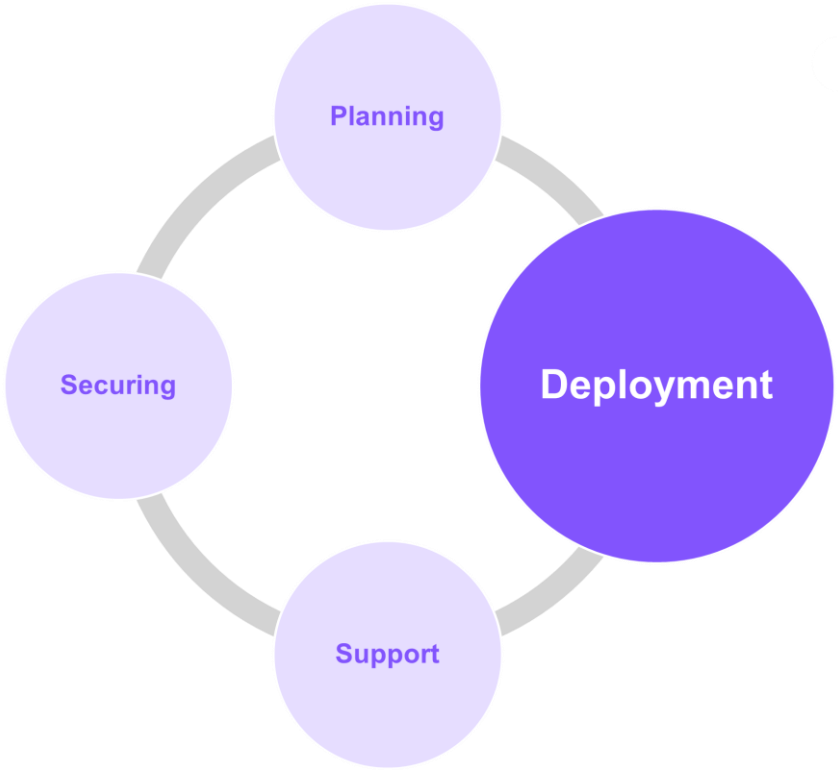
1 Our cloud support services

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



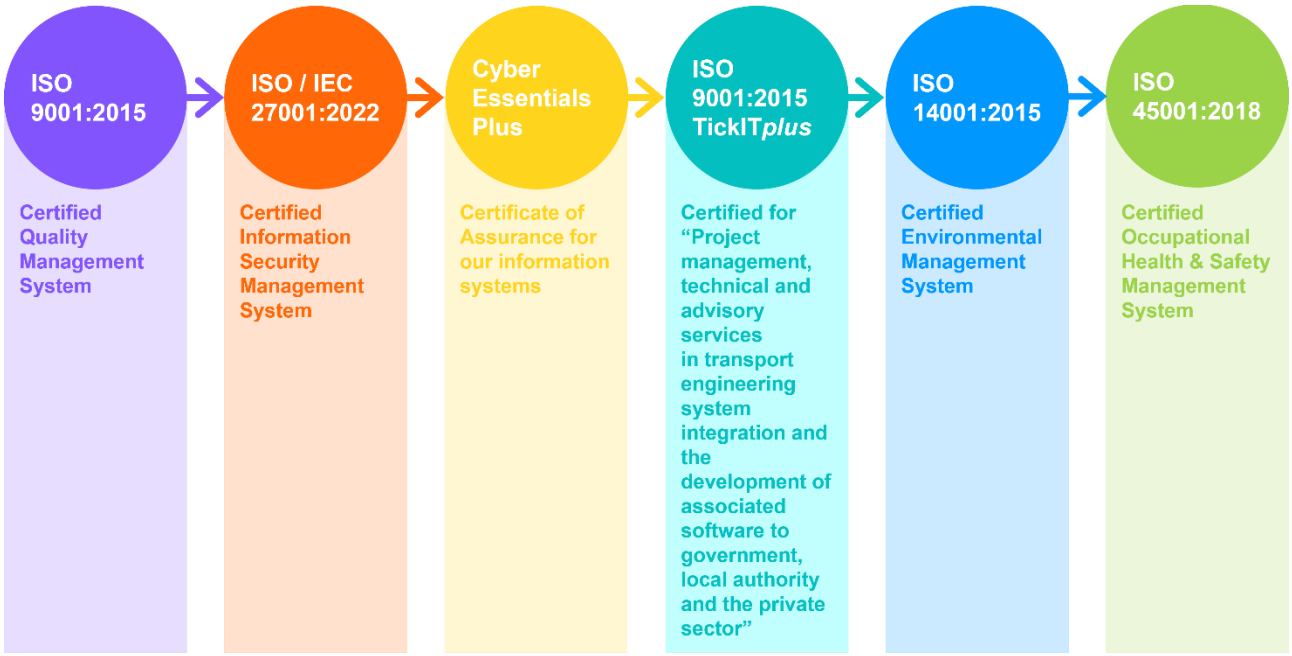
This service definition describes our extensive capabilities in Cloud Deployment and includes our services in the following areas:

- Setup and migration
- Deployment, testing and training

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

- Lot 3 Cloud Support, Service definition:
  Planning 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 Setup and migration

Our team has helped many and varied clients understand the benefits of cloud-based system delivery. We have delivered a significant number of software applications through cloud hosted platforms. Moving from traditional internal hosting of applications to cloud services involves a variety of technical and organisational challenges. Our technical and business experts can assist you throughout your decision-making process, and using our direct delivery expertise, through to the deployment and rollout of services to users.

2.1 Setup

The setup phase of a successful cloud service requires:

The initial parts of our services are closely aligned with our separate cloud support planning service definition. Our analysts will undertake independent reviews and help you to finalise and document your technical requirements for both technical and non-technical audiences. We will then advise on suitable cloud platforms and services highlighting costs, challenges, and opportunities of each approach to select the correct option for your project.

We will help you understand security implications, scaling/future expansion potential, resilience of platforms, and work with you to deploy the best technology available to support your business objectives.

2.2 Migration

Once the platform and services have been selected our team will work with you to develop a detailed and realistic transition plan covering not only technical issues, but importantly also managing the change from an operational and user point of view including user demonstrations to increase ownership through to tailored training. While this can be very client-specific it will often include defining delivery phases, analysing private, hybrid or public cloud options and any quick wins to justify investment quickly while minimising risk.

Our analysts will liaise with corporate IT departments and external suppliers on your behalf, and we pride ourselves on the ability to explain complex technical details to both technical and non-technical stakeholders.

Our services include:

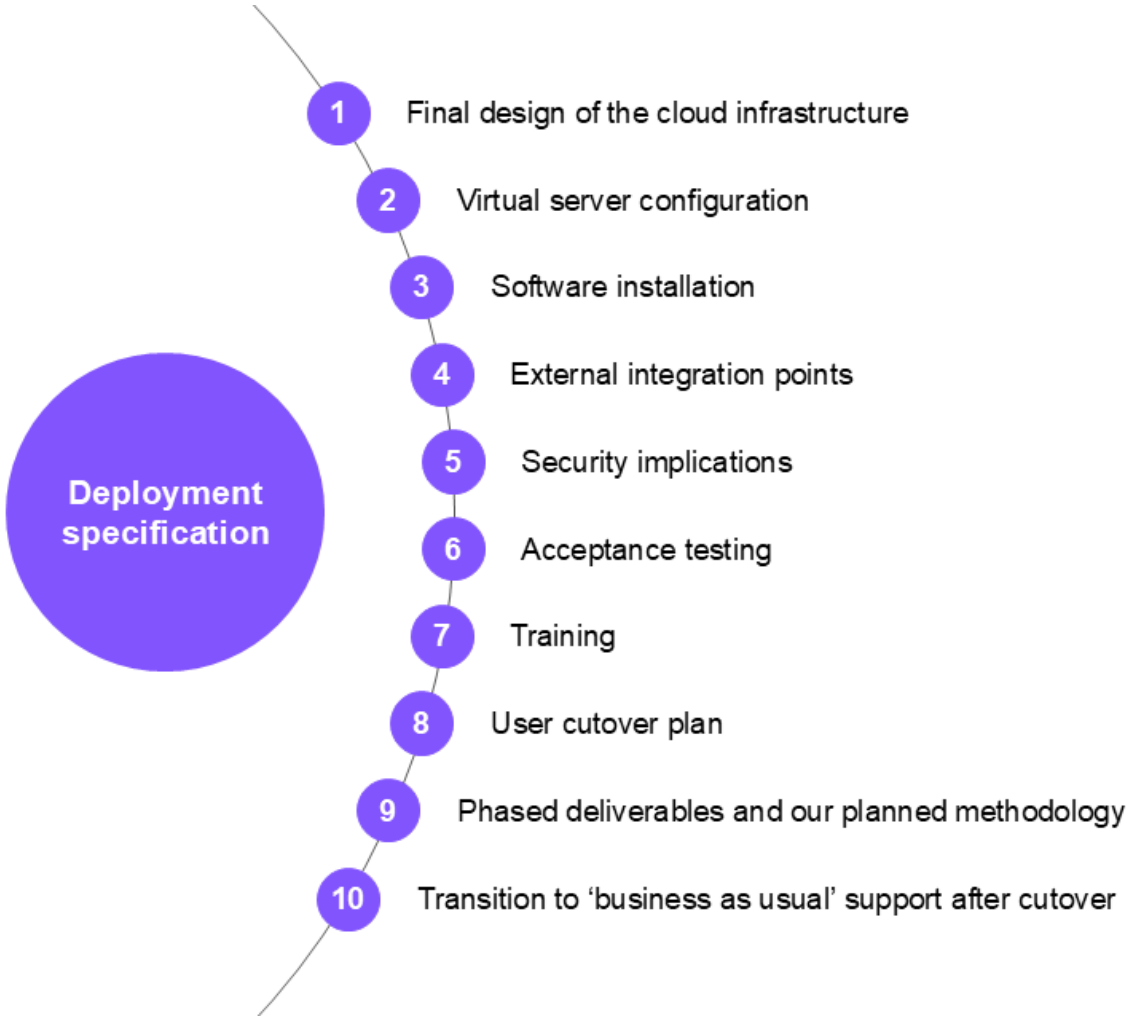
3 Deployment, testing and training

3.1 Deployment

Successful deployment of the delivered solution is a critical technical part of the overall transition to the cloud. Our team has considerable experience managing new deployments, and migrating existing systems, to the cloud for UK Government customers.

It is our standard practice on all deployment projects to prepare and maintain a project schedule. The project schedule is used to detail all tasks required to deliver the deployment project successfully. It highlights key dependencies which affect particular task completion. The schedule will also identify the critical tasks. The schedule is a “live” document which we will update as the project progresses and use at regular progress meetings with you. The schedule is updated with progress on each task, and dependencies are monitored to allow risks to be identified.

We will create a detailed deployment specification detailing:



At the start of a cloud deployment project, we will hold a kick-off meeting with you to clarify dates and review dependencies. Our Project Manager will be your primary point of contact and will coordinate communications with your client leads and stakeholders during delivery. To provide maximum flexibility, we utilise an agile project management process where possible.

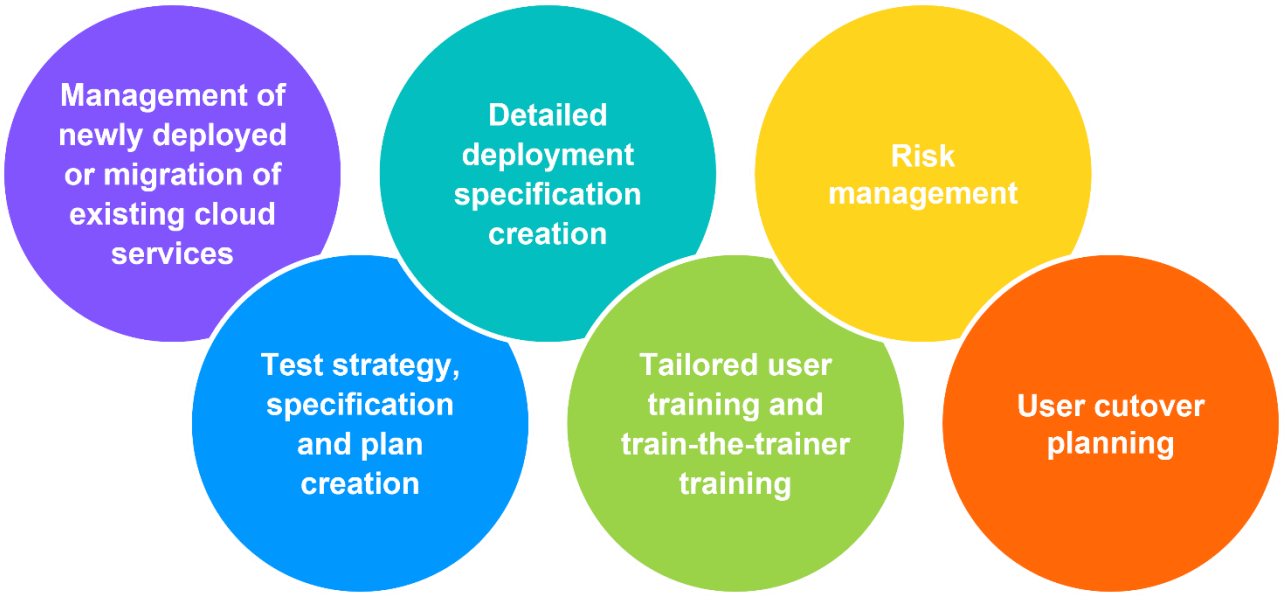
Detailed tasks will be allocated into a product backlog and refined on a regular basis into sprints. During a sprint, the project team will meet for a short “daily stand-up” to cover work completed the previous day, work to be done today and any issues that need assistance. Our issue management system will be used by our teams to manage sprint progress and backlogs for all technical tasks. Each sprint will contain a subset of the product backlog to be assigned and worked on by the team.

We strongly believe that working in close collaboration with our clients delivers the best outcomes, so we encourage you to work with us as part of the project team.

At the end of every sprint, we will hold a sprint review ensure that all tasks have been completed and to agree the scope of the next sprint. The iterative nature of the Agile process ensures that we can quickly respond to feedback received from your client team while ensuring the overall programme is maintained.

Throughout any cloud deployment project, management of shared actions, risks and dependencies is an integral part of our management systems. Along with our deployment specification we will create and maintain a formal risk register. The risk register will document any defined risks, the assigned owner of the risk and appropriate mitigation strategies. In conjunction with our project manager and appropriate client stakeholders the owner will propose mitigation requirements to control the risk. Once all the information has been gathered and reviewed, the risk register will be updated. Regular updates to the risk register will be supplied as part of the ongoing reporting process.

Our deployment services include:



3.2 Testing

Our approach to testing utilises three key documents, which we will produce and review with you:

- **Test strategy**, describing how we will organise, conduct, and manage testing. It includes testing scope, testing and defect management and testing organisation (key roles and RACI matrix).
- **Test plan**, Gantt chart and/or associated document outlining how we will resource and undertake testing.
- **Test specification**, containing the test steps that must be executed, to ensure the solution is tested and meets your requirements. We will use a requirements matrix, cross-referencing back to your documented requirements ensure completeness of test coverage.

3.2.1 Factory acceptance testing

Once the cloud deployment is operational and has passed our internal system testing process, we will undertake Factory Acceptance Testing (FAT).

Our experience shows that FAT is an important opportunity for a client team to view the system and ensure that it meets their requirements, so we will invite you to witness and participate in FAT.

On completion of FAT, we will work with you to agree a suitable sub-set of FAT tests which will comprise the Site Acceptance Tests (SAT).

We will assess the viability and return on investment for utilising automated testing and where this has the potential to add cost effective benefits, we will define the areas which would benefit and the form of the automated testing which could be developed.

3.2.2 Site acceptance testing

Once the system has been fully configured in the cloud environment in conjunction with the client team, we will invite you to undertake Site Acceptance Testing (SAT), to demonstrate:

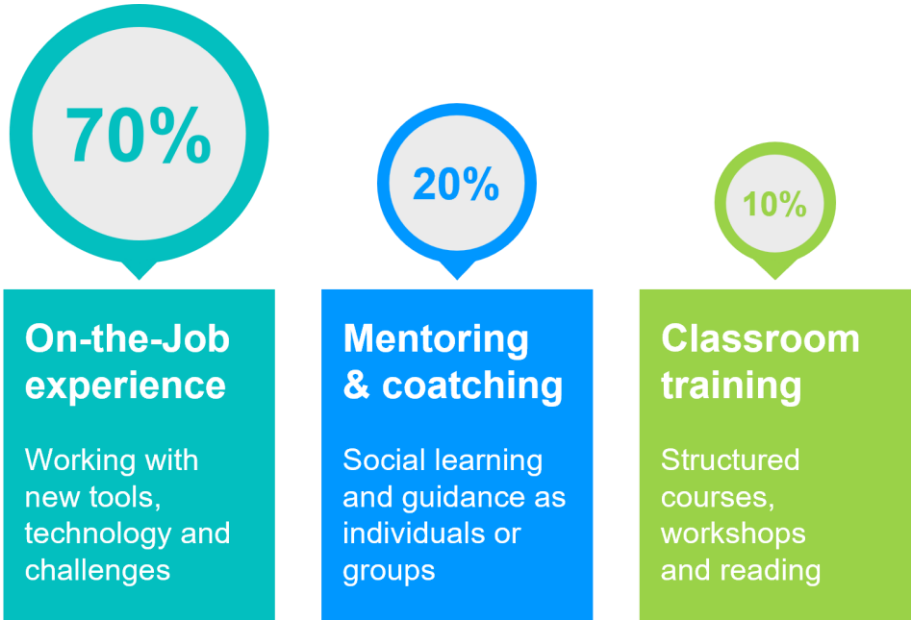
- Correct operation of your service in the cloud environment
- Performance of your service in the target environment

SAT will cover a sub-set of the FAT tests which demonstrate the functionality of the system and an agreed range of operational scenarios. Time will be allowed during SAT for any unstructured testing as required.

3.3 Training

Once your cloud services are nearing operational readiness, we are happy to offer training to groups at all levels of your organisation. We have many years of experience creating tailored training syllabuses for business users, system support teams and more technical maintenance staff.

We base our training on industry best practices by using the OSF (On-the-job, social, formal) learning ratio.



OSF shows that “70/20/10” works well across many organisations, where the bulk of training is done “on-the-job”.

Our role is to provide the “social” and “formal” aspects of training, where your staff might just need some coaching sessions or perhaps more structured upskilling training, for example a top-up session for lesser used parts of the system or introduction of new functionality.

We can train directly using our expert staff and able to supply train-the-trainer training where we will instruct your staff to pass on the knowledge more widely across the organisation. While train-the-trainer style can be extremely cost effective we find clients value the extra knowledge that our direct trainers can impart. Many of our clients find the best solution is a combination of the two. Direct training for the most frequent users and train-the-trainer to allow knowledge to be spread more widely to less frequent users.

4 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

5 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.