



Cloud Migration, Optimisation and Support Services

Framework: G-CLOUD 15 – Lot 3 Cloud Support

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1. Service Overview

Cloud Migration, Optimisation and Support Services

I-KONIC provides cloud support services to public sector organisations, covering migration, optimisation and ongoing operational support for cloud and hybrid-cloud environments. Services are designed to support secure, resilient and cost-effective cloud adoption and are delivered across Microsoft Azure and supported digital workspace platforms, including Citrix Cloud.

Engagements are outcome-focused and tailored to customer requirements. I-KONIC supports organisations at any stage of their cloud journey, from early assessment and planning through to implementation, optimisation and business-as-usual support. Services are delivered collaboratively with customer technical and service teams to ensure continuity, knowledge transfer and long-term sustainability.



2. Scope of Services

I-KONIC provides cloud support services across the full lifecycle of cloud adoption and operation. Services are modular and can be delivered independently or as part of an end-to-end engagement, depending on customer requirements.

The scope of services may include:

- Cloud readiness assessment and discovery, including review of existing environments, operating models and constraints
- Migration planning and design, including target architecture definition and transition planning
- Implementation and migration of cloud and hybrid-cloud workloads
- Support for hybrid and coexistence scenarios during transition phases
- Optimisation of cloud environments, including performance, cost, resilience and security improvements
- Ongoing operational support and service management

Services are tailored to the specific objectives, governance requirements and operating context of each customer and are delivered in alignment with agreed scope, outcomes and service definitions.



3. Delivery Approach

I-KONIC delivers cloud support services using a structured but flexible delivery approach that can be adapted to suit the maturity, scale and requirements of each customer. Customers may engage with I-KONIC at any stage of their cloud journey, from early assessment through to ongoing operational support.

Typical delivery phases may include assessment, design, implementation, optimisation and transition to support. Not all phases are mandatory, and services can be provided independently where required.

Delivery is collaborative and designed to integrate with existing customer teams, processes and governance structures. I-KONIC works alongside customer technical and service stakeholders to manage risk, support continuity of service and ensure effective knowledge transfer throughout the engagement.

Where services transition into ongoing support, clear handover processes are defined to ensure operational stability and alignment with agreed service definitions.

4. Supported Platforms

I-KONIC primarily supports public cloud environments delivered on Microsoft Azure, including Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) workloads. Services are designed to support cloud-native and hybrid-cloud operating models commonly used across the public sector.

Where required, I-KONIC also supports digital workspace and application delivery platforms, including Citrix Cloud, particularly during migration, coexistence and optimisation phases. Services may integrate with existing identity, networking, security and endpoint management services as part of the overall solution.

Platform support is provided in line with agreed service scope and customer requirements, and does not require customers to adopt specific products beyond those already in use or selected as part of the engagement.

Where appropriate, services may support the adoption of emerging cloud platform capabilities, including automation and platform-native AI features, in line with customer requirements and governance.



5. Migration and Transformation Services

I-KONIC provides migration and transformation services to support organisations moving workloads, services and user environments to cloud or hybrid-cloud platforms. Services are tailored to the customer's technical landscape, operating model and risk profile.

Migration activities may include discovery and assessment of existing environments, migration planning, target architecture design, implementation and validation. Where required, I-KONIC supports phased migrations and coexistence models to minimise disruption to live services.

Transformation activities may also include changes to operating models, security configurations, access methods or service management processes to align cloud platforms with organisational and service objectives. All migration and transformation services are delivered in line with agreed scope, governance arrangements and change controls.

6. Optimisation and Continuous Improvement

Following migration or as part of existing cloud operations, I-KONIC supports the ongoing optimisation of cloud and hybrid-cloud environments. Optimisation activities focus on improving performance, resilience, security and cost efficiency in line with service objectives.

Services may include configuration reviews, resource right-sizing, cost management analysis, security posture improvements and operational process refinement. Optimisation activities are prioritised collaboratively with the customer and aligned to usage patterns, risk considerations and budgetary constraints.

Continuous improvement is supported through regular service reviews, reporting and recommendations, enabling customers to adapt their cloud environments as requirements evolve.



7. Ongoing Support and Service Levels

I-KONIC provides configurable ongoing support services to meet customer operational requirements following migration or as part of existing cloud operations. Support models are agreed during onboarding and aligned to the agreed service scope, SLAs and KPIs.

Support can range from ad-hoc assistance and standby support through to fully managed services, including extended or 24x7 coverage where required. Services may include incident management, service request handling, monitoring, reporting and proactive operational support.

Technical Account Management and access to cloud support engineers can be provided where required, offering a consistent point of contact and continuity of service. Support hours, service levels and associated costs are agreed on a customer-by-customer basis and documented as part of the call-off arrangement.

8. Security and Compliance

I-KONIC delivers cloud support services in line with customer security requirements and applicable public sector standards. Security is considered throughout the service lifecycle, including during design, migration, optimisation and ongoing support activities.

I-KONIC applies appropriate personnel screening and operational security controls and can provide staff holding UK Government Security Clearance (SC) where required, subject to role suitability and customer needs. Services are delivered in accordance with agreed access controls, change management processes and incident handling procedures.

I-KONIC holds Cyber Essentials certification and works collaboratively with customers to support compliance with relevant organisational, regulatory and assurance requirements.



9. Onboarding, Knowledge Transfer and Exit

Engagements include a structured onboarding process to confirm scope, roles, responsibilities and service expectations. This may include access setup, documentation review and alignment with customer governance and service management processes.

Throughout delivery, I-KONIC supports knowledge transfer to customer teams through documentation, walkthroughs and collaborative working, enabling customers to build and retain internal capability where required.

Where services conclude or transition to another provider or in-house team, I-KONIC supports an orderly exit and handover process. This includes knowledge transfer, documentation updates and cooperation to minimise operational risk and ensure continuity of service.

10. Assumptions and Constraints

Services are delivered primarily remotely, with on-site support available by prior agreement where required. Delivery is dependent on timely access to relevant systems, environments and information being provided by the customer.

Services are delivered within the scope agreed at call-off. Any changes to scope, service levels or delivery approach are subject to change control and mutual agreement. Third-party cloud platform limitations and dependencies, including those imposed by cloud service providers, apply where relevant.

