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Service Definition: Cloud Migration & Strategy

1. Service Overview

Blue Sky Hosting provides expert consultancy to help public sector organisations transition from legacy on premises infrastructure or inefficient cloud setups to secure, high performance UK based cloud environments.

2. Migration Methodology

We follow a proven 5-stage migration framework designed to minimise risk and downtime:

1. **Discovery & Audit:** Comprehensive assessment of current infrastructure, application dependencies, and data volumes.
2. **Strategy & Design:** Selection of the optimal migration path (Rehost, Replatform, or Refactor) and creation of the target architecture.
3. **Planning:** Development of a detailed cutover plan, including Risk Mitigation and Rollback procedures.
4. **Execution:** Secure data transfer and application migration managed by specialist engineers.
5. **Aftercare:** 14 day intensive monitoring and performance tuning post-migration to ensure stability.

3. Onboarding & Offboarding

Onboarding (Project Initiation)

- Initial stakeholder workshop to define success criteria and timelines.
- Establishment of secure communication channels and project governance.
- Setup of staging environments for pre-migration testing.

Offboarding (Project Completion or Exit)

- Full documentation hand-over, including architectural diagrams and configuration logs.
- Knowledge transfer sessions for the Buyer's internal IT teams.
- Secure purging of any temporary migration data in accordance with our ISO 27001 data destruction policies.

4. Service Levels & Support

Migration projects are supported by our UK-based team during standard business hours (09:00–17:00, Monday–Friday).

- **Response Times:** P1 (Critical) issues acknowledged within 1 hour; P3 (Standard) queries within 8 hours.
- **Emergency Standby:** 24/7 engineer availability is provided for scheduled "Go-Live" cutover windows to ensure immediate resolution of any transition issues.

5. Technical Requirements

- Buyer must provide administrative access to source environments.
- Existing network topology diagrams (where available).
- Minimum 100Mbps outbound connectivity from the source site is recommended for data replication.

6. Security & Assurance

- **Vetting:** All staff are BPSS cleared as a minimum.
- **Compliance:** Blue Sky Hosting is ISO 27001 and ISO 9001 certified.
- **Cyber Essentials:** We maintain active certification to meet mandatory G-Cloud 15 requirements.