



G-Cloud 15 Service Definition Document

Data Migration Support Services for Organisation/Departmental Mergers and Splits

v1.0

Lot 3: Cloud Support

Submitted By
eAppSys Ltd
Unit 205, The Mille, 1000 Great West Road,
Brentford, Middlesex, TW8 9DW
Email: info@eAppSys.com
Website: www.eAppSys.com

1 Data Migration Support Services for Organisation/Departmental Mergers and Splits

1.1 Service Overview

Our Data Migration Support Services help public sector organisations manage data safely and efficiently during organisational or departmental mergers and splits. We support buyers to consolidate, separate, cleanse, and migrate data between systems while maintaining security, compliance, and business continuity. The service is designed for complex change scenarios where data accuracy, governance, and assurance are critical.

1.2 Service Summary

We provide structured, secure, and well-governed data migration support that reduces risk, minimises disruption, and gives senior stakeholders confidence during mergers and organisational change.

1.3 Buyer's Outcomes

Buyers using this service can expect:

- Buyers achieve a controlled and auditable migration that protects data integrity throughout organisational change.
- Senior stakeholders gain clear oversight through defined governance, reporting, and sign-off points.
- Business operations continue with minimal disruption during consolidation or separation activities.
- Sensitive and regulated data is handled in line with UK GDPR and public sector policies.
- Data quality improves through cleansing, validation, and reconciliation activities.

1.4 Buyer Personas (Who This Service Is For)

Buyer role	Primary objectives	Typical use case
Senior Responsible Owner (SRO)	Ensure business continuity and regulatory compliance	Overseeing a department merger with high-risk data
Head of IT / Digital	Deliver migration safely within time and budget	Migrating systems following organisational restructuring
Data Protection Officer	Protect personal and sensitive data	Ensuring lawful data separation during a split
Programme Manager	Maintain delivery control and assurance	Managing multi-system data migration activities

1.5 Key Service Capabilities

Our service capabilities describe what we are able to do for buyers and how we apply our experience to complex merger and split scenarios:

- Assessment of complex and fragmented data landscapes to identify risks, dependencies, and constraints.
- Design of migration approaches aligned to business objectives, operating models, and data governance requirements.

Data Migration Support Services for Organisation/Departmental Mergers and Splits

- Support for both data consolidation and data separation scenarios with a focus on accuracy and control.
- Secure handling of sensitive, personal, and regulated data in line with UK GDPR and public sector standards.
- Data cleansing, transformation, and structuring to improve quality, consistency, and usability.
- Application of governance, quality controls, and audit trails to ensure traceability and accountability.
- Controlled execution of migration activities to minimise operational disruption.
- Validation of migrated data through reconciliation, testing, and business verification.
- Provision of clear reporting and executive assurance to support decision-making and formal sign-off.
- Post-migration stabilisation support to ensure data performs as expected in the target environment.

1.6 What's In & Out

What's You Get	What's You Don't Get
Data discovery and assessment	Defining business data ownership or policies
Migration planning and execution	Ongoing application support post-stabilisation
Data cleansing and validation	Long-term data governance operations
Security and compliance assurance	Organisation-wide change management
Migration reporting and sign-off	Regulatory approvals outside agreed scope

1.7 Engagement Model

We deliver the service using a structured, phased approach that aligns with Oracle implementation programmes.

Phases	Scope	Outputs
Discovery & Assessment	Review systems, data, and risks	Data inventory and risk assessment
Strategy & Planning	Define approach and roadmap	Migration strategy and plan
Preparation	Data mapping and cleansing	Migration-ready datasets
Migration Execution	Controlled data movement	Migrated and validated data
Validation & Sign-off	Reconciliation and testing	Business-approved outcomes
Stabilisation	Post-migration support	Assurance report and handover

Typical Engagement Timelines

Phases	Indicative Duration
Discovery & Assessment	2–4 weeks
Strategy & Planning	1–2 weeks
Preparation	2–6 weeks

Phases	Indicative Duration
Migration Execution	1–4 weeks
Validation & Stabilisation	2–4 weeks

Actual timelines depend on data volume, complexity, number of DM cycles, and client readiness.

1.8 Roles and Responsibilities

Supplier Responsibilities

- Deliver migration activities in line with agreed scope and controls.
- Maintain security, confidentiality, and compliance throughout delivery.
- Provide reporting, governance, and escalation support.

Buyer Responsibilities

To ensure successful delivery, the client must:

- Provide timely access to systems, data, and stakeholders.
- Supply business rules, data definitions, and approval decisions.
- Support testing, validation, and formal sign-off.

1.9 Pricing Model

Pricing is offered on a time-and-materials or fixed-price basis depending on scope clarity and risk. Full pricing details are provided in the G-Cloud pricing schedule.

Pricing Model	Description	Typical Use Case
Time and Materials	Buyers pay for the actual time spent by agreed roles at published rates. This model provides flexibility where scope or data complexity is uncertain.	Early discovery, complex mergers, or high-risk data environments
Fixed Price	A fixed price is agreed for a clearly defined scope, data volume, and delivery outcome. This model provides cost certainty once requirements are stable.	Well-defined migrations with known systems and data sets
Phased Engagement	Pricing is agreed per delivery phase, allowing buyers to control spend and proceed based on assurance outcomes.	Large programmes with staged approvals or governance gates

1.10 Commercial Flexibility

- Short-term engagements for assessments or proofs of concept
- Fixed-scope delivery for defined modernisation work
- Call-off support for ongoing improvement or optimisation
- Suitable for both small initiatives and multi-phase programmes

1.11 Delivery Constraints and Pricing Assumptions

- Delivery depends on timely access to source and target systems, data, and key stakeholders.

Data Migration Support Services for Organisation/Departmental Mergers and Splits

- Accurate data inventories and system information must be provided at the start of the engagement.
- Data quality issues, legacy limitations, or undocumented integrations may affect timelines.
- Third-party suppliers and regulatory or security approvals may introduce delays outside agreed control.
- Pricing is based on an agreed scope, data volumes, systems, and delivery assumptions.
- Scope changes, additional systems, or increased data volumes may require re-planning and price adjustment.
- Buyer availability is required for decisions, validation, and formal sign-off.
- Activities outside the agreed scope, including organisation-wide change management or long-term support, are excluded unless agreed.

1.12 Security and Data Protection

- Aligned with UK GDPR and the Data Protection Act 2018
- No transfer of data ownership
- Role-based, advisory-only access to buyer environments
- Operates in line with ISO 27001 and ISO 9001 principles
- Aligned to the Oracle Cloud shared responsibility model

1.13 Accessibility and Inclusivity

The service is delivered in a manner that supports inclusive participation. This includes:

- Provision of documentation in accessible digital formats on request
- Use of clear, plain language suitable for mixed technical and non-technical audiences
- Flexible engagement approaches to support diverse stakeholder needs

1.14 Risks, Limitations and Mitigations

As an advisory service, successful outcomes depend on the accuracy and completeness of information provided by the buyer and on subsequent implementation by the buyer or third parties.

Identified risks include:

- Changes in scope or priorities during delivery
- Dependency on third-party delivery partners

Mitigations include:

- Clear assumptions and constraints documented at the outset
- Regular validation of findings with stakeholders
- Transparent documentation of recommendations and trade-offs

1.15 Service Management and Governance

Each engagement is managed using an agreed delivery plan and governance structure. This includes:

- Defined roles and responsibilities

Data Migration Support Services for Organisation/Departmental Mergers and Splits

- Quality assurance of deliverables
- Risk and issue management
- Continuous improvement informed by buyer feedback