G-Cloud 15 Service Definition Document

Microsoft Azure App Modernisation & AI Engineering Services

v1.0

Lot 3: Cloud Support

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1 Microsoft Azure App Modernisation & AI Engineering Services

1.1 Service Summary

This service helps public sector organisations modernise, build, and support Azure applications using platform services, data, and AI. We reduce legacy risk, improve resilience, and enable faster delivery by designing solutions aligned to Microsoft's Well-Architected Framework.

The service supports both transformation programmes and incremental improvements to existing Azure estates.

1.2 Buyer Personas (Who This Service Is For)

Role in Organisation	Desired Objectives (Use Cases)
Digital & Technology Leaders (CIOs, CTOs, Heads of Digital, Cloud Architects)	• Modernise legacy applications while controlling risk and cost • Ensure solutions follow Microsoft best practice • Build secure, scalable platforms ready for AI and data growth
Product Owners & Service Managers (Digital Service Owners, Programme Managers)	• Modernise legacy applications while controlling risk and cost • Ensure solutions follow Microsoft best practice • Build secure, scalable platforms ready for AI and data growth
Data & AI Leaders (Heads of Data, Analytics Leads, Innovation Teams)	• Embed AI, analytics, and automation into applications • Use Azure OpenAI securely and responsibly • Gain insights to support operational and policy decisions
IT Operations & Platform Teams (Infrastructure Managers, Security Leads, Platform Engineers)	• Operate Azure platforms with limited resources • Reduce operational effort through standardisation and automation • Improve cost visibility and security controls

1.3 Service Capabilities

Areas of Delivery	Intended Outcomes
Strategy & Assessment	• Cloud readiness and application assessments • Architecture options and target-state design • Modernisation and migration roadmaps
Design & Engineering	• Cloud-native application development • API, integration, and event-driven solutions • Secure identity, access, and platform configuration
Data, AI & Insights	• Data platforms and analytics engineering

Areas of Delivery	Intended Outcomes
	• AI-enabled features using Azure OpenAI and Cognitive Services • Reporting and dashboards using Power BI
Delivery & Optimisation	• DevOps pipelines and automation • Cost, performance, and reliability optimisation • Continuous alignment to the Well-Architected Framework

1.4 Key Service Features

- Azure application development – Build and host secure, scalable web and API applications using Azure App Service.
- Application modernisation – Re-platform or refactor legacy systems to Azure PaaS or containers.
- Integration and APIs – Connect systems securely using Logic Apps and API Management.
- Event-driven design – Enable real-time and asynchronous processing with Service Bus and Event Grid.
- AI-enabled functionality – Add automation and intelligence using Azure OpenAI and Cognitive Services.
- Azure data platforms – Implement data solutions using Azure SQL, Synapse, and Data Lake.
- Reporting and analytics – Deliver insights through Power BI dashboards and reports.
- DevOps automation – Implement CI/CD pipelines using Azure DevOps and GitHub Actions.
- Cost and governance controls – Optimise spend and performance using Azure-native tools.
- Identity and access security – Use Azure Entra and managed identities to reduce credential risk.

1.5 What's In & Out

What's In	What's Out
Application assessment and modernisation to Azure	Azure subscriptions, licences, or cloud credits
Design and build of Azure-native solutions	Ongoing hosting, cloud consumption, or managed support (unless agreed)
Integration, data, analytics, and AI engineering	Data ownership, compliance sign-off, or regulatory approvals
DevOps automation and environment setup	Unsupported legacy platforms without prior assessment
Cost optimisation and governance	Third-party software licensing unless stated
Knowledge transfer and handover	

1.6 Engagement Model

Buyers typically engage with this service in clearly defined phases, which can be purchased individually or as a combined engagement:

Phases	Activities	Outputs
Assess & plan	Readiness assessment, architecture options, and roadmap	Clear recommendation and delivery plan
Design & Build	Application development, integration, data and AI engineering	Production-ready Azure solution
Transition & optimise	Knowledge transfer, optimisation, and go-live support	Stable handover with reduced operational risk

Phases can be purchased individually or combined.

1.7 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

1.8 Pricing Assumptions

- Based on time and effort, using day rates aligned to G-Cloud pricing
- Discovery or assessment phases are priced independently from delivery
- Costs vary depending on application complexity, scale, and risk profile
- Azure consumption, licences, and third-party software are charged separately
- Pricing excludes ongoing managed service support unless explicitly agreed

1.9 Delivery Constraints and Assumptions

- Delivered on Microsoft Azure public cloud
- Buyers provide subscriptions, licences, and access
- Data residency and regulatory compliance remain the buyer’s responsibility
- Cloud consumption and ongoing support are excluded unless agreed

1.10 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