



FuturePaths

G-Cloud 15 Service Definition

Service Line 6

IT Service Transition and Go
Live Assurance

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Service Definition Document:

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Supplier	FuturePaths
Framework	G-Cloud 15
Lot	Lot 3 – Cloud Support
Service Type	Professional Advisory Services
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1. Introduction

FuturePaths provides IT Service Transition and Go Live Assurance to help organisations move new or changed digital services safely into live operation. This service supports organisations delivering change across cloud, hybrid and legacy environments, particularly where multiple suppliers, high risk services or critical operational dependencies exist.

The service is designed to reduce go-live risk, prevent early life service failure and ensure services are operationally ready before responsibility transfers into business-as-usual.

2. Service Overview

The IT Service Transition and Go Live Assurance service provides independent governance, coordination and assurance during high-risk transition periods. FuturePaths works alongside delivery teams, suppliers and operational staff to ensure services are ready, risks are understood and decisions are made with confidence.

The service focuses on readiness, control and accountability rather than technical build activity. It provides calm, experienced oversight at the point where many programmes fail, protecting service stability, user experience and organisational reputation.

3. What the Service Does

FuturePaths provides structured transition and go-live assurance by defining and controlling:

- Transition and cutover approaches for new or changed services
- Operational readiness and risk assessments
- Governance forums and go-live decision points
- Supplier and delivery team coordination
- Acceptance, handover and service entry criteria
- Early life support oversight and stabilisation

The service ensures nothing critical is missed and that services enter live operation in a controlled, predictable way.

4. Benefits

This service enables organisations to:

- Reduce the risk of failed or disruptive go-lives
- Ensure services are operationally ready before launch
- Improve coordination across delivery teams and suppliers
- Provide clear decision points and executive assurance
- Minimise early life incidents and instability
- Protect service performance, reputation and user experience
- Enable confident transition into business-as-usual operations

5. How the Service is Delivered

FuturePaths delivers IT Service Transition and Go Live Assurance through calm, senior-led and highly practical engagement. We work closely with delivery teams, suppliers and operational staff to ensure readiness is assessed honestly and risks are actively managed.

The service follows a controlled transition framework:

- Transition planning and governance setup
- Readiness and risk assessment
- Cutover and go-live coordination
- Early life support oversight
- Handover into business-as-usual

Delivery is led by a Principal Consultant with associate support where required, ensuring experienced leadership at critical transition points.

6. Service Scope

In Scope

- Transition and cutover planning
- Readiness and risk assessments
- Go-live governance and decision forums
- Supplier and team coordination
- Acceptance and handover criteria definition
- Early life support oversight
- Go-live reporting and assurance

Out of Scope

- Technical build or configuration activities
- Software development or testing execution
- Service desk provision
- Hosting or infrastructure services
- Long-term operational service delivery

7. Service Levels

Service levels, milestones and reporting arrangements are agreed at the start of each engagement and typically include:

- Agreed transition plan and timetable
- Defined readiness and acceptance criteria
- Regular progress updates and checkpoints
- Formal go-live decision points
- Senior consultant oversight throughout delivery

8. Security and Compliance

FuturePaths delivers this service in line with UK government security, confidentiality and data protection requirements. Secure working practices are applied throughout delivery, making the service suitable for regulated, sensitive and safety-critical environments.

9. Pricing

Services are delivered by Executive Consultants, Principal Consultants, Senior Consultants or Consultants in line with the FuturePaths SFIA-aligned rate card.

Typical engagements range from 10 to 120 days, depending on scope, complexity and organisational context. Travel and subsistence are charged at department rates where applicable.

10. Onboarding and Offboarding

Onboarding

- Initial scoping discussion to confirm transition objectives and risks
- Agreement of transition approach, milestones and governance
- Identification of stakeholders, suppliers and dependencies
- Confirmation of reporting and decision-making structure

Offboarding

- Delivery of transition and assurance artefacts
- Walk-through of readiness findings and outcomes
- Handover to operational and service management teams
- Formal engagement close-out and confirmation of service entry

11. Service Constraints

- Delivery is advisory and vendor independent
- Tool implementation and configuration are not included unless separately agreed
- Procurement execution and contracting remain the responsibility of the client
- Access to relevant stakeholders and service information is required
- Outcomes depend on organisational engagement and data quality
- The service does not include ongoing platform operation or managed services

12. Further Information

Further details, clarification and engagement planning are available through the Digital Marketplace.



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