

Cloud Design Service

G-Cloud 15 Service Definition

Version 1.0

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1 Introduction

This document provides the service definition for the Cloud Design Service offered by Leading Resolutions under the G-Cloud 15 framework. It reflects the latest requirements of the Procurement Act 2023, G-Cloud 15 guidance, and incorporates current trends in cloud technology, security, sustainability, and public sector digital transformation.

The document covers service features, benefits, deliverables, commercial arrangements, and associated services, ensuring alignment with the latest Cabinet Office and GDS policies.

1.1. Overview of services

Leading Resolutions' Public Sector Cloud and Digital Transformation Practice provides outcome-focused consulting services delivered by experienced consultants, leveraging 25 years of experience. Our methodology accelerates time to value through a flexible, best-practice, and systemised approach. We guide clients through their transformation journey, supporting:

- Transformation through data, AI and core systems replacement
- Data governance design and implementation
- Data strategy
- Cloud readiness and strategic assessment
- Cloud, digital and data strategy development
- Digital service modernisation and service re-design
- Target operating model and organisational design
- Sourcing and procurement
- Sustainable cloud adoption aligned with Greening Government ICT targets
- Migration planning and execution
- Ongoing assurance, ROI tracking, and horizon scanning for new technology adoption
- Cyber maturity assessment and improvement
- AI readiness assessment
- AI opportunities assessment and implementation
- Portfolio, programme and project delivery

1.2. Point of contact

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- Email: info@leadingresolutions.com

2 Service Description

2.1. Service overview

The Cloud Design Service delivers tailored, best-practice cloud solution designs for cloud-based solutions that support organisational strategy, service objectives and user needs.

Through structured stakeholder engagement, we analyse and specify requirements across:

- Business and service domains
- Financial and commercial considerations
- Security, risk and compliance
- Technical and architectural constraints

We then design solutions across IaaS, PaaS, SaaS and platform services, suitable for public, private, hybrid and multi-cloud environments.

The service also addresses the organisational, operational and sourcing changes required to exploit cloud effectively, culminating in a clear Target Operating Model (TOM) and transition roadmap.

Customers benefit from an extensive library of reference architectures and best practice models, accelerating the design phase of transformation programmes.

2.2. Features

- Structured discovery and formal requirements capture across business, service and technical domains
- A standardised, best-practice design methodology producing secure, resilient and cost-effective cloud architectures
- Design of SaaS, IaaS, PaaS and platform services across public, private and hybrid cloud models
- Pragmatic approaches for complex SIAM, multi-supplier and disaggregated environments
- Enhanced security, including Zero Trust principles, data protection and privacy controls
- Integration of DevSecOps, automation and platform engineering concepts where appropriate
- Consideration of AI-enabled services, analytics platforms and automation tooling
- Cost-aware design, incorporating FinOps principles and consumption-based optimisation
- Sustainability considerations, including energy efficiency and environmental impact
- Sourcing, procurement and supply-chain design aligned with Cabinet Office and GDS policy
- Organisation and operating model redesign to support new ways of working
- Clear communication of outcomes via reports and stakeholder presentations
- UK-based consultants holding SC clearance where required

2.3. Benefits

- Cloud solutions that directly support business, service and citizen outcomes
- Accelerated design and sourcing through proven reference architectures and patterns
- Accelerated adoption of AI/ML and automation for efficiency and innovation
- Vendor-neutral, technology-agnostic advice
- Improved security, resilience and compliance
- Reduced capital expenditure through consumption-based services
- Greater organisational agility and scalability
- Clear investment decisions based on understood benefits, risks and costs
- Operating models aligned to modern cloud delivery and support practices
- Designs developed collaboratively with stakeholders, increasing adoption and confidence
- Solutions aligned with G-Cloud 15's focus on transparency, social value, and sustainability

2.4. Deliverables

Deliverables are tailored per engagement to reflect client context and requirements and defined in a mutually agreed Statement of Work (SoW). Indicative deliverables include:

- Current state assessment of strategy, services and architecture
- Agreed design principles linking strategy to architecture
- Formal requirements specifications across business and technical domains
- Target cloud architectures and solution designs, using reference patterns and building blocks
- Target Operating Model, defining new ways of working, future roles, processes and governance
- AI/ML and automation readiness reviews
- Sourcing and procurement artefacts, including evaluation criteria and supplier selection support
- Roadmaps outlining the steps required to transition to the target state
- Progress reports and stakeholder presentations at key milestones

2.5. Our Approach

Our flexible engagement model supports clients from initial scoping to delivery and results measurement. We partner as independent, trusted advisors, delivering meaningful change and ensuring investments deliver optimal value.

We offer both long-term, multi-person projects and short-term, single-person assignments, delivered on-site or from our offices. Engagements typically follow four stages: pre-engagement, start-up, delivery and closure.

Pre-engagement: requirements discovery and proposal development (no charge)

Our engagement begins with a collaborative pre-sales phase, where we work closely with clients to understand their business context, objectives, and desired outcomes through discussions and workshops, providing early insights and developing a detailed, iterative Statement of Work at no charge, in line with the G-Cloud clarification process.

Start-up: SoW agreement, resource mobilisation, and stakeholder alignment

Once the Statement of Work and commercial terms are agreed, we quickly mobilise the project team, led by an experienced consultant. We initiate the engagement with a kick-off meeting involving the client sponsor and key stakeholders to confirm the scope, activities, milestones, and roles. Throughout the project, we implement robust governance, clear communication protocols, and transparent reporting to ensure accountability. This early alignment helps clarify expectations and address any differences, setting the foundation for a successful partnership.

Delivery: Close client collaboration, workshops, governance, and reporting

During delivery, we work collaboratively with client teams, either on-site or remotely, integrating smoothly with existing structures. Our approach combines stakeholder interviews, workshops, “art of the possible” sessions, and feedback forums to foster consensus, innovation, and actionable results. Supported by our business support function and PMO, we ensure robust governance and oversight, keeping delivery aligned with objectives. Progress is monitored through regular reporting, milestone reviews, and client feedback, with the flexibility to adapt as requirements change.

Closure: Deliverable acceptance, skills transfer, data deletion, and recommendations for future work

At closure, we ensure all deliverables are presented, reviewed, and formally accepted by the client. We prioritise knowledge and skills transfer, enabling client teams to maintain improvements and operate independently after the engagement. All client data is securely deleted in line with data protection policies, and we provide recommendations for future work and ongoing improvement to support continued digital and cloud transformation.

3 Service Information

3.1. Information Assurance

All engagements support services of any classification, with security-cleared personnel operating under the Government Security Classification (GSC) scheme. We ensure that all information is handled in accordance with relevant government and client-specific security policies. Enhanced assurance includes support for sovereign cloud, zero trust, and compliance automation helping clients meet stringent regulatory and data protection requirements.

3.2. On-boarding and Off-boarding

We operate a standard mobilisation approach, ensuring a smooth transition into and out of engagements. On-boarding includes resource mobilisation, stakeholder alignment, and project initiation, while off-boarding ensures all deliverables are accepted, skills are transferred to client teams, and all client data is securely deleted in line with policy and contractual obligations.

3.3. Quality Assurance, Project Control and Reporting

Our services are delivered to ISO9001-aligned standards, using industry-recognised methodologies such as Agile, ITIL, PRINCE2, MSP, TOGAF, and DSDM. We maintain robust governance through regular client engagement, feedback sessions, and transparent reporting. Quality assurance processes include checks for AI/ML integration, sustainability objectives, and compliance with G-Cloud 15 standards, ensuring that all deliverables meet or exceed client expectations.

3.4. Service Levels and Constraints

We operate during standard working hours: Monday to Friday, 09:00–17:30 (excluding public holidays). However, we can flex these hours to accommodate specific client needs or project demands. Strong governance is applied to all projects, with regular assurance reviews and active customer involvement to ensure successful delivery and early identification of any risks or issues.

3.5. Data Backup and Recovery

Our consultants adhere to client policies for infrastructure and information management. Where Leading Resolutions' systems are used, regular backups are performed and robust business continuity plans are in place to ensure service resilience. We are equipped to handle information up to OFFICIAL classification and have facilities for higher classifications if required, ensuring data integrity and availability throughout the engagement.

3.6. Training

Training is provided as appropriate to the engagement, with a focus on upskilling client teams and building internal capability. During cloud migration and transformation projects, we offer tailored training sessions across cloud platforms and software services, ensuring knowledge transfer and supporting long-term client autonomy.

3.7. Trial Service

While we do not offer a formal trial version of the Cloud Design Service, our comprehensive pre-sales engagement ensures that client requirements are fully understood and addressed before any commitment is made. This approach minimises risk and ensures that the proposed solution is the right fit for the client's needs.

4 Commercial Arrangements

4.1. Pricing

Services are available via resource-based or fixed-price models. Pricing is transparent and aligned with G-Cloud 15 requirements, including social value and sustainability reporting. Discounts may apply for volume or work combination. Full payment terms and milestones are defined in the SoW.

4.2. Ordering process

Services are provided on a project or ad-hoc basis. The process includes pre-sales engagement, SoW agreement, and registration via the Central Digital Platform. Clients must link their CDP and Digital Marketplace accounts as per G-Cloud 15 guidance.

4.3. Change management

Scope is defined by this document and the SoW. Change requests are assessed for impact, cost, and schedule, with written agreement required before work commences.

4.4. Customer responsibilities

Clients must provide timely access to stakeholders, architects, and up-to-date resources. A dedicated workspace and strong sponsorship are required for engagement success.

5 Associated Services

- Cloud Readiness Assessment
- Cloud Strategy & Roadmap Development.
- Cloud Migration Service
- Microsoft 365 Readiness Assessment
- Cyber Maturity Assessment
- AI Readiness Assessment
- AI Opportunity Evaluation

6 About Leading Resolutions

Leading Resolutions helps public sector organisations deliver better services at reduced cost through digital and cloud-first transformation. As trusted advisors, we focus on benefit realisation, cost efficiency, and unbiased advice. Our expertise includes:

- Cloud and digital transformation strategy
- Service re-design and operating models
- Sourcing and procurement
- Migration planning and implementation
- Ongoing assurance and horizon scanning
- Cyber maturity assessment

We are a preferred supplier to the Public Sector, with services available via Digital Marketplace frameworks including G-Cloud and Digital Outcomes and Specialists.