

Microsoft 365 Readiness Assessment G-Cloud 15 Service Definition

Version 1.0

Confidentiality and copyright

We, Leading Resolutions Limited, own the copyright to this document. It contains proprietary information that belongs to us. It is subject to the confidentiality provisions we have made with you. Therefore, it must not be reproduced or disclosed to a third party unless we have given you our written consent first.

We are submitting the information contained in this document on the understanding that only you and your staff will use it. If you employ external consultants, you must ensure that you restrict their use of this information to work related to your business.

Validity of information

Leading Resolutions Limited has used reasonable endeavours to ensure that all statements and information contained in this document are accurate. However, we assume no responsibility or liability for any error or omission that may appear in it.

Contents

1	Introduction	4
1.1.	Overview of services.....	4
1.2.	Point of contact.....	4
2	Service Description	5
2.1.	Service overview	5
2.2.	Features	5
2.3.	Benefits.....	6
2.4.	Deliverables	6
2.5.	Our Approach	6
3	Service Information.....	7
3.1.	Information Assurance.....	7
3.2.	On-boarding and Off-boarding.....	7
3.3.	Quality Assurance, Project Control and Reporting	8
3.4.	Service Levels and Constraints.....	8
3.5.	Data Backup and Recovery.....	8
3.6.	Training.....	8
3.7.	Trial Service	8
4	Commercial Arrangements.....	8
4.1.	Pricing	8
4.2.	Ordering process	8
4.3.	Change management.....	9
4.4.	Customer responsibilities	9
5	Associated Services.....	9
6	About Leading Resolutions.....	9

1 Introduction

This document provides the service definition for the Office 365 Readiness Assessment 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 AI-enabled operations, cloud technology, security, sustainability, and public sector digital transformation.

The document covers service features, benefits, deliverables, onboarding and 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 opportunity evaluation and proof of concept (PoC) mobilisation
- Portfolio, programme and project delivery

1.2. Point of contact

For all enquiries, contact our team:

- Phone: +44 1793 488000
- Email: info@leadingresolutions.com

2 Service Description

2.1. Service overview

This service provides an independent, holistic assessment of an organisation's readiness to adopt or optimise Microsoft 365 (formerly Office 365), using a structured discovery, analysis and recommendation framework. The assessment covers the full Microsoft 365 ecosystem, including:

- Exchange Online
- SharePoint Online & OneDrive for Business
- Microsoft Teams (collaboration, meetings & telephony)
- Microsoft 365 Apps for Enterprise
- AI-readiness for Microsoft Copilot
- Identity & Access (Azure AD / Entra ID)
- Microsoft Defender security capabilities
- Microsoft Purview compliance & information governance
- Hybrid integration and legacy coexistence
- Zero Trust alignment (network, identity, device, data, applications)
- Multicloud/SaaS integration approaches
- User digital skills and adoption readiness
- Regulatory, data protection and information governance requirements
- Network capability & optimisation for cloud-first collaboration

The engagement highlights business drivers, technical dependencies, risks, required remediation steps and a tailored roadmap for successful adoption.

2.2. Features

- Independent assessment of readiness for Microsoft 365, including hybrid or cloud-only deployments
- Structured discovery via workshops, interviews, artefact reviews and system assessments
- "As-is" analysis and future-state modelling aligned to organisational drivers
- Assessment of identity, domains, Active Directory / Entra ID, application integration, network capability, security controls and end-user experience
- Remediation planning for technical, security, governance and operational gaps
- Integration and dependency analysis - SSO, desktop applications, mobile access, device management
- Use of Microsoft reference architectures, modernisation tooling and best-practice Blueprints

- Clear roadmap aligned to organisational priorities, risk profiles and user needs
- Clear communication of outcomes via reports and stakeholder presentations
- Delivered by experienced, certified Microsoft 365 consultants
- UK-based consultants holding SC clearance where required

2.3. Benefits

- Reduced uncertainty and risk during Microsoft 365 adoption
- Clear evidence of cost-benefit and business case justification
- Structured, prioritised roadmap guiding transformation sequencing
- Improved alignment between M365 adoption and user/business requirements
- Faster time-to-value and reduced migration issues
- Support for digital workplace modernisation and hybrid working
- Improved mobility, accessibility and collaboration capabilities
- Enhanced security posture through Zero Trust-aligned planning
- Readiness for AI-enabled working using Microsoft Copilot
- Improved compliance, data governance and auditability

2.4. Deliverables

You will receive a tailored, structured Microsoft 365 Readiness Assessment Report including findings, insights and prioritised recommendations, covering:

- Current IT, identity, security and network readiness
- Recommended remediation activities (technical, organisational, security and governance)
- Prioritised list of Microsoft 365 workloads and features mapped to business and user needs
- Modernised adoption sequencing and workload prioritisation
- Proposed Microsoft 365 roadmap with activities, dependencies, effort and required tooling
- Zero Trust gap analysis, Copilot readiness assessment, Purview governance readiness

Plus a stakeholder presentation summarising recommendations and next steps.

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 Microsoft 365 Readiness Assessment 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, decision makers and up-to-date resources and artefacts that cover the current business and IT context, strategies and plans, the service portfolio, current architectures and operating models.

A dedicated workspace and strong sponsorship are required for engagement success.

5 Associated Services

- Cloud Readiness Assessment
- Cloud Strategy & Roadmap Development.
- Cloud Design Service
- Cloud Migration Service
- 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.

