



G-Cloud 15

Cloud Setup And Migration Service Definition

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Versions

The versions of this document are shown in table one below:

Table one

Version	Version date	Reason for iteration	By whom
1.0	04 November 2025	First draft;	Sean Quigg (Comcentris)

1 Service Overview

Our **Cloud Setup and Migration Service** enables public sector organisations to transition smoothly from on-premises or legacy IT systems to secure, scalable cloud platforms.

We deliver **end-to-end cloud setup and migration services**, covering everything from initial planning and architecture design to migration execution and post-migration validation. Our approach reduces operational risk, ensures compliance with UK government standards, and provides a seamless transition for business-critical systems.

1.1 Key Objectives

- Establish a secure and compliant cloud environment
- Plan and execute efficient, low-risk migrations
- Minimise downtime and operational disruption
- Enable future scalability, performance, and cost optimisation

2 Service Scope

The service covers the following key activities:

Phase	Description
Assessment & Planning	Cloud readiness assessment, discovery of applications and data, dependency mapping, and migration strategy.
Cloud Setup & Configuration	Provisioning cloud environments, landing zone design, network configuration, security hardening, and governance controls.
Migration Execution	Moving workloads, applications, and data securely to the target cloud using automated and manual migration methods.
Testing & Validation	Functional, performance, and security testing of migrated systems to ensure operational readiness.
Handover & Documentation	Delivery of final migration reports, runbooks, and knowledge transfer to internal teams or managed service providers.

Supported Cloud Platforms: AWS, Azure, Google Cloud Platform, or other UK government-approved cloud environments.

3 Service Approach

Our methodology follows a **phased, low-risk approach** aligned with best practices and industry standards:

- **Plan** – Assess current environment, define migration strategy, and approve timeline
- **Setup** – Build cloud environment, configure network, security, and compliance controls
- **Migrate** – Execute migration using lift-and-shift, re-platforming, or refactoring approaches
- **Validate** – Conduct post-migration testing, performance tuning, and security verification
- **Handover** – Provide documentation, training, and operational support handover

We leverage frameworks such as **NCSC Cloud Security Principles**, **ITIL v4**, and **AWS/Azure Cloud Adoption Frameworks** to ensure structured delivery.

4 Service Onboarding and Offboarding

4.1 Onboarding

- Kick-off workshop and requirements gathering
- Access setup and security clearance checks
- Migration schedule approval and prioritisation
- Setup of migration tools and monitoring dashboards

4.2 Offboarding

- Handover of migration documentation, runbooks, and knowledge transfer
- Decommissioning of temporary migration infrastructure
- Optional post-migration support or managed service transition

5 Deliverables

- Cloud Migration Strategy and Roadmap
- Target Cloud Architecture and Landing Zone Documentation
- Migration Execution Logs and Reports
- Testing and Validation Reports
- Final Handover and Knowledge Transfer Package

6 Service Levels and Reporting

Metric	Target	Description
Project Kick-off	Within 10 working days	Initial engagement and project mobilisation
Migration Readiness Assessment	Within 4–6 weeks	Completed and approved plan
Incident Response (P1)	1 hour	Critical migration issue response
Weekly Reporting	Weekly	Progress, risks, and mitigation updates
Post-Migration Review	Within 2 weeks	Validation and optimisation summary

7 Security and Compliance

- Compliant with **ISO 27001**, **Cyber Essentials Plus**, and **UK GDPR**
- Data hosted in the **UK or approved regions**
- Access restricted to vetted personnel (BPSS or SC clearance if required)
- Cloud setup and migration aligned with **NCSC Cloud Security Principles**

8 Service Management

Each migration engagement is supported by:

- **Project Manager** – oversees scope, risks, and delivery
- **Technical Lead / Architect** – ensures design and migration integrity
- **Migration Engineers** – execute migration and testing
- **Service Delivery Manager** – responsible for quality assurance and reporting

Governance includes regular stand-ups, review sessions, and progress reporting to stakeholders.

9 Dependencies and Assumptions

- Customer provides timely access to systems, stakeholders, and approvals
- Customer holds valid software and cloud licences
- Suitable network connectivity is available for migration
- Customer agrees to migration windows and change requests

10 Ordering and Invoicing

- Orders placed via **UK Digital Marketplace (G-Cloud 15)**
- Payment terms: **30 days net**, per milestone or monthly in arrears
- Contract duration: typically **3–12 months**, extendable by agreement