

Intelligent Decisioning Cloud Migration Planning – Service Definition

Executive Summary

Intelligent Decisioning's Cloud Migration Planning service ensures secure, efficient transitions from on-premises or legacy systems to Microsoft 365. We deliver discovery, strategy, and execution plans that minimise risk, maintain compliance, and optimize collaboration, enabling organisations to modernise their digital workplace with confidence and minimal disruption.

1. Service Overview

As a Microsoft Gold Partner, Intelligent Decisioning specialises in Microsoft 365, SharePoint Online, and Teams migrations. Our planning service includes comprehensive discovery, migration strategy design, vendor/tool selection, and governance planning. We leverage proven methodologies and tools such as Wayfarer for seamless data transfer, ensuring ISO 27001 compliance and adherence to UK Government Cloud Security Principles.

2. Scope and Features

Scope:

- Applies to migrations from on-premises or legacy systems to Microsoft 365.
- Covers planning, risk assessment, compliance alignment, and governance setup.
- Includes pre-migration readiness checks and post-migration validation.

Features:

- Comprehensive discovery and assessment of existing infrastructure.
- Migration strategy design with timelines and risk mitigation plans.
- System design and assurance for secure cloud adoption.
- Vendor and tool selection guidance for optimal migration outcomes.
- Pre-migration preparation including backups and permissions review.
- Secure data transfer using encrypted, compliant methods.
- Compliance and risk management aligned with ISO and UK standards.
- Post-migration validation to confirm data integrity and functionality.
- Collaboration enablement through Teams and SharePoint configuration.

- Custom reporting and analytics for migration progress and completion.

3. What's Included

Included	Details
Discovery & Assessment	Full review of current systems, dependencies, and readiness
Migration Strategy	Detailed plan with timelines, risk mitigation, and compliance
Tool Selection	Guidance on best-fit migration tools and vendor recommendations
Pre-Migration Checks	Backup validation, permissions review, and readiness communications
Secure Data Transfer	Encrypted migration using approved tools and governance controls
Compliance Assurance	ISO 27001 and UK Government Cloud Security Principles adherence
Post-Migration Validation	Data integrity checks and functionality confirmation
Collaboration Setup	Configuration of Teams, SharePoint, and governance policies
Reporting	Progress dashboards and completion reports
Support	UK-based helpdesk and agreed SLA options

4. Delivery Approach

- Our delivery approach is structured to ensure clarity, efficiency, and minimal disruption:
- Discovery Phase – Conduct workshops and system analysis to identify dependencies and readiness.
- Planning Phase – Develop migration strategy, timelines, and compliance roadmap tailored to business needs.
- Pre-Migration Activities – Validate backups, permissions, and user readiness; communicate change plans.
- Execution Phase – Perform secure data migration using approved tools and governance controls.
- Validation & Handover – Confirm data integrity, functionality, and provide post-migration documentation.
- Support & Optimization – Offer UK-based helpdesk, SLA-driven support, and optional enhancements.

- Delivery is managed by certified consultants following Agile principles, with clear milestones and reporting dashboards for transparency.
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5. SLA Metrics

SLA Category	Target
Critical Incident Response	Within 30 minutes
High Priority Resolution	1 business day
Standard Support Requests	2–3 business days
Availability Guarantee	99.9% uptime

6. Security and Compliance

- ISO 27001-aligned processes.
 - UK Government Cloud Security Principle 5 compliance.
 - Incident management and vulnerability processes documented.
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7. Pricing and Licensing

Service Component	Cost
Consultancy	£900 per day