

Service Definition

Cloud Support Services - Set Up and Migration

This service provides advisory, assurance, planning, and specialist delivery support to help public sector organisations adopt, migrate to, and optimise cloud services. It covers data auditing and organisation, information architecture, mobilisation coordination, stakeholder engagement and communications, project management and governance, and service right-sizing/optimisation.

We work with incumbent or outgoing service providers to ensure a secure and orderly migration, including data extraction, access transition, dependency handover, and controlled cutover activities. This ensures continuity, security, and integrity during the transition.

Service scope and outcomes

We help buyers plan and deliver cloud change initiatives to achieve measurable outcomes, such as:

- A documented migration approach and schedule aligned to buyer strategy and constraints.
- Assured information architecture and data models suitable for cloud platforms.
- Mobilised delivery (people, process, governance) with clear RAID and reporting.
- Right-sized services with improved value for money, performance, and sustainability.
- Stakeholder engagement plans that minimise disruption and maximise adoption.

Set-Up and Migration

Planning and mobilisation for cloud set-up and migration, including architecture definition, security and compliance advisory, dependency mapping, readiness assessment, and risk identification, producing migration roadmaps, architecture decision records, and risk registers.

Data auditing and organising

Discovery and assessment of existing data assets to establish quality, structure, ownership, and compliance readiness. Activities include data audits, classification/sensitivity assessment, identification of duplication and technical debt, and data risk analysis. Outputs include an audit report, data catalogue improvement recommendations, and a prioritised remediation plan.

Data / information structure design

Design of target data and information structures aligned to cloud and digital service strategies, including conceptual/logical data models, information architecture, and data flow mapping. Designs are vendor-agnostic and transferable, with security and governance principles embedded.

Engagement and communication planning

Stakeholder mapping, impact assessments, and communication strategies for executive, technical, and delivery audiences during cloud and data change. Outputs include a communication plan, stakeholder register, and engagement materials to support adoption.

Project management and governance

Delivery-focused PMO and governance support covering agile/waterfall/hybrid delivery, RAID management, benefits/dependency tracking, and financial/budget reporting. We align governance to public sector standards and provide timely reporting to maintain transparency.

Service optimisation / right-sizing

Cost and usage analysis leading to right-sizing opportunities, performance improvements, and value-for-money assessments. Outputs include optimisation recommendations, action logs, and measured savings/benefits.

Mobilisation coordination

Rapid mobilisation support: discovery and initiation planning, delivery team structuring, and transition from initiation to steady-state delivery with clear milestones, success criteria, and entry/exit checks.

Deliverables

Depending on scope, typical deliverables include:

- Cloud migration strategy and plan; architecture decision records; risk/issue registers.
- Data audit report; classification scheme; prioritised remediation backlog.
- Target information architecture and data models; data flow diagrams.
- Stakeholder engagement plan and communications materials.
- Governance framework; RAID log; dashboard/reporting packs; benefits/delivery roadmap.
- Optimisation assessment report and action plan.
- Knowledge transfer and handover documentation.

Service delivery approach

Initial consultation & discovery: We confirm strategic objectives, technology strategy, and the digital roadmap. We then assess in-house capability and delivery constraints and agree a statement of work with objective-based deliverables.

Blended support: Training, mentoring and targeted specialist resources are combined to alleviate delivery burden, working to clearly defined delivery objectives.

Performance reporting: Service levels, reporting cadence, and escalation routes are agreed at the outset, with regular performance reporting throughout delivery.

Mid-point review and efficiency check: At the halfway point or after month three, a formal review reconfirms objectives and seeks opportunities to reduce timelines and costs, surface concerns, and reconfigure delivery if required.

Training: Role-appropriate knowledge transfer (operator/admin/sponsor) is provided through mentoring, artefact walkthroughs, and handover sessions to enable day-to-day operation post-migration.

Engaging with us

Once you have conducted your search on the digital marketplace and followed the appropriate process to identify us as a possible supplier, beginning your journey with us is simple. It starts with a conversation with one of our Partners to ensure that we can deliver to your needs; if we have any reservations about our ability to deliver then we commit to provide honest feedback without charge.

If both parties feel that we can establish a constructive working relationship, then we will move to support you as necessary with the completion of the G-cloud order form. We will complete any required paperwork in the timeliest manner possible to ensure that a call-off contract can be raised rapidly, along with the relevant terms and conditions. Invoicing is in arrears aligned to the statement of work and or time & materials delivered.

Onboarding

Service onboarding will commence within a few days of the completion of paperwork, as we move to the implementation phase.

Implementation

During the initial consultation we will work to fully understand your strategic objectives, technology strategy and digital roadmap. Once we have a complete

understanding of these areas, we will move to fully explore your in-house delivery and innovation capability to meet these objectives. From there we help you to understand your options, blending training and mentoring with targeted resources to alleviate your delivery burden. Our services are delivered specifically against delivery objectives and specified clearly within a statement of works.

Performance reporting

At the outset of the project and whilst confirming the statement of works, we will additionally confirm the service levels and reporting regularity to ensure that you have continued peace of mind. You will have access to a Partner throughout the duration of your project with escalation accessibility to a Managing Partner if required. We would suggest weekly performance reporting for month one of the project, moving to fortnightly for month two and monthly for month three onwards.

Milestone confirmation and efficiency analysis

At the half-way point of the project or following the third month, we will invite you to undertake a review meeting with the Managing Partner. At this point and via an open and honest dialogue, we will reconfirm the delivery objectives within the statement of works with the intention of reducing timelines and costs. This crucial engagement also provides an excellent opportunity to highlight any areas of outstanding performance or concerns and to reconfigure service delivery if required.

Service constraints

This service provides advisory, assurance, and specialist expertise to support the planning, design, assessment, and improvement of cloud services. Buyers remain responsible for day-to-day operation of live services, including monitoring, administration, and incident handling, unless additional responsibilities are explicitly agreed. Delivery is provided by experienced cloud and security professionals and specialist practitioners, operating within an agreed scope and timeframe. The service does not automatically include 24/7 operational support, continuous monitoring, or on-call response, which must be defined separately if required.

Security and assurance

This service operates at OFFICIAL and does not itself process or persist customer production data. Delivery is performed by experienced cloud and security professionals. Where projects involve sensitive environments (e.g., defence/justice), appropriately **security-cleared** personnel can be provided, operating within an agreed scope and timeframe.

Offboarding

Before exit, we review performance and deliverables against expectations and confirm transfer of physical or intellectual property belonging to the customer. Handover packs, knowledge transfer sessions, and access to artefacts are provided to ensure continuity.

Data Extraction/Removal:

This service does not host or store Buyer data. Where we coordinate transitions, data extraction is performed within the Buyer's environment or by the outgoing provider using agreed formats; we support planning, assurance, and handover. No supplier-held data requires purge/destruction.

Termination

Our standard termination period is 10 working days, however, subject to agreement and the operational practicalities of termination, we may accommodate shorter periods of notice where possible.

Customer contributions

We request the following of our clients:

- Prompt confirmation or approval of any deliverables, expenses or time and materials related documentation if applicable;
- Access to the required technology, systems, documentation, and team members to allow deliverables to be achieved;
- Holding or sponsoring any security clearances as may be required;
- Sufficient provision of time and/or data to allow deliverables to be completed.

Technical Requirements

The Buyer will provide reasonable access to relevant stakeholders, documentation, environments (read-only where appropriate), and collaboration tooling (e.g., Teams/SharePoint/Jira) to support discovery, planning, and coordination activities.