

Service Definition

Cloud Support Services - Cloud Migration Planning

This service provides advisory and specialist planning support to help public sector organisations prepare for cloud adoption and migration. We provide capability analysis, enterprise architecture definition, cloud readiness and gap assessment, architecture options analysis, and delivery road-mapping to enable informed decision-making, manage migration risks, and plan cost-effective, secure, and scalable cloud migrations aligned to organisational objectives and government policy.

The service is designed to help buyers understand their current state, define target cloud architectures and operating models, assess hosting and service options, and develop clear, phased migration plans before committing to delivery.

The service fully aligns with the Cloud Migration Planning activities defined under Lot 3, including capability analysis, enterprise architecture, cloud gap assessments, the identification and evaluation of appropriate cloud architectures, and the development of coordinated cloud migration roadmaps.

Service scope and outcomes

We help buyers establish a clear and robust cloud migration plan, delivering measurable outcomes including:

- Clear understanding of organisational cloud readiness and capability maturity
- Defined enterprise and target cloud architectures aligned to business strategy
- Identified gaps, risks, dependencies, and constraints impacting cloud migration
- Assessed and compared cloud architecture and hosting options
- Informed decisions on cloud service and deployment models
- Prioritised migration phases aligned to risk, value, and complexity
- A clear delivery roadmap supporting funding, governance, and assurance decisions

Capability analysis

Assessment of organisational capability and readiness to plan and undertake cloud migration. This includes evaluation of cloud knowledge and skills, delivery maturity, operating models, governance arrangements, and organisational readiness factors that impact the ability to adopt cloud successfully. Outputs provide a clear view of current capability and key constraints requiring remediation

Enterprise architecture

Assessment and definition of enterprise and solution architectures to support cloud migration planning. Activities include review of current-state architectures, identification of architectural constraints, and definition of target enterprise and cloud architectures aligned to business objectives, security requirements, and technology strategy.

Enterprise and solution architecture activities will be delivered using TOGAF® or an equivalent industry-recognised architecture framework to ensure consistency, traceability, and alignment with the Buyer's governance standards and technology strategy.

Cloud gap assessment

Structured assessment of gaps between the current state and the target cloud architecture and operating model. This includes identification of technical, architectural, security, process, and skills gaps, with prioritised recommendations to address issues that could impede cloud migration.

Architecture options analysis

Analysis and comparison of cloud architecture and hosting options to support informed decision-making. This includes evaluation of different cloud deployment models, hosting patterns, and platform choices against business, technical, security, and compliance requirements, with clear articulation of risks, trade-offs, and implications.

As part of the architecture options analysis, we will explicitly assess private, hybrid, and public cloud deployment models, evaluating their suitability against business objectives, security requirements, compliance obligations, and technical constraints.

Delivery road-mapping

Development of a clear, phased cloud migration roadmap defining migration sequencing, dependencies, milestones, and decision points. The roadmap supports governance, funding, and assurance processes and enables buyers to plan manageable, risk-based cloud migration delivery before committing to implementation.

Deliverables

Depending on scope, typical deliverables include:

- Cloud migration planning and assessment reports
- Organisational cloud capability and readiness assessments

- Enterprise architecture and target cloud architecture documentation
- Cloud gap assessment and remediation recommendations
- Architecture options analysis with comparative assessment
- Hosting and service model evaluation outputs
- Risk, dependency, and constraint registers
- Migration phasing, prioritisation, and sequencing plans
- Cloud migration delivery road-maps and implementation plans
- Knowledge transfer and handover documentation

Service delivery approach

Initial consultation & discovery

We begin with an initial consultation to confirm strategic objectives, business drivers, security and compliance requirements, constraints, and target outcomes for cloud migration. We assess the current technology and application landscape, existing architectures, organisational cloud capability, and overall readiness for cloud adoption. Based on this discovery, we agree a statement of work with clearly defined planning, assessment, and assurance deliverables aligned to the buyer's objectives.

Capability analysis and current-state assessment

We undertake a structured capability analysis to evaluate the organisation's readiness to plan and deliver cloud migration. This includes assessment of people, processes, governance arrangements, delivery maturity, and cloud knowledge and skills. Outputs provide a clear, evidence-based view of current capability levels and key organisational constraints that must be addressed to enable successful cloud migration.

Enterprise architecture and target state definition

We assess current-state enterprise, solution, and application architectures to identify constraints, dependencies, and migration considerations. We work collaboratively with stakeholders to define target enterprise and cloud architectures aligned to business strategy, security requirements, and technology standards. This provides a robust architectural foundation for migration planning and option evaluation.

Cloud gap assessment

We perform a formal gap assessment between the current state and the target cloud architecture and operating model. This includes identification of technical, architectural, security, process, and skills gaps, with prioritised recommendations to address issues that could impede cloud migration. The gap assessment informs remediation planning and migration sequencing.

Architecture options analysis

We analyse and compare viable cloud architecture and hosting options, including deployment models, hosting patterns, and service choices. Options are evaluated against business, technical, security, regulatory, and operational requirements, with clear articulation of trade-offs, risks, and implications to support informed decision-making.

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Migration planning and delivery road-mapping

We develop a clear, phased cloud migration plan that defines workload prioritisation, migration sequencing, dependencies, milestones, and key decision points. The resulting delivery roadmap supports governance, funding, and assurance processes and enables buyers to plan manageable, risk-based cloud migration delivery before committing to implementation.

Governance, reviews, and reporting

The service is delivered using a consultative and outcome-based approach, with regular progress reviews and clearly defined reporting. Review points are used to confirm findings, test assumptions, validate recommendations, and ensure ongoing alignment with organisational objectives. This ensures transparency, informed decision-making, and confidence in the migration plan.

Knowledge transfer and handover

At the conclusion of the engagement, we provide structured handover of deliverables, findings, and recommendations. Knowledge transfer sessions ensure internal teams understand the migration plan, architectural decisions, and next steps, enabling a smooth transition into procurement or delivery phases.

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.

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.

Outage & Maintenance Communications

Any planned maintenance or unavailability of our collaboration tools will be communicated to the Buyer in advance. As we do not provide hosted environments or platforms, this applies only to tools used to share artefacts or conduct remote workshops.

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

Our services are primarily delivered remotely using secure collaboration tools, which may limit the amount of on-site support available. On-site engagement can be provided where required, subject to prior agreement and agreed costs.

The service is advisory and planning-focused and does not include the implementation, migration, or operation of cloud platforms, applications, or services unless separately contracted.

Delivery timelines are dependent on timely access to client stakeholders, documentation, architectural artefacts, and decision-makers. The service assumes the availability of suitably empowered client representatives to support workshops, reviews, and approvals. Outputs are dependent on the accuracy and completeness of information supplied by the buyer.

Data Hosting & Processing

This service does not include hosting, storing, processing or managing customer production data or cloud environments. All work is advisory or planning-focused. Any artefacts produced relate only to migration planning and architectural design.

Security and assurance

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

Backup, Restore, Business Continuity & Disaster Recovery

We do not host or operate Buyer systems. Backup and business continuity measures relate to:

- supplier-managed project artefacts stored in collaboration tools
- continuity of consultancy service delivery

No infrastructure or production workload DR is provided or required for this service.

Offboarding

Before exit, we review performance and deliverables against expectations and confirm transfer of physical or intellectual property belonging to the customer. Access to artefacts is provided to ensure continuity.

Access to Artefacts on Exit

All deliverables and artefacts created during the engagement will be provided to the Buyer in open, accessible formats. As the service does not host or store customer production data, no data extraction or migration services apply

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 Prerequisites

To deliver the service effectively, the Buyer must provide access to relevant architectural artefacts, policies, and stakeholders. No technical infrastructure, hosting access, or elevated permissions are required.