

# Cloud migration & modernisation service

## Service overview

The Cloud Migration & Modernisation Service supports public sector organisations to migrate applications and data from legacy or on-premise environments to modern cloud platforms in a controlled and proportionate way. The service focuses on reducing delivery risk, improving resilience and performance, and enabling sustainable operation of live digital services.

The service is suitable for organisations seeking to modernise technology estates while maintaining service continuity, security and value for money.

## Scope of the service

drie works with customers to plan and deliver cloud migrations and modernisation activities that are appropriate to organisational priorities and constraints. The service focuses on implementation rather than advisory-only activity.

Depending on requirements, the service may include:

- Assessment of existing applications, data and dependencies
- Selection of appropriate migration approaches, such as rehosting, replatforming or refactoring
- Provisioning and configuration of cloud environments
- Migration of applications and data
- Modernisation of architectures to use managed cloud services where appropriate
- Cutover planning and coordination
- Documentation and knowledge transfer

All activities are defined and agreed in advance to ensure clarity of scope, cost and outcomes.

## Delivery approach

Delivery follows established public sector digital delivery practices, aligned to the GDS Service Manual and agile principles. Work is delivered iteratively to reduce risk, test assumptions early and provide visibility to senior stakeholders.

Engagements are typically time-boxed and include regular checkpoints to review progress, manage risk and confirm alignment with service priorities. Delivery is primarily remote, with on-site engagement available by agreement. The service may be delivered on a fixed-price or time-and-materials basis depending on scope and complexity.

## Security, governance & assurance

Security and governance are embedded throughout delivery. This includes secure access controls, encryption, segregation of environments, audit logging and alignment with organisational security policies.

The service supports alignment with UK regulatory requirements, including UK GDPR, and with organisational risk and assurance processes. Migration activities are designed to maintain service integrity and data protection. The service does not provide formal certification or regulatory approval.

## Customer responsibilities

The customer is responsible for defining migration priorities, approving architectural decisions and retaining ownership of systems, data and service outcomes. The customer must provide timely access to environments, documentation and stakeholders, and is responsible for operating services after migration unless additional managed services are agreed.

Effective engagement and decision-making by the customer are required to support successful delivery.

## Service outputs

Outputs are agreed as part of the service scope and may include migrated applications and data, modernised cloud environments, configuration artefacts, documentation and operational guidance.

Outputs are designed to support stable live operation and future improvement.

## Exit and handover

At the end of the engagement, drie provides documentation and knowledge transfer to support continuity and sustainability. Any ongoing operational support, optimisation or further modernisation is subject to a separate agreement.

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