



Service Definition Document

Microsoft Azure Cloud Set Up and Migration Services

G-Cloud 15, Lot 3 – Cloud Support Services (Additional Support)

1. Service Definition

Our **Microsoft Azure Cloud set-up, migration & consulting service** provides a full-lifecycle engineering approach to public sector digital transformation. Leveraging our **strong, multi-certified engineering workforce**, we deliver enterprise-grade Azure architectures that prioritise security, scalability, and performance.

We specialise in the deployment of **Azure Landing Zones** (aligned with the Microsoft Cloud Adoption Framework), ensuring that governance and security guardrails are established before a single workload is moved.

Our consultancy covers complex **Infrastructure-as-Code (IaC)** development using Bicep and Terraform, high-availability database migrations (SQL, Cosmos DB), and the implementation of advanced security layers through **Microsoft Entra ID** and **Sentinel**. By avoiding a "one-size-fits-all" approach, we provide tailored technical roadmaps that align with the **UK Government's Cloud First policy**, ensuring that your transition to Azure is risk-mitigated, cost-optimised (via FinOps principles), and future-proofed for AI and data-driven innovation

2. Features

1. **Azure Architecture:** Expert design of scalable, secure public, hybrid environments.
2. **Workload Migration:** Seamlessly transferring applications and data into Microsoft Azure.
3. **DevOps Integration:** Automated CI/CD pipeline development using Azure DevOps, GitHub.
4. **FinOps Optimisation:** Proactive Azure cost management, right-sizing, and consumption reporting.
5. **Security Hardening:** Deploying Microsoft Defender, Sentinel for advanced threat protection.
6. **Identity Management:** Microsoft Entra ID configuration for secure, unified access.
7. **Disaster Recovery:** Implementing Azure Site Recovery, Backup for business continuity.
8. **Data Modernisation:** Expert architecture of Azure SQL, Data Lake, Synapse.
9. **Infrastructure-as-Code:** Rapid deployment using Terraform and Bicep for repeatable environments.
10. **Operational Support:** 24/7 proactive monitoring, management of Azure cloud services.

3. Key Service Benefits & Outcomes

1. **Unbiased Advisory:** Receive independent recommendations optimised for your specific requirements.
2. **Reduced Risk:** Ensure secure, zero-loss migrations using proven Azure engineering methodologies.
3. **Cost Certainty:** Eliminate bill shock with proactive FinOps and resource right-sizing.
4. **Enhanced Security:** Protect sensitive data with deep-dive Azure security configuration expertise.
5. **Operational Resilience:** Guarantee high availability through expert-designed disaster recovery, backups.
6. **Agile Scaling:** Rapidly deploy and scale resources to meet fluctuating demand.
7. **Technical Excellence:** Access a dedicated workforce with deep Azure platform proficiency.
8. **Accelerated Value:** Shorten deployment cycles through automated DevOps and IaC delivery.
9. **Strategic Autonomy:** Reduce vendor lock-in with portable, cloud-native Azure designs.
10. **Future-Ready Systems:** Build scalable foundations aligned with UK Government Digital Standards.

4. Pricing Model

Pricing is based on:

- Onepoint Rate Card attached under the Pricing section.
- All rates are fixed, pre-published and transparent, excluding VAT, with **no POA** and no variable charging outside unit agreement.

5. Onboarding

Typical Onboarding Component includes:

Technical Kick-off: Assignment of a Lead Azure Architect and security lead to startup the transition.

Access & Governance: Secure provisioning of administrative access and establishment of the communication matrix (e.g., Teams/Jira).

Governance Baseline: Setup of the **Azure Cost Management** dashboard to provide the Buyer with immediate visibility of consumption.

Skills Audit: A brief assessment of the Buyer's internal staff to tailor the knowledge transfer sessions.

Communication Launch: Initial staff engagement to signal the start of the transition.

6. Onepoint Implementation Approach

We follow a 4-phase methodology designed for complex public sector environments:

Phase 1: Discovery & Baseline: We audit your existing "as-is" estate, identifying technical debt and security risks. We define your **Azure Tenant Strategy**, including naming conventions, tagging, and RBAC (Role-Based Access Control).

Phase 2: Landing Zone Construction: We build the "foundational" environment. This includes VNet architectures, Hub-and-Spoke networking, and **Azure Policy** implementation to ensure data residency and compliance from Day 1.

Phase 3: Migration & Engineering: Workloads are moved using a "Migrate & Modernise" approach. We utilise **Azure Migrate** for lift-and-shift tasks while simultaneously refactoring critical services for cloud-native performance.

Phase 4: Optimisation & Handover: Post-migration, we right-size resources and provide **Site Reliability Engineering (SRE)** training to your internal teams.

7. Offboarding

Migration Completion Report: A final audit confirming every workload was successfully transferred and optimised.

Decommissioning Legacy Links: Working with the outgoing provider to safely terminate old connections.

Final Knowledge Transfer: Ensuring your team can manage the new "future-state" structures independently.

8. Shared Responsibility Model

Area	Supplier Responsibility (OnePoint)	Buyer Responsibility (Public Sector)
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Landing Zone Design	Designing a secure, governed Azure Landing Zone using Terraform/Bicep (IaC).	Providing final approval on networking (VNet) topology and naming conventions.
Governance & Policy	Implementing Azure Policy and RBAC guardrails to ensure data residency and compliance.	Defining the internal security policies and providing Data Protection Officer (DPO) sign-off.
Migration Execution	Engineering the transfer of workloads (VMs, DBs, Applications) using Azure Migrate or ASR.	Providing "Administrative" level access to source on-premises or legacy cloud environments.
Cost Management	Initial configuration of Azure Cost Management and "Right-Sizing" recommendations.	Monitoring and paying for the monthly Azure consumption/metered service costs.
Operational Handover	Delivering updated architectural diagrams (HLD/LLD) and technical runbooks.	Attending technical handover sessions and assuming day-to-day management of the Azure tenant.

9. Service Boundaries

- Excludes bespoke software development
- Excludes standalone penetration testing
- Excludes end-user helpdesk/ticketing support

10. Accessibility & Compliance

- In line with the **UK GDPR & NCSC** guidelines and principles
- **ISO certified** data best practices ensuring confidentiality, integrity and availability with strong, standardised end-to-end Encryption, enforced at rest and in transit where appropriate
- **Zero Trust** role provisioning

This service is delivered under the terms of the G-Cloud 15 Framework Agreement and the Call-Off Contract.