



TRIA Consulting

G-Cloud 15 Service Definition Document
Cloud Support Services

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Crown
Commercial
Service
Supplier

About TRIA Consulting

TRIA is an independent consultancy delivering measurable outcomes through true partnership. We specialise in digital transformation, cybersecurity, data services, and programme delivery across public and private sectors.

Our approach is built on delivering tangible results, not just advice. We work alongside your teams to drive meaningful progress through clearly defined deliverables, structured governance, and sustainable capability building.

As a majority female owned business, we bring diverse perspectives and values driven leadership to every engagement. We believe in long-term partnerships built on trust, transparency, and shared commitment to your success.



Our Delivery Method

TRIA's delivery approach is built on three core phases that ensure tangible outcomes, effective governance, and sustainable capability building. We adapt our methodology to your organisation's context while maintaining disciplined focus on deliverables and results.

Our Approach

Every engagement follows a structured cycle designed to deliver measurable value while building your solution:

Engage



Understanding requirements and mobilising for success

- Stakeholder engagement and requirements definition
- Scope agreement and deliverable specification
- Team mobilisation and access setup
- Statement of Work development
- Governance framework establishment

Deliver



Executing with pace, transparency and control

- Agile delivery with regular checkpoints
- Clear deliverable tracking and acceptance
- Risk and issue management
- Quality assurance at every stage
- Continuous stakeholder communication

Sustain



Embedding capability and ensuring lasting value

- Knowledge transfer and documentation
- Skills development and training
- Transition planning and support
- Post delivery review and lessons learned
- Continuous improvement recommendations

Our G-Cloud 15 Services

TRIA provides six integrated Cloud Support services covering the full transformation lifecycle. Each service is designed to deliver measurable outcomes while building sustainable internal capability.

1. Cloud Migration Planning
2. Set Up and Migration
3. Security Services
4. Quality Assurance & Performance Testing
5. Training Services
6. Ongoing Support

Service 1

Cloud Migration Planning

TRIA provides cloud migration planning covering capability assessment, enterprise architecture, cloud gap analysis and delivery roadmapping. We evaluate cloud and AI readiness, define target architectures and support business case development aligned to strategic objectives and GDS Service Standard expectations. Our consultants bring deep public sector experience ensuring measurable, sustainable transformation.

Features

- Digital maturity and cloud readiness assessment
- Enterprise architecture strategy and target-state design
- Cloud gap assessment and remediation recommendations
- Architecture options analysis across AWS, Azure and GCP
- AI readiness assessment and use-case prioritisation
- Business case development with benefits analysis
- Target operating model guidance for cloud adoption
- Data strategy and platform architecture advisory
- Delivery roadmap with phased implementation approach
- Stakeholder engagement and GDS alignment support

Benefits

- Reduces migration risk through structured assessment
- Accelerates decisions with clear architecture options
- Aligns technology investment with organisational strategy
- Improves business cases through robust analysis
- Identifies appropriate AI opportunities safely
- Supports informed platform selection
- Reduces rework through early planning clarity
- Improves alignment through structured communication
- Supports GDS Service Standard compliance
- Builds confidence through independent assessment

Service 2

Set Up and Migration

TRIA delivers cloud setup and migration services including data auditing, information architecture, secure environment design, project governance and mobilisation. We oversee migrations through agile delivery, supplier coordination and controlled change management. Our specialists ensure smooth transition from legacy systems while strengthening internal capability and supporting safe cloud adoption.

Features

Data auditing, profiling and migration readiness assessment

Information architecture and metadata structure design

Secure environment design aligned to NCSC principles

Advisory support for establishing AI-enabled data environments

Agile delivery governance and programme oversight

Stakeholder engagement and communication planning

Migration planning with risk-based controls

Integration architecture design for AWS, Azure and GCP

Legacy system transition and decommissioning support

Team mobilisation and structured knowledge transfer

Benefits

Reduces migration risk through strong governance

Improves data quality before transition

Ensures secure environments from project outset

Supports safe AI enablement foundations

Enhances user adoption through change management

Improves migration resilience through risk-based planning

Minimises disruption during legacy transitions

Improves interoperability through structured integration design

Reduces technical debt during system consolidation

Strengthens internal capability via knowledge transfer

Service 3

Security Services

TRIA provides security strategy, architecture, risk management and incident readiness services for cloud and AI enabled environments. We deliver assessments aligned to NCSC guidance and ISO 27001 principles, covering identity governance, threat modelling and audit support. Our approach strengthens resilience, improves governance and provides clear recommendations for secure cloud and AI adoption.

Features

Security strategy development aligned to NCSC guidance

Security risk assessment and treatment planning

Zero trust architecture design advisory

Cloud security posture and configuration review

AI and LLM security assessment and recommendations

Security incident response planning and playbook development

Penetration testing coordination with CREST accredited providers

Identity and access management design advisory

Third-party and supply chain security assessment

Compliance guidance for ISO 27001 and Cyber Essentials

Benefits

Reduces security risk through structured assessment

Strengthens resilience through clear architectural guidance

Protects AI initiatives with appropriate safeguards

Supports ISO 27001 and Cyber Essentials readiness

Reduces incident impact with planned responses

Enables confident secure cloud adoption

Identifies vulnerabilities before exploitation

Improves governance through defined security frameworks

Reduces supply chain risk exposure

Supports responsible, monitored AI adoption

Service 4 Quality Assurance & Performance Testing

TRIA provides quality assurance and testing services for cloud and AI enabled systems. We deliver test strategy, automation, performance testing, accessibility assurance and operational readiness assessments. Our specialists assess AI behaviour for fairness and reliability to ensure services meet functional, non-functional and compliance expectations before production release.

Features

Test strategy and assurance framework design

Test automation development and CI/CD integration

Performance testing across load, stress and scalability

Accessibility testing aligned to WCAG 2.1/2.2

AI model behaviour evaluation for fairness and drift

Infrastructure and cloud performance assessment

Capacity planning and performance modelling support

Operational readiness and go-live assurance

DevOps pipeline quality gates and automation

Security testing coordination with accredited specialists

Benefits

Reduces defects through comprehensive test coverage

Accelerates releases through automation adoption

Ensures accessibility compliance for all users

Evaluates AI outputs for fairness and reliability

Identifies performance issues pre-production

Reduces risk with operational readiness testing

Improves delivery quality through CI/CD assurance

Reduces manual effort with DevOps automation

Ensures scalability to meet demand

Builds confidence in release quality

Service 5 Training Services

TRIA delivers cloud, digital, data and AI training programmes to build sustainable internal capability. We provide user and administrator training, troubleshooting skills and service optimisation guidance. Our programmes cover AWS, Azure and GCP fundamentals, AI literacy, responsible use and practical skills development through structured knowledge transfer and train-the-trainer models.

Features

Cloud platform training for AWS, Azure and GCP

Super user and administrator capability development

Troubleshooting skills from basic to advanced

AI literacy and responsible AI awareness

Practical generative AI usage guidance and safe use patterns

Prompt use techniques for common AI tools

Data literacy and analytics training

Train-the-trainer capability development

Role based learning pathway design

Knowledge transfer and skills coaching

Benefits

Builds sustainable internal capability

Improves user adoption through effective training

Reduces support needs through skilled teams

Supports safe AI usage across the organisation

Multiplies capability through train-the-trainer

Accelerates cloud skills development

Improves troubleshooting reducing escalations

Increases productivity through optimised workflows

Enhances staff development opportunities

Ensures consistent skills across teams

Service 6

Ongoing Support

TRIA provides ongoing support for cloud and digital services through incident management, monitoring guidance, service reviews and continual improvement. Our UK based team offers ITIL aligned tiered support, knowledge base development, reporting and training coordination. We strengthen operational maturity through structured processes, transparent communication and sustainable capability building.

Features

- ITIL aligned tiered support from service desk to specialists
- Incident logging, categorisation and management
- Monitoring and alerting advisory support
- Performance reporting and trend analysis
- Guidance for AI service oversight and monitoring
- End user training coordination
- Knowledge base and runbook development
- Service improvement recommendations
- Standardised playbook development
- Vendor and supplier coordination

Benefits

- Reduces downtime through rapid response
- Improves service quality via ITIL aligned processes
- Supports proactive issue prevention
- Reduces repeat issues through knowledge management
- Enhances user experience through responsive support
- Enables continuous improvement backed by insights
- Builds internal capability through knowledge transfer
- Reduces escalations with structured guidance
- Improves consistency with standardised playbooks
- Strengthens accountability via clear metrics

User Support

All TRIA services include access to our UK based support team. We provide responsive assistance through multiple channels with defined service levels.

Support Channel

Email / Online Ticketing

Phone Support

Web Chat

Dedicated Account Manager

Details

Yes - available 24/7 for ticket submission

Yes - 9:00am to 5:30pm UK time, 7 days a week

No

Yes - included at no extra charge

Response Times

Standard Hours: Mon-Fri 9:00am - 5:30pm UK

Yes - available 24/7 for ticket submission

Out of Hours / Weekends: Urgent issues only

Yes - 9:00am to 5:30pm UK time, 7 days a week

All support is included at no extra charge and managed through a dedicated Account Manager who serves as your primary point of contact throughout the engagement.

Onboarding & Engagement

How We Start

Every engagement begins with a structured onboarding process to ensure we understand your requirements and can mobilise effectively:

- Requirements gathering and scope agreement
- Stakeholder identification and communication planning
- Team composition and resource allocation
- Access arrangements and security clearances
- Working practices and governance alignment
- Statement of Work and deliverables agreement
- Kick-off and mobilisation

Exit and Transition

We plan for sustainable outcomes from day one. Our exit approach ensures you retain full value from the engagement:

Knowledge Transfer: Documentation, playbooks and runbooks developed throughout the engagement are handed over in full.

Capability Building: Skills transfer and train-the-trainer activities ensure your teams can sustain outcomes independently.

Transition Support: We provide support during handover to internal teams or successor suppliers, ensuring continuity.

Notice Period: Contracts can be terminated with 30 days written notice. We will work with you to agree an appropriate exit plan.



Pricing

TRIA services are priced on a day rate basis aligned to the Government Digital and Data (GDD) Profession Capability Framework. Rates vary by job family, role and level. Please refer to our Pricing Document for full details including alternative charging models and volume discounts.

Commercial Flexibility

We offer flexible engagement models to suit your requirements:

- Time and Materials: Standard day rate billing for advisory and delivery work
- Fixed Price: Agreed price for defined deliverables with clear acceptance criteria
- Blended Teams: TRIA consultants working alongside your internal teams
- Retained Support: Ongoing support arrangements with agreed service levels

Contact us

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