



SERVICE DEFINITION

*Digital, Cloud & Enterprise
Architecture Strategy*

73 Church View, Hollywood,
BT18 9LN – United Kingdom
+44 (0)2890 394 431
info@cranmo.re



Contents

1. Purpose of this Document	3
2. Service Description.....	3
2.1 Overview.....	3
2.2 Service Components.....	3
2.3 Service Benefits.....	4
3. Delivery Approach	5
3.1 Service outline	5
3.2 Architecture Discovery & Assessment.....	5
3.3 Strategic Architecture Definition.....	5
3.4 Roadmap & Transition Planning	6
3.5 Governance & Enablement.....	7
4. Service Constraints.....	7
5. Ongoing Support.....	8
5.1 Support Services	8
5.2 Support Response Levels	8
6. Security and Compliance	8
6.1 Security Accreditations	8
6.2 Architecture Security	8
7. Pricing.....	9
8. Contact Information	9

1. Purpose of this Document

This document provides comprehensive information about Cranmore's Digital, Cloud & Enterprise Architecture Strategy service and how it is delivered to public sector organisations through the G-Cloud 15 framework.

This Service Definition is required as part of Cranmore Consulting's application to provide services to the public sector via the G-Cloud framework, in accordance with Crown Commercial Service requirements.

The content and structure of this document aligns with the guidance published by the Crown Commercial Service for G-Cloud 15 service providers.

2. Service Description

2.1 Overview

Cranmore's Digital, Cloud & Enterprise Architecture Strategy service provides expert architectural direction, strategic planning, and architectural governance for public sector digital transformation. Our service focuses on defining target architectures, establishing architectural principles, and creating architectural roadmaps that enable organisations to achieve their strategic goals for digital cloud solutions while managing complexity, risk, and technical debt.

This service provides architectural direction and strategic guidance. Our experienced architects work at the enterprise, domain, and solution levels to define architectural visions, assess current state capabilities, identify gaps, and establish clear pathways to target architectures. We specialise in cloud architecture strategy, enterprise architecture frameworks, technology strategy, and architectural governance aligned with public sector requirements.

Our architects bring deep expertise in cloud platforms (Azure, AWS), enterprise architecture frameworks, government architectural standards (GDS Technology Code of Practice), and modern architectural patterns including microservices, API-led integration, event-driven architectures, and cloud-native design. We ensure architectural decisions balance business value, technical feasibility, security, scalability, and long-term sustainability.

2.2 Service Components

Our Digital, Cloud & Enterprise Architecture Strategy service includes:

- **Enterprise and current-state assessment:** Assessment of existing enterprise architecture maturity, capabilities, and technology landscape, and alignment with organisational objectives.
- **Target and future-state architecture:** Definition of target architecture vision across business, data, application, and technology domains, aligned to strategic outcomes.
- **Cloud architecture strategy:** Strategic planning for cloud adoption, including cloud operating models, governance, landing zone strategy, and migration approaches aligned to cloud-first principles.
- **Technology strategy and roadmaps:** Development of technology strategies, standards, and phased roadmaps to support investment planning and delivery.
- **Architecture principles and standards:** Definition of architecture principles, patterns, and standards to guide consistent and sustainable technology decision-making.

- **Solution and application architecture direction:** High-level architectural direction for priority initiatives, including application modernisation and integration approaches, without detailed implementation design.
- **Data and integration architecture strategy:** Strategic direction for data architecture, integration patterns, and API approaches, aligned to governance and information management needs.
- **Security and infrastructure architecture:** Strategic security and infrastructure architecture direction aligned to government guidance and cloud best practice.
- **Architecture governance and assurance:** Establishment of proportionate architecture governance, decision-making, and assurance frameworks.
- **Architecture artefacts and communication:** Development of clear architectural artefacts to support stakeholder engagement and informed decision-making.

2.3 Service Benefits

Benefits of Cranmore's Digital, Cloud & Enterprise Architecture Strategy service include:

- **Strategic alignment:** Architecture strategies aligned to organisational objectives, supporting informed technology investment and delivery of business outcomes.
- **Reduced complexity and technical risk:** Clear architectural direction reduces technology sprawl, integration complexity, and architectural risk.
- **Improved governance and assurance:** Proportionate architecture governance supports effective decision-making, accountability, and compliance with organisational and regulatory requirements.
- **Cost efficiency and value optimisation:** Architecture planning identifies opportunities for cost optimisation, including rationalisation, cloud cost management, and technical debt reduction.
- **Faster and more consistent delivery:** Shared architecture principles, standards, and patterns reduce rework and accelerate solution delivery.
- **Interoperability and scalability:** Integration-led architecture approaches support scalable, interoperable services and end-to-end digital delivery.
- **Security by design:** Security considerations embedded at the strategy stage support secure, resilient architectures and reduce downstream remediation effort.
- **Future readiness:** Forward-looking architecture strategies enable organisations to evolve their technology estates and adopt new capabilities in a controlled and proportionate way.

3. Delivery Approach

3.1 Service outline

Digital, Cloud & Enterprise Architecture Strategy engagements will vary in scope depending on requirements, organisational complexity, and architectural maturity. Delivery typically involves:

3.2 Architecture Discovery & Assessment

Discovery establishes comprehensive understanding of the current architecture landscape, business context, strategic objectives, and architectural maturity. Our architects conduct thorough assessment through stakeholder engagement, documentation review, system analysis, and capability assessment.

Key activities include:

- **Business Context Analysis:** Understanding organizational strategy, business objectives, transformation goals, and strategic drivers requiring architectural support
- **Current State Architecture Assessment:** Comprehensive review of existing enterprise architecture including business architecture, application portfolio, data landscape, infrastructure, and integration landscape
- **Stakeholder Engagement:** Structured engagement with business leaders, technical leadership, solution architects, and delivery teams capturing diverse perspectives and requirements
- **Architecture Maturity Assessment:** Evaluation of architectural capabilities, governance maturity, architecture practice effectiveness, and identification of capability gaps
- **Technology Landscape Review:** Assessment of current technology choices, platforms, frameworks, and identification of technology debt, obsolescence, and modernisation needs
- **Architecture Documentation Review:** Analysis of existing architectural artifacts including current state diagrams, principles, standards, and identification of documentation gaps
- **Constraint & Risk Identification:** Identification of architectural constraints including budget limitations, regulatory requirements, legacy dependencies, and technical risks
- **Capability Gap Analysis:** Comparison of current capabilities against desired capabilities identifying gaps requiring architectural attention and investment

3.3 Strategic Architecture Definition

Cranmore works with stakeholders to define the target architecture vision, establishing architectural principles, and developing strategic architectural direction. We work collaboratively with stakeholders to create architectural strategies that are ambitious yet achievable, balancing business needs with technical feasibility.

Key activities include:

- **Target Architecture Vision:** Development of comprehensive target architecture spanning business, information, application, and technology domains describing the desired future state
- **Architecture Principles Development:** Establishment of architectural principles governing technology decisions ensuring consistency with organisational values and strategic objectives

- **Cloud Architecture Strategy:** Definition of cloud strategy including cloud platform choices, cloud operating model, hybrid cloud approach, and cloud-native architectural patterns
- **Integration Architecture Strategy:** Design of integration strategy including API-first approaches, integration patterns, event-driven architecture, and integration governance frameworks
- **Data Architecture Strategy:** Strategic data architecture planning including data governance, data platform strategy, master data management, and analytics architecture direction
- **Security Architecture Framework:** Definition of security architecture principles aligned with Zero Trust, defence-in-depth, and government security standards (NCSC guidance)
- **Technology Standards Definition:** Establishment of technology standards including approved technologies, architectural patterns, development frameworks, and infrastructure standards
- **Architecture Decision Records:** Documentation of key architectural decisions including rationale, alternatives considered, and implications
- **Options Analysis:** Evaluation of architectural options for key decisions including cost-benefit analysis, risk assessment, and recommendation of preferred approaches

3.4 Roadmap & Transition Planning

This translates architectural vision into actionable transformation roadmaps. We develop phased transition plans that sequence architectural initiatives, manage dependencies, and provide clear pathways from current to target architecture with realistic timelines and resource requirements.

Key activities include:

- **Architecture Roadmap Development:** Creation of multi-year architecture roadmap sequencing architectural initiatives, defining milestones, and establishing clear progression from current to target architecture
- **Transition Architecture Planning:** Definition of interim transition architectures representing stable intermediate states between current and target architecture managing transformation complexity
- **Dependency Mapping:** Identification of dependencies between architectural initiatives, systems, and transformation programmes ensuring appropriate sequencing and risk management
- **Investment Planning:** Development of high-level investment cases for architectural initiatives including cost estimates, benefit projections, and return on investment analysis
- **Risk & Mitigation Planning:** Comprehensive architectural risk assessment with mitigation strategies addressing technical risks, delivery risks, and organisational change risks
- **Quick Win Identification:** Identification of quick wins and early value delivery opportunities building momentum and demonstrating architectural value
- **Resource Planning:** High-level resource planning for architectural initiatives identifying required skills, capacity needs, and potential capability gaps
- **Business Case Development:** Development of business cases for key architectural investments supporting funding decisions and investment prioritisation

3.5 Governance & Enablement

This establishes architecture governance frameworks and enables the organisation to execute the architecture strategy. We define governance processes, establish architecture review mechanisms, and provide knowledge transfer ensuring sustainable architectural capability.

Key activities include:

- **Architecture Governance Framework:** Design of architecture governance, operating model, escalation processes, and decision-making frameworks
- **Architecture Compliance Process:** Definition of architecture compliance processes including solution architecture review, compliance checking, exception management, and remediation approaches
- **Communication & Stakeholder Engagement:** Development of architecture communication strategy including stakeholder engagement plans, architecture presentations, and ongoing communication mechanisms
- **Knowledge Transfer:** Comprehensive knowledge transfer to internal architecture teams covering architecture strategy, governance processes, and architecture practice development
- **Architecture Documentation:** Finalisation of comprehensive architecture documentation including architecture repository setup, document templates, and documentation maintenance approach
- **Capability Development Planning:** Recommendations for architecture capability development including training needs, recruitment priorities, and architecture practice maturity roadmap
- **Handover & Support Planning:** Structured handover to internal teams with ongoing architecture advisory support options and architecture coaching arrangements

4. Service Constraints

The following constraints apply to this service:

- **Strategic Focus:** This service provides architectural direction and strategic recommendations. It does not include detailed solution design, build, or delivery activities, which may be delivered under separate engagements.
- **Stakeholder Engagement:** Effective architecture strategy requires active engagement from business leadership, technical leadership, and key stakeholders throughout the engagement
- **Documentation Access:** Architecture assessment requires access to existing architecture documentation, system documentation, and technical landscape information
- **Decision-making and Governance:** Progress and outcomes are supported by appropriate Buyer decision-making authority and governance arrangements to enable timely review and endorsement of architectural direction.
- **Organisational Context:** Architecture strategies are tailored to organizational context including size, complexity, maturity, risk appetite, and transformation readiness
- **Implementation Planning:** Detailed implementation planning, solution delivery, and operational implementation are outside scope of this strategic architecture service
- **Scheduled Updates:** Architecture strategies and roadmaps are reviewed and updated periodically reflecting changing business priorities, technology evolution, and lessons learned.

5. Ongoing Support

5.1 Support Services

Cranmore provides comprehensive ongoing support including:

- **Architecture Advisory:** Ongoing architecture advisory services providing guidance on architectural decisions, technology choices, and strategic architecture questions
- **Architecture Review:** Solution architecture review services ensuring proposed solutions align with target architecture, principles, and standards
- **Technical Account Management:** Dedicated account manager as single point of contact for architecture consultancy, guidance, and escalation
- **Architecture Governance Support:** Support for architecture governance processes including Architecture Review Board facilitation and architecture compliance assessment
- **Strategy Refresh:** Periodic architecture strategy refresh ensuring strategies remain current with business priorities, technology evolution, and market changes

5.2 Support Response Levels

Post-go-live incident response based on business impact:

- **Priority 1 (Major Impact):** 15 minutes response, 6 hours resolution target
- **Priority 2 (High Impact):** 1 hour response, 8 hours (one working day) resolution target
- **Priority 3 (Moderate Impact):** 4 hours response, 3 working days resolution target
- **Priority 4 (Minor Impact):** 1 day response, 10 working days resolution target

6. Security and Compliance

6.1 Security Accreditations

Cranmore holds the following security accreditations:

- **ISO 27001:** International standard for information security management systems, ensuring robust security controls and information protection
- **Cyber Essentials Plus:** Independently verified cyber security certification demonstrating technical security controls and secure operational practices
- **Security Clearance (SC):** Key personnel hold UK Security Check clearance for handling OFFICIAL classified data and sensitive architecture information

6.2 Architecture Security

All architecture documentation and strategic planning incorporates security-by-design principles aligned with NCSC Cloud Security Principles and Zero Trust architecture approaches. Architecture strategies address security architecture including identity and access management, data protection, network security, and security monitoring. Confidential architecture information is handled in accordance with protective marking requirements and appropriate information security controls. Our architects maintain currency with government security standards, threat landscapes, and security best practices ensuring architecture strategies support robust security posture.

7. Pricing

Pricing for this service is based on:

- **Engagement Scope:** Pricing reflects architecture scope including enterprise architecture, domain architecture, cloud strategy, and number of architectural domains addressed
- **Organizational Complexity:** Costs scale with organisation size, technology landscape complexity, number of systems, and architectural maturity level
- **Duration & Depth:** Pricing considers engagement duration, depth of analysis required, and level of detail needed in architectural artifacts and documentation

All prices are exclusive of VAT.

8. Contact Information

Primary Contact

Fergus McGrath
Sales Director
Cranmore Consulting
Mobile: 07912 777717
Email: fergus@cranmoreconsulting.com

Service Desk

Telephone: 028 9042 1238
Email: info@cranmoreconsulting.com

Registered Office

Cranmore Consulting Ltd
73 Church View, Holywood
BT18 9LN
United Kingdom

G-Cloud 14 Listing

<https://www.applytosupply.digitalmarketplace.service.gov.uk/g-cloud/services/479964968691217>
