

Cloud Migration & Transition Support

Service Definition

G-Cloud 15 – Lot 3: Cloud Support Services

Spirit UK Managed Services Ltd

1. Service Overview

Cloud Migration & Transition Support is a structured support service designed to help organisations safely plan, execute, and stabilise migrations to, between, or within cloud environments.

Spirit UK supports migrations involving platforms such as Microsoft Azure and Microsoft 365 as well as Google services, including tenant transitions, cloud consolidation, and exit from legacy hosting or service providers. The service focuses on operational continuity, data integrity, and security throughout the migration lifecycle.

This service is delivered as time-bound professional services and may be provided as a standalone engagement or alongside Spirit UK's Managed Cloud Support service.

2. Service Objectives

The objectives of this service are to:

- Minimise disruption to business services during migration
 - Maintain data integrity and availability
 - Ensure secure access and permissions in the target environment
 - Reduce risk when transitioning from legacy platforms or suppliers
 - Enable a controlled transition into steady-state support
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3. Scope of Service

3.1 Migration Scenarios Supported

The service supports, but is not limited to:

- Migration to Microsoft Azure and Microsoft 365
- Microsoft 365 tenant-to-tenant migrations
- Cloud-to-cloud and hybrid-to-cloud transitions

- Exit from legacy hosting or managed service providers
 - Environment consolidation or re-organisation
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3.2 In-Scope Activities

Discovery and Planning

- Review of existing systems, data, users, and dependencies
- Assessment of identity, permissions, and security posture
- Definition of migration scope, risks, and sequencing
- Development of a migration and transition plan

Environment Preparation

- Configuration of target cloud environments
- Setup of security groups, access controls, and identity policies
- Governance and baseline security configuration
- Monitoring and alerting preparation

Migration Execution

- Secure migration of data, workloads, and configurations
- Use of approved migration tools and automation
- Delivery during agreed migration windows

Configuration and Validation

- Re-establishment and verification of user and administrator access
- Reconfiguration of integrations such as Microsoft Teams and email
- Validation of permissions and least-privilege access

Testing and Stabilisation

- Post-migration validation and functional testing
- Performance and operational verification
- Resolution of migration-related issues

Transition to Support

- Stabilisation period following migration completion
 - Handover into Managed Cloud Support where applicable
 - Documentation and run-book updates
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4. Service Delivery and Management

The service is delivered using ITIL-aligned change and incident management practices.

Migration activities are planned, communicated, and approved in advance, with clear coordination during migration windows. Issues arising during migration are logged and managed through Spirit UK's service desk, with escalation to senior engineers where required.

5. Support Levels

- Support applies to migration and transition activities only
- Migration-related incidents are triaged based on impact and urgency
- Critical issues during migration windows receive immediate triage
- Escalation to senior engineers and specialists is available
- Out-of-hours migration support is available by prior agreement
- Post-migration stabilisation support is provided for an agreed period

Response times and escalation paths are defined in the Statement of Work.

6. Security and Data Protection

Security is embedded throughout service delivery:

- Secure handling and transfer of data
- Preservation and validation of access controls
- Alignment with UK GDPR and data protection legislation
- Configuration aligned with NCSC guidance where applicable

Spirit UK acts as a Data Processor where applicable. The customer remains responsible for data ownership and lawfulness.

7. Customer Responsibilities

Customers are responsible for:

- Providing timely access to systems, data, and stakeholders
- Maintaining required licences and cloud subscriptions
- Nominating authorised contacts for approvals and escalation
- Participating in planning, testing, and acceptance activities
- Communicating constraints, risks, and dependencies

Failure to meet these responsibilities may affect delivery timelines.

8. Service Constraints

- Delivery depends on customer access and approvals
- Timelines vary based on system complexity and data volumes
- Third-party supplier dependencies may affect delivery
- Legacy or unsupported platforms may limit migration options
- Scope limited to services defined in the Statement of Work

9. Pricing Model

Pricing is defined in the applicable Pricing Pack or Statement of Work and typically includes:

- Time-bound professional services charged at agreed day rates
- Optional transition into Managed Cloud Support post-migration

All prices are exclusive of VAT.

10. Service Outputs

Typical outputs include:

- Migration and transition plan
- Configured target cloud environment
- Migrated data and services
- Updated access controls and permissions
- Operational documentation and run-books
- Transition into steady-state support

11. Exit and Offboarding

At the conclusion of the migration engagement:

- Migration activities are completed or formally handed over
- Documentation is provided to support ongoing operations
- Access is securely removed or transitioned as agreed