

Service Definition Document – Cloud solution Discovery, Incubation and Business Analysis

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CCS - G-Cloud 15
19 January 2026



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Project manager: Hugh McMichael

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Jacobs U.K. Limited

Cottons Centre
Cottons Lane
London SE1 2QG
United Kingdom

T +44 (0)203 980 2000
www.jacobs.com

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Service attributes

Service type

Lot 3: Cloud Support

Service name

Service name

Cloud Solution Discovery, Incubation and Business Analysis

About your service

Service description

Our Cloud Solution Discovery, Incubation and Business Analysis service enables strategic, outcome-focused cloud transformation for UK Government. We combine user-centred discovery, advanced analysis, and agile incubation to design secure, scalable, cost-efficient solutions. Change management, governance, and capability building are embedded throughout, ensuring sustainable adoption aligned with GDS and CDDO standards.

Service categories

- Cloud Support Services
 - Set Up and Migration
 - Data/information structure design
 - Data/information structure design
 - Engagement and communication planning
 - Engagement and communication planning
 - Project management and governance
 - Project management and governance
 - Service optimisation/right sizing
 - Service optimisation/right sizing
-

Service features and benefits

Service features and benefits

Service features

- Comprehensive user and business discovery workshops for insights
- Detailed business analysis and requirements engineering for clarity
- Solution design aligned with cloud-native and hybrid architectures
- Agile delivery across Discovery, Alpha, Beta, and Live phases
- Technology-agnostic approach leveraging best-in-class platforms and tools
- Integration with legacy systems to optimise investments and reduce duplication
- Embedded change management and capability building for sustainable adoption
- Compliance with GDS, CDDO, and ISO 27001 standards
- Rapid prototyping for accelerated validation and innovation
- Continuous improvement through analytics and feedback-driven optimisation

Service benefits

- Accelerates delivery while minimising disruption to current operations
- Improves decision-making through robust business analysis and discovery
- Reduces technology complexity and operational costs through rationalisation
- Enhances resilience and scalability with cloud-native architectures
- Empowers government teams via structured change management and skills transfer
- Supports sustainability and social value objectives across programmes
- Delivers measurable outcomes aligned to policy and strategic goals

Service scope

Service constraints

N/A

Reselling

Supplier type

Supplier type

I'm not a reseller

User support

Email or ticketing support

Email or online ticketing support

Yes

Support response times

Email support available 9am-5pm Monday to Friday (UK time) with a typical response time of 48 hours (SLAs to be agreed on a case-by-case basis).

User can manage status and priority of support tickets

No

Phone support

Phone support

Yes

Phone support availability

9 to 5 (UK time), Monday to Friday

Web chat support

Web chat support

No

Support levels

Support can be provided at various levels depending on the solutions and the customer requirements. Support levels can range from a basic feedback form to a full helpdesk facility with 365 day coverage depending on the SLA.

Staff security

Staff security clearance

Staff screening performed but doesn't conform with BS7858:2019

Government security clearance

Up to Security Clearance (SC)

Pricing

Discount for educational organisations

No