

Cloud Migration and Application Support - Service Definition

Service Overview

Opal Solutions provides cloud migration and application support services to UK public sector organisations. The service supports the planning, delivery and ongoing support of cloud-based and hybrid systems, helping organisations modernise safely and operate reliable digital services.

Service Scope

This service includes cloud migration planning, application support, system integration support, and ongoing operational assistance for live environments. Delivery is aligned to buyer requirements agreed at call-off.

What the Service Does Not Include

The service does not include the provision or hosting of cloud infrastructure, proprietary software licences, or unmanaged 24/7 infrastructure operations unless explicitly agreed at call-off.

Service Delivery Model

Delivery is primarily remote and SME-led, using experienced consultants and contractors. On-site support can be provided where required by agreement.

Support Model

Support is provided during UK business hours via email, ticketing systems and phone. Requests are prioritised based on impact and urgency, with enhanced support options available by agreement.

Security and Data Protection

Opal Solutions follows UK GDPR and public sector data protection requirements. Personnel are screened appropriately for their role, and BPSS clearance can be provided where required.

Onboarding and Offboarding

Onboarding includes service initiation, access setup and knowledge transfer. Offboarding ensures secure handover, documentation completion and access removal.

Service Constraints

Service delivery is subject to agreed scope, timelines and resource availability. Support outside business hours is by prior agreement.