



Service Definition Document for G-Cloud Services

Framework Reference: RM1557.15

January 2026

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Introduction

At Green Cube Infosystems, we specialize in aiding you to conceptualize, plan, create, validate, and seamlessly integrate cloud services. Our team is dedicated to supporting you throughout the entire journey of adopting cloud technology, offering a comprehensive range of services tailored to meet diverse cloud-related needs, all conveniently accessible through our G-Cloud Service offerings.

Specification Activities

Feasibility Study

Green Cube Infosystems consultants typically collaborate with the client team to define the project scope and expectations, as well as establish preferred modes of collaboration. They ensure they have access to all pertinent individuals within the client organization to fulfil their responsibilities effectively. Afterward, consultants engage with the designated users to discuss project scope details, leveraging insights from these interactions to generate a feasibility report. Throughout the process, consultants provide regular progress updates and actively seek feedback from the client. This feedback loop continues until the final submission, review, and agreement on the comprehensive report. Often, this report serves as a crucial tool for assessing project viability, including cost-benefit analysis of incorporating cloud components.

Requirements Gathering

Often a client will have an idea of the solution that they would like but will not have a definitive set of requirements. Green Cube Infosystems consultants are able to engage with the client business users to help identify and document the detailed requirements. Often the consultant will begin with a set of artefacts such as:

- Aims and objectives statements
- KPIs required from the new system
- Current / required business process descriptions
- Documentation and or demonstrations of current systems
- Current problems and issues lists.
- Statement of scope

The consultant will work with the client to identify all relevant people who could provide input into the requirements gathering process. The consultant would then meet with those people either on a

one-to-one basis or in a group workshop scenario and work through the scope of the project and derive a list of detailed requirements for the solution. The consultant will also provide input into the process to assist and enhance the requirements based on their experience. The consultant will be well aware of any associated Cloud functionality and can present such options to the business which can help refine the requirements. Requirements gathering can often include meetings with other parts of the business or 3rd parties who have systems or interests that interface with the area of requirements and these 'external' parties can often add additional requirements that the core business users may not be aware of but which will be required to support the requirements that have been identified. In addition, a Logical Data Model in the form of an Entity-Relationship diagram may be created as part of the requirements analysis if it helps clarify the requirements and how entities within the requirements need to interact.

The output of the requirement gathering process is typically a requirements matrix which lists all requirements along with an indication of the priority of the requirement and can contain cross references between requirements so that requirement dependencies can be identified. MOSCOW notation is one commonly used way of prioritising, standing for: Must have, Should have, Could have, Won't have. The final requirements matrix will be sent to the client for review and agreement.

Specify Interfaces

If interfaces with other systems are identified as a requirement, then our consultant will engage with the relevant parties in order to obtain detailed interface specifications and to also make all parties aware that these interfaces will exist. Such interfaces are often outside of Green Cube Infosystems' control so it needs to be agreed and understood that the interfaces will need to exist and that all parties will commit resources and effort to ensure that the interfaces can be in place for the end solution. If detailed interface specifications already exist, then they should be gathered and reviewed at this stage.

Specify Infrastructure

As part of the initial engagement, the consultant will work with the client IT department to determine the Cloud infrastructure requirements. This process includes discovery and understanding of the client's current Cloud infrastructure and/or any preferences they have for the Cloud infrastructure and/or the Cloud provider. Green Cube Infosystems can provide expert advice to assist the client with

the Cloud infrastructure requirements if required, but an infrastructure direction needs to be understood prior to design as it will have an impact on the design.

Develop a Training Strategy

At an early-stage Green Cube Infosystems consultant will engage with the client project team in order to determine if any training will be required later in the project. The Training Strategy is used to gain agreement from the client over what training is required and how it will be delivered. It is used where these have not already been covered in sufficient detail in the requirements.

The scope of Green Cube Infosystems training covers training for users, system administrators and technical support staff (usually when client technical staff are unfamiliar with the Cloud technologies being provided). It can be provided directly by Green Cube Infosystems staff (usual for technical training) or on the basis of train-the-trainer (usual for user training with a large user population).

On larger projects a formal Learning Needs Analysis (LNA) stage can be conducted. This consists of:

- issuing questionnaires to the future trainees to understand existing skills and needs
- analysis of the results
- leading to decisions on most appropriate training methods

Alternatively, a briefer LNA stage can be conducted by meeting with client representatives and using their understanding of the likely skills of trainees to propose the training methods.

It is important that the scale of the task and approach to LNA is discussed / agreed with the client to ensure their needs will be met.

Typical training strategy content:

- Training Objectives
- User Groups to be trained
 - Trainee numbers
 - Trainee existing skills levels
 - Trainee required skills
 - Training methods to be used
- Training to be delivered (see advice and guidance below) ○

- List of courses / events
- Outline content of each course/event ○
- Duration and numbers of each course/event
- Materials to be provided
- System support required
- Planning Requirements (planning is carried out in a separate process so this item is to gather high level requirements that feed into planning)
 - Responsibilities of the client (e.g. provision of classrooms, systems, train-the-trainers)
 - Required timescales
- Any follow-up support required of Green Cube Infosystems (e.g. floor walking / mentoring)

Developing a Migration Strategy

Green Cube Infosystems can provide services to help you determine/define a migration strategy. Each data migration exercise is different making it imperative that each project with data migration requirements prepares a data migration strategy and plan.

Green Cube Infosystems will engage with the client to gain an understanding about the data to be migrated, relative importance and criticality of the data.

Considerations to be taken into account during the process:

- The high-level phasing and sequence of: new software; data migration; and, testing
- The timing of the above steps with the business cycles: e.g. closed periods and periods of high business activity
- The testing approach must involve client staff wherever possible as this can form part of the acceptance criteria and also helps client staff training and buy-in.
- The migration strategy must be formally agreed with the client

A migration strategy will cover the following points (which would be expanded during a subsequent Migration Planning exercise that takes place during the development phase):

- Migration Method
- Volume of data
- Time to migrate

- Data sources
- Consistency and cleansing of data
- De-duplication
- Data Transfer and Conversion
- Data Merge
- Performance
- Single/Multi-threading
- Disaster Recovery
- Controls and Exception Handling
- Post Migration Checks and Processing

Developing a Test Strategy

A test strategy describes the scope, objectives, approach, management and level of testing that is appropriate for the project or programme at hand.

The consultant will engage with the client project team to determine what aspects of testing are required and determine what needs to be successfully tested so that the client and Green Cube Infosystems will be content that the application/solution can be successfully deployed into production. Such testing will include both functional and non-functional tests.

Elaboration - Design Activities

Solution Design

At the outset of the design process, Green Cube Infosystems project team should have a list of each of the requirements. Those requirements will be defined at a high level and Green Cube Infosystems will engage with the client project team and business users, typically via a series of workshops, in order to walk through the requirements and expand each of them to a very detailed level.

Design Workshops are run for the purpose of interactively developing and agreeing any information with a group of stakeholders. Most frequently the workshop will be to work on requirements or design which will leading to generation of a Requirements Specification or Functional Specification.

The design workshops can spawn further workshops where Business Process Modelling, Physical Infrastructure and/or Migration options may be discussed. The aim of the workshops is to ensure that both Green Cube Infosystems and the client have a clear understanding of the requirements and scope of the project.

Once the requirements are well understood, Green Cube Infosystems consultants and architects will begin to produce the requirement or functional specifications and subsequent software designs. The Cloud infrastructure will also be discussed and defined and this will be a key input into the overall solution designs.

In addition, once requirements are well understood, Green Cube Infosystems will consider any off-the-shelf packages or Software-as-a-Service (SaaS) Cloud solutions that are available which could potentially meet the requirements. In consultation with the client, Green Cube Infosystems can perform an exercise to evaluate any such available products and present findings back to the client for discussion and for a decision on how to proceed.

With the design, infrastructure and product/ bespoke decided, Green Cube Infosystems can proceed to produce a set of Construction estimates for the solution, with breakdowns of functionality so that the client can clearly see the overall costs and have a breakdown of functionality costs that combine to produce the overall estimate. Green Cube Infosystems is flexible on the costing approach and estimates can be provided is Fixed Price or on a Time & Materials basis.

If a data migration is part of the requirements, then suitable migration tools will be evaluated during the design phase and recommendations will be presented to the client.

With the functionality clearly understood, Green Cube Infosystems would then reconvene with the client project team to review the requirements, functionality and associated estimates, and from that detail determine which functionality should be in/out of scope for the subsequent construction phase. Once decided, Green Cube Infosystems would present back a final proposal with construction phase functionality and total costs for the client to review and decide whether to proceed to the subsequent construction phase.

Construction

Development and Test

The main portion of the Construction Phase is usually the development or configuration of the Cloud software. A Green Cube Infosystems Project or Programme Manager will lead the development team

on the Green Cube Infosystems' side and they will liaise and report regularly with their client counterpart.

Green Cube Infosystems' infrastructure team will typically implement a Cloud platform for development and testing purposes. Where possible the Cloud platform will closely replicate the final production Cloud platform. This is usually more straight-forward with Cloud and SaaS implementations as the environments are virtualised and normally require a straight-forward instantiation of the environment based on the design specifications.

The development team is led by a Solution Architect with one or more teams, each of which is led by a Senior Developer. Green Cube Infosystems operates a Quality Management System which has a large range of Coding Techniques and Standards which our developers and database administrators use, or we can adopt client standards if they are available. The Architect and Test Leads manage the development tasks and are responsible for code reviews to ensure that standards are being followed and to check the functionality that is being implemented. Alternatively, Product Specialists will be formed into teams in order to configure and customise the Cloud product or service. However, Team Leaders will still be involved in validating and checking the configurations.

Green Cube Infosystems normally implement using and Agile Development approach and as such development activities are broken down into one or more sprints or iterations. However, Green Cube Infosystems development teams are also familiar with Waterfall Methodology and can operate in that manner or in an approach that is a hybrid of the two.

Functionality within each sprint are determined at the beginning of the sprint and is agreed with the client project team. Sprints normally last 2-4 weeks each and close interaction between Green Cube Infosystems and client teams is encouraged throughout, so that on-going progress can be observed by the client and timely feedback can be received by the development team. Automated unit tests are developed and executed as part of the Continual Build & Release process.

A Green Cube Infosystems Test Manager is assigned to the project and they will produce a Test Plan in conjunction with the client counterpart and which is based on the Test Strategy that was agreed during the Elaboration Phase. The Test Manager and their test team will create a series of test scripts

during the sprint and these are used at the end of the sprint to both Integration and System Test the functionality.

New requirements or functionality may be identified during the Construction Phase. In such cases the new functionality is added to the requirements listing. Depending on how the project has been estimated and funded, and if the client wishes to add the new functionality, then a pre-agreed Change Management process will be initiated whereby current functionality is traded off against the new functionality or addition cost/effort is added to the project. Both scenarios would require a Request for Change and need to be agreed by both Green Cube Infosystems and the client.

The sprints/iterations are repeated until all required functionality has been developed or until the client agrees that the solution has enough functionality in place so that it can be released to the business users.

Training materials are also produced during the development sprints but these are not finalised until each sprint completes. These guides can be used by business users to 'confirmation test' the functionality during development. However, as the business users who are part of the project are being engaged by the development team throughout the development sprints, they become familiar with the application as it is being developed and as such require little or no training further training at the end of each sprint.

Projects that involve data migration are also implemented during the development sprints. Migrations can include much more than straightforward data movement, but can also include various data sources, data merging, de-duplication, consistency and cleansing of data as well as data transfer and conversion. Data Quality can also be addressed and these tasks are addressed by Data Specialists. They will engage with the respective data owners within the client organisation to determine the rules and measures that need to be employed in order to produce accurate resultant data that the application can use. Master Data Management techniques may also be applied during the data migration stage if requirements exist that relate to MDM. The Time to Migrate is a key metric that can be determined during the development and this can be used to plan the final migration step, along with various other considerations such as roll-back and Disaster Recovery, etc.

Transition Management

Green Cube Infosystems' Transition Management services provide support, guidance and can lead the transition into Cloud implementation.

Our tried and tested approach is to break the process into a series of stages that are aimed to minimise the risks that are associated with the critical transition phase. A Transition Manager leads the transition of a new or existing system into a Cloud implementation, manages liaison with the technical team and supports the business through the transition. The Transition Manager will work with the client to produce a Transition Plan. This plan will detail the key activities, the acceptance criteria for a successful transition and the timing of the transition, training needs, future governance as well as identification of risks along with plans to mitigate those risks.

If transitioning a 3rd Party solution, our consultants will first need to engage with the business and technical users of the current service in order to gain a thorough understanding of the various system artefacts including:

- Process review in order to understand all processes and procedures that the system performs – including normal business processing plus maintenance activities and backups, disaster recovery, etc.
- Code and data reviews to understand the complexities of the system and to gain an understanding of any issues that would hinder the transition process
- System documentation review to assess the level of updates, if any, that might be required

With all such information available, the transition plan can be completed and estimates of both effort and cost can be provided. This will include any needs for training – if they have been identified.

Security

Green Cube Infosystems is experienced in providing the full range of specialist CLAS and Information Assurance resources, primarily to the Public Sector. We are adept at working with security technology and processes across all impact levels and classifications.

Green Cube Infosystems recognises that security is a key aspect of all systems and as such it needs to be an integral requirement that maintains high priority throughout any engagement. Security aspects

need to be considered during elaboration and these need to be factored into the requirements, the design as well as the construction and deployment. Our Solution Architects and development teams have many years of experience in securing systems and their data both on-premise and in Cloud scenarios. Our security specialists are involved in architectural reviews and system design reviews to ensure that security is fundamental in all systems that Green Cube Infosystems implement.

Green Cube Infosystems security consultants can offer security advice in areas including Cloud Security, Network Analytics, Deep Packet Inspection, WAN Defence.

Green Cube Infosystems is Cyber Essentials certified.

Transition to Support

At the end of a development project the Cloud based solution will need to be transitioned into support. That can either be the client support team, a 3rd Green Cube Infosystems support team or our Application Management Support (AMS) team. In all cases, our service teams approach the support transition in the same manner:

- Meet with the support team and walk them through the solution and configuration so that they gain an understanding of the functionality
- Walk through all data source and external interfaces and administrative screens if they exist
- Transition the codebase – this will involve walkthroughs, documentation, build scripts, Cloud environment and Cloud deployment mechanisms, etc
- Observe the support team perform a build and release
- Handover any outstanding issues – these will usually be cosmetic or low priority
- Handover all supplemental documentation including user guides, admin guides, etc
- The final step is to shadow the support team or be available for support calls to assist the support team for an agreed period of at the beginning of the support phase

Green Cube Infosystems' AMS team have been through the transition process many times and they can assist both the development team and/or other support teams to ensure that they get the knowledge transfer that they need in order to assume support of the new Cloud development.



Deliver Support

Our team of specialists provide the following core services:

- Online Service Desk and Fault Logging
- Regular Reviews and Reporting
- Fault and Query Investigation and Software Correction
- Database Administration
- Software Release
- Service Level Management
- Service Management

For further information

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