

C) Service Definition — Change Management (Cloud Adoption)

1. Service overview

People-centred change services to accelerate cloud adoption: readiness, stakeholder engagement, comms, training, change network, and benefits realisation.

2. Scope

Included: change strategy & plan; impact and readiness assessments; comms & engagement; training design/delivery; adoption metrics; benefits tracking. Excluded: generic L&D unrelated to cloud services.

3. Onboarding

Onboard with discovery & audience mapping; exit with playbooks, training assets, comms packs; SLAs as above; security per buyer policy; open-format returns.

4. Offboarding / exit

Full handover: plans, RAID, reports, benefits log; knowledge transfer; final lessons learned and closure; optional transition to PMO-as-a-Service.

5. Service levels & support

Core hours: Mon–Fri 09:00–17:30 (UK). Response within 1 business day; weekly delivery status; monthly steering. SLAs tailored in SoW. (Buyers evaluate SLAs as part of due diligence per buyers' guide.)

6. Security & data protection

Work aligns to Government Security Classifications; staff clearance profiles agreed at call-off (BPSS/SC/DV as needed). Project artefacts handled per buyer policy. (Security detail is assessed at call-off under G-Cloud.)

7. Constraints

Access to stakeholders and artefacts; timely decisions/approvals; buyer tool access where required.

8. Consumer responsibilities

Provide product owners/sponsors, environment access, and timely feedback/approvals; nominate information asset owners.

9. Technical requirements

Buyer collaboration and productivity tooling (e.g., O365/Teams, Jira/DevOps) or our secure equivalents.

10. Ordering & invoicing

Call-off under RM1557.x; SoW defines scope and deliverables; monthly invoicing in arrears or per milestone (buyers follow G-Cloud buying steps).

11. Training

Optional training/coaching for delivery teams (planning, governance, benefits).

12. Service constraints (maintenance/windows)

Not applicable (professional services). Any planned unavailability agreed in advance via the mobilisation plan.

13. Data exit & retention

All buyer data/artefacts returned at exit in open formats; supplier copies securely purged after buyer confirmation, aligning to service definition expectations