

Cloud Operating Model

G-Cloud

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Table of Contents

1	Service Overview
2	Our Approach
3	Getting Started
4	Your Responsibilities
5	Security & Compliance
6	Support & Exit
7	Why Appvia
8	Contact Us

Cloud Operating Model Consultancy

Cloud operating model transformation aligned with industry frameworks. Delivers organisational design, governance frameworks, and team structures for effective multi-cloud adoption.

1 Service Overview

Appvia's Cloud Operating Model Consultancy helps UK public sector organisations design effective structures for cloud adoption. We combine industry frameworks with practical experience to deliver sustainable operating models.

What you get:

- **Operating model design** — Aligned with cloud adoption frameworks and Team Topologies
- **Cloud Center of Excellence** — CCoE establishment and maturity roadmap
- **Team structures** — Stream-aligned, platform, and enabling team definitions
- **Roles and responsibilities** — Clear RACI matrices and accountabilities
- **FinOps practice** — Cost visibility and optimisation governance
- **Governance framework** — Aligned with NCSC security principles
- **Platform strategy** — Internal developer platform roadmap
- **Change management** — Organisational transformation support
- **Capability development** — Training programmes for cloud skills

We help you balance developer autonomy with security and governance.

2 Our Approach

We follow a consultancy-led approach that combines assessment with practical recommendations.

Engagement model:

Phase	Activities
Assess	Current state review, stakeholder interviews, maturity assessment
Design	Target operating model, team structures, governance framework
Plan	Transformation roadmap, change management approach
Enable	Training, coaching, implementation support

Frameworks we use: - Team Topologies for team design - FinOps Foundation practices for cost management - Cloud Adoption Frameworks (AWS, Azure, GCP) - NCSC principles for security governance

We focus on practical, implementable recommendations rather than theoretical frameworks.

3 Getting Started

Operating model engagements typically take 6-12 weeks depending on scope:

Phase 1: Assessment We interview stakeholders, review current structures, and assess operating model maturity. We document current state and pain points.

Phase 2: Design We design target operating model including team structures, roles, governance, and FinOps practices. We align design with your strategic objectives.

Phase 3: Plan We develop transformation roadmap, change management approach, and capability development plan. We identify quick wins and longer-term initiatives.

Phase 4: Enable We deliver training, support initial implementation, and handover to your transformation team.

Prerequisites: - Executive sponsorship for operating model transformation - Access to stakeholders across technology and business - Current organisation charts and team structures - Cloud strategy and adoption objectives documentation

4 Your Responsibilities

To ensure successful service delivery, you will need to:

- Provide timely access to required resources, stakeholders, and information
- Make appropriate subject matter experts available for design and integration discussions
- Ensure business users are available for acceptance testing as agreed
- Procure necessary software licenses and subscriptions
- Empower your project team to make decisions in a timely manner
- Review and approve deliverables based on agreed acceptance criteria
- Provide executive sponsorship and mandate for transformation
- Make stakeholders available across technology and business teams
- Share existing documentation on strategy and current structures
- Participate actively in design workshops and reviews
- Commit to change management activities

5 Security & Compliance

This service supports workloads classified up to **Official-Sensitive** where appropriate controls are in place.

Our security credentials:

- **ISO 27001:2013** and **ISO 9001:2015** certified
- **Cyber Essentials Plus** certified
- **75%+ of our team hold SC clearance**
- All access to customer environments is logged and auditable
- Data remains within UK regions unless explicitly agreed

We operate in alignment with GDS, NCSC, and CDDO security principles.

6 Support & Exit

Ongoing Support

- Dedicated Service Delivery Manager as your primary contact
- Regular service reviews with clear reporting on performance and incidents
- Defined change management aligned with ITIL best practices

Knowledge Transfer

We embed knowledge sharing throughout our engagement: - Documented runbooks and operational procedures - Regular knowledge sharing sessions with your team - Post-incident reviews that share learnings

Exit Process

When the engagement ends, we ensure an orderly transition: - Complete documentation of all configurations and procedures - Knowledge transfer sessions as required - 90-day standard notice period - No disruption to your services during handover

7 Why Appvia

We're a UK-based SME with deep expertise in cloud platforms and a strong track record delivering for UK government.

Cloud Partnerships

- AWS Advanced Tier Services Partner & Public Sector Partner
- Microsoft Azure Solutions Partner
- Google Cloud Partner

Open Source Credentials

- Creators of Terranetes (CNCF project for Terraform on Kubernetes)
- Developers of Wayfinder, a self-service cloud platform

Public Sector Experience

We understand the unique requirements of government and public sector organisations, from security clearance to GDS service standards.

"Appvia have helped us realise our cloud-first strategy with excellent product solutions. The security, governance and peace of mind brought in by the cloud landing zone has dramatically accelerated our journey to cloud-native adoption."

— **Peter Macchiocci**, Bank of England, Head of Platform Engineering

8 Contact Us

To discuss your requirements or request a detailed proposal, contact our Public Sector Team.

Phone: 020 3917 2888

Email: sales@appvia.io

Website: www.appvia.io

When you get in touch, please include: 1. The name of this service 2. Your organisation name 3. Your contact details 4. A brief description of your requirements

We'll arrange a discovery call to understand your needs and provide a tailored response.

Appvia helps organisations build, secure, and innovate across cloud, data platforms, and AI by blending practical engineering expertise with real-world experience.



About Appvia

Appvia helps organisations build, secure, and innovate across cloud, data platforms, and AI by blending practical engineering expertise with real-world experience. Drawing on our background in creating open source CNCF projects like Terranetes and our self-service developer platform, Wayfinder, we bring that industry know-how and expertise into your organisation to help unlock the true value of the Cloud. As an AWS Advanced Tier Partner and a Microsoft Solutions Partner, we specialise in delivering secure, scalable cloud-native platforms and services, including containerisation, FinOps, modernisation, and AI integration.

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