



Service Definition

AWS AI Setup and Migration Support

Supplier: Shivom Consultancy Limited

Framework: G-Cloud 15

Lot: Lot 3 – Cloud Support Services

Service overview

This service provides structured support for the setup and migration of AWS cloud-based AI services. It supports organisations in preparing data, configuring AI services, and managing delivery to enable safe and controlled adoption of AI capabilities on AWS.

Scope of the service

The service covers AI workload readiness assessment, data auditing and organisation, data and information structure design, AWS AI service configuration, migration planning, and mobilisation coordination. It also includes project management, governance, stakeholder engagement, and service optimisation activities.

Features

- AI workload readiness assessment
- Data auditing and classification support
- Data and information structure design
- AWS AI service configuration support
- Migration planning for AI workloads
- Project management and delivery governance
- Stakeholder engagement and communications planning
- Service optimisation and right sizing reviews
- Mobilisation and coordination support
- Knowledge transfer and handover support

Benefits

- Reduced risk during AI service migration
- Improved data quality for AI workloads
- Clear governance for AI service delivery
- Faster adoption of AWS AI services
- Better alignment to organisational objectives
- Improved cost control for AI services
- Structured and predictable delivery approach
- Improved stakeholder visibility and confidence
- Optimised performance of AI workloads
- Smoother transition into live operation

Service constraints

The service is delivered remotely unless otherwise agreed. It supports AWS cloud-based AI services only. Cloud consumption costs, AWS licences, and third-party tools are excluded. Buyers are responsible for providing access to environments, data sources, and stakeholders. Ongoing managed operations are excluded.

Onboarding and implementation

Onboarding begins with confirmation of scope, access requirements, and delivery approach. An implementation plan is agreed, covering mobilisation, governance, communication, and delivery milestones.

Service management and support

Support is provided in line with agreed support levels. Services include incident handling, technical support, escalation management, and service governance in line with buyer requirements.

Offboarding and exit management

Offboarding includes knowledge transfer, documentation handover, and support for transition to buyer teams or third-party suppliers, as agreed at call-off.

Security and data protection

Security is managed in line with AWS shared responsibility principles. Data protection controls align to UK GDPR requirements and buyer security policies.

Accessibility

Where documentation or support portals are used, accessibility considerations align with WCAG 2.2 AA standards.

Pricing

Pricing is agreed at call-off and depends on scope, duration and depth of financial and sustainability analysis required. All pricing is transparent and documented in the call-off contract.