



Service Definition

AWS Cloud Migration Planning and Architecture Support

Supplier: Shivom Consultancy Limited

Framework: G-Cloud 15

Lot: Lot 3 – Cloud Support Services

Service overview

This service provides structured planning and advisory support for organisations preparing to migrate to Amazon Web Services (AWS). It focuses on understanding current capabilities, defining enterprise architecture, identifying gaps, assessing migration options, and producing a clear delivery roadmap.

Scope of the service

The service covers capability analysis, enterprise architecture assessment, gap analysis, options analysis, and AWS migration roadmap development. It supports public sector buyers in making informed, risk-aware decisions prior to AWS migration.

Features

- AWS cloud migration readiness assessment
- Current state capability analysis
- Enterprise architecture assessment and modelling
- Application and infrastructure gap analysis
- AWS migration options analysis
- Target state AWS architecture definition
- Migration patterns and approaches identification
- Dependency and risk analysis
- Phased AWS migration roadmap creation
- Migration planning documentation support

Benefits

- Clear understanding of AWS migration readiness
- Reduced migration risk through structured planning
- Improved architectural alignment with AWS services
- Informed migration decision making
- Prioritised and phased migration approach
- Better visibility of technical gaps
- Alignment with organisational cloud strategy
- Reduced uncertainty in migration scope
- Improved stakeholder confidence
- Strong foundation for delivery execution

Service constraints

The service is delivered remotely and provides planning and advisory activities only. It does not include migration execution, AWS licences, consumption costs, or third-party tools. Buyers must provide access to documentation, systems information, and relevant stakeholders.

Onboarding and implementation

Onboarding includes confirmation of scope, access requirements, stakeholders, and delivery plan. Activities are scheduled based on buyer availability and agreed milestones.

Service management and support

Shivom Consultancy Limited provides flexible support levels tailored to buyer needs and the criticality of the service. Level 1 support provides first-line support for service queries, incident logging, basic troubleshooting and request handling during UK business hours. Level 2 support provides second-line technical support, including deeper investigation, issue resolution and configuration support, with extended hours available by agreement. Level 3 support provides specialist and expert-level support, including complex fault resolution, architectural input and escalation handling. Support costs vary depending on the selected support level, hours of coverage and service scope. Pricing is agreed with the buyer at the start of the engagement and detailed in the call-off contract.

Offboarding and exit management

Offboarding includes handover of all documentation produced during the engagement and a knowledge transfer session if required. No buyer data is retained after service completion.

Security and data protection

The service follows UK public sector security best practices. Access is limited to information required for delivery. Data is handled in accordance with UK GDPR and buyer security policies. Staff are BPSS screened as standard.

Accessibility

Documentation and support materials are designed to meet WCAG 2.2 AA accessibility standards. Accessibility considerations are reviewed periodically to support inclusive access.

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.