



Service Definition

Enterprise Architecture Services

Supplier: Shivom Consultancy Limited

Framework: G-Cloud 15

Lot: Lot 3 – Cloud Support Services

1. Service overview

Shivom Consultancy Limited Enterprise Architecture Services support organisations to define, align and govern enterprise-wide technology and information architectures during cloud migration and transformation initiatives. The service provides architectural insight and structure to ensure cloud adoption is aligned to business strategy, operating models and long-term sustainability.

2. Scope of the service

The service covers enterprise architecture activities supporting cloud migration planning and delivery. It includes current-state assessment, target architecture definition and transition planning. The service does not include solution build or implementation unless explicitly agreed at call-off.

3. Features

- Enterprise architecture capability assessment
- Current-state (as-is) architecture definition
- Target-state (to-be) architecture design
- Cloud migration and transition architecture
- Architecture principles and standards definition
- Roadmap and dependency management
- Architecture governance and assurance
- Stakeholder engagement and alignment
- Architecture artefacts and documentation
- Support for strategic decision-making

4. Benefits

- Clear alignment between business strategy and technology
- Reduced risk during cloud migration
- Improved decision-making through structured architecture
- Clear roadmap for change and transformation
- Improved governance and architectural consistency
- Reduced duplication and technical debt
- Better management of dependencies and risks
- Scalable and sustainable technology foundations
- Improved stakeholder understanding and alignment
- Greater confidence in cloud transformation outcomes

5. Service constraints

The service can be delivered remotely, on-site, or using a hybrid delivery model, depending on buyer requirements and agreement at call-off. Effective delivery depends

on timely access to architectural information, documentation and stakeholders provided by the buyer. The service provides advisory and assurance activities and does not include detailed solution design or implementation unless explicitly agreed. Third-party dependencies may impact delivery timelines.

6. Onboarding and implementation

Onboarding includes confirmation of scope, objectives, stakeholders and success criteria. Architecture activities are delivered in structured phases with regular reviews to ensure alignment with organisational priorities.

7. Service management and support

Support is provided in line with agreed support levels. A named enterprise architect can be provided to coordinate architecture activities and act as a single point of contact.

8. Offboarding and exit management

At the end of the engagement, Shivom Consultancy Limited provides agreed architecture artefacts, roadmaps and documentation to support ongoing use by the buyer. No buyer data is retained beyond the end of the contract unless otherwise agreed.

9. Security and data protection

Shivom Consultancy Limited follows UK government cloud security principles. Staff screening is performed in line with BS7858:2019. Buyer data accessed during architecture activities is handled in accordance with UK GDPR and contractual data protection requirements.

10. Accessibility

This document is written in plain English and structured using accessible headings. The service can be adapted to meet buyer-specific accessibility requirements.

11. Pricing

Pricing is agreed at call-off and depends on scope, duration and required architecture support. All pricing is transparent and documented in the call-off contract.