



Service Definition

AI 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 planning and design support for migrating AI workloads to cloud platforms. It covers capability analysis, enterprise architecture, gap assessment, options analysis and delivery roadmaps for cloud-native AI services, integration patterns and organisational readiness.

Scope of the service

The service supports buyers in assessing current AI and data capabilities, defining target cloud AI architectures, evaluating cloud-native AI services, and producing structured migration and delivery roadmaps. It focuses on design and planning activities only.

Features

- AI workload discovery and classification
- Cloud AI service options analysis
- Enterprise AI architecture design
- Current state capability assessment
- Target state architecture definition
- Integration pattern design for AI services
- Data, model and platform readiness assessment
- Cloud migration options appraisal
- Risk and dependency analysis
- Phased AI migration roadmap development

Benefits

- Clear understanding of AI migration feasibility
- Reduced risk during AI cloud adoption
- Informed selection of cloud AI services
- Improved alignment with enterprise architecture
- Better planning of data and model dependencies
- Structured approach to AI workload migration
- Increased confidence in delivery timelines
- Early identification of capability gaps
- Improved integration design for AI services
- Practical roadmap for AI cloud adoption

Service constraints

The service is delivered remotely during UK business hours. It provides planning, analysis and design only and does not include implementation or managed services. Cloud platform licences, AI service consumption costs and third-party tools are excluded. Buyers must provide access to relevant documentation, stakeholders and current architecture information.

Onboarding and implementation

Onboarding includes confirmation of scope, objectives and stakeholders, followed by access to existing architecture, AI workloads and documentation. Delivery is structured into discovery, assessment, design and roadmap definition phases.

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. A named technical account manager or cloud support engineer can be provided for Level 2 and Level 3 support, acting as the primary point of contact and supporting service governance and escalation.

Offboarding and exit management

At service completion, all agreed outputs, documentation and roadmaps are handed over to the buyer. Knowledge transfer sessions can be provided where required.

Security and data protection

The service follows UK public sector security and data protection requirements. No production data is hosted or processed unless explicitly agreed. All information is handled in line with contractual and regulatory obligations.

Accessibility

Accessibility standards align to WCAG 2.2 AA.

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.