



Service Definition

Cloud Setup and Migration Service

Supplier: Shivom Consultancy Limited

Framework: G-Cloud 15

Lot: Lot 3 – Cloud Support Services

1. Service overview

Shivom Consultancy Limited Cloud Setup and Migration Service supports organisations to plan, prepare and deliver the setup and migration of services to the cloud. The service focuses on data auditing and organisation, information structure design, mobilisation coordination and governance to enable a controlled, low-risk transition aligned to business, technical and operational requirements.

2. Scope of the service

The service covers cloud environment setup, migration planning and execution, data preparation, stakeholder coordination and early-life support. It is designed to support cloud adoption initiatives and can be tailored to include large-scale data migration activities and optimisation options as agreed at call-off.

3. Features

- Cloud environment setup and readiness coordination
- Data auditing and data quality assessment
- Data and information structure design
- Migration planning, sequencing and execution
- Engagement and communication planning
- Stakeholder coordination and reporting
- Project management and delivery governance
- Mobilisation and transition coordination
- Service optimisation and right-sizing assessment
- Post-migration stabilisation and support

4. Benefits

- Reduced risk during cloud setup and migration
- Improved data quality and organisation
- Clear and scalable information structures
- Better stakeholder engagement and communication
- Improved delivery control and governance
- Smoother mobilisation and transition to cloud
- Optimised use of cloud services
- Reduced disruption to business operations
- Clear accountability throughout migration activities
- Faster stabilisation of migrated services

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 strategy documents, architecture information and stakeholders provided by the buyer. The service provides advisory and planning activities only and does not include cloud implementation or migration unless explicitly agreed. Third-party dependencies may impact delivery timelines.

6. Onboarding and implementation

Onboarding includes confirmation of scope, stakeholders, migration objectives and success criteria. Activities are delivered in phased stages with agreed checkpoints, reporting and governance to ensure alignment and control throughout the engagement.

7. Service management and support

Support is provided in line with agreed support levels. A named delivery lead or cloud specialist can be provided to coordinate activities, manage dependencies and act as a single point of contact throughout the service.

8. Offboarding and exit management

At the end of the engagement, Shivom Consultancy Limited provides agreed deliverables, documentation and knowledge transfer to support transition to the buyer or onward suppliers. 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 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 support levels. All pricing is transparent and documented in the call-off contract.