



Service Definition

AWS Setup, Migration and Cloud Optimisation Support

Supplier: Shivom Consultancy Limited

Framework: G-Cloud 15

Lot: Lot 3 – Cloud Support Services

Service overview

This service supports public sector organisations with structured setup and migration to Amazon Web Services (AWS). It provides coordinated cloud support activities covering data auditing, information design, governance, project management, engagement planning, and service optimisation to enable safe and controlled cloud adoption.

Scope of the service

The scope includes AWS environment setup, migration planning and execution support, data auditing and organisation, information and data design, project management and governance, stakeholder engagement and communications planning, service mobilisation, right sizing, and ongoing optimisation activities. Services are delivered remotely unless otherwise agreed.

Features

- AWS environment setup and landing zone support
- Cloud migration planning and execution support
- Data auditing and data quality assessment
- Information and data structure design
- Project management and delivery coordination
- Governance and assurance framework support
- Service mobilisation and transition coordination
- AWS resource right sizing analysis
- Cost and performance optimisation support
- Stakeholder engagement and communications planning

Benefits

- Reduced risk during AWS cloud adoption
- Improved data organisation and clarity
- Clear governance and delivery oversight
- Controlled and auditable migration activities
- Optimised AWS resource utilisation
- Better cost management and predictability
- Improved service readiness at go-live
- Clear roles and responsibilities defined
- Consistent communication across stakeholders
- Structured transition into live operations

Service constraints

Services are delivered remotely unless otherwise agreed. The buyer must provide timely access to AWS accounts, documentation, stakeholders, and third-party suppliers where required. Cloud licences, AWS consumption costs, and third-party tools are excluded. This service does not include ongoing managed operations unless separately contracted.

Onboarding and implementation

Onboarding includes service initiation, confirmation of scope, access setup, and agreement of delivery plans and governance. Implementation activities are delivered in line with agreed milestones and buyer priorities.

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.

Offboarding and exit management

Offboarding includes knowledge transfer, documentation handover, and support for transition to in-house teams or third-party suppliers as agreed at contract end.

Security and data protection

The service follows UK public sector security expectations. Personnel are BPSS screened. Access to buyer systems is limited to agreed scopes and follows least privilege principles. Data is handled in accordance with UK GDPR and buyer policies.

Accessibility

Where support portals or documentation are used, accessibility considerations align with WCAG 2.2 AA, including screen reader compatibility, keyboard navigation, and text resizing.

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.