

Service Definition Document

Lifebit Cloud Migration Planning Services

(Prepared for G-Cloud 15 – Cloud Support Services)

1. What the service is

Lifebit Cloud Migration Planning Services provide advisory and professional services to help organisations assess readiness for cloud adoption and plan secure, scalable cloud migrations. The service covers capability analysis, enterprise architecture assessment, cloud gap analysis, architecture options analysis, and delivery road-mapping. Services are delivered as optional professional services and scoped at call-off to support informed decision-making and effective migration planning.

2. Data backup, restore, and disaster recovery

Lifebit Cloud Migration Planning Services do not manage or store customer data. Backup, restore, and disaster recovery remain the responsibility of the customer and their chosen cloud provider. As part of planning activities, Lifebit can assess existing backup and recovery approaches and provide recommendations aligned to cloud-native best practices.

3. Onboarding and offboarding support

Onboarding includes agreement of scope, objectives, stakeholders, and information requirements. Lifebit works with customer teams to gather relevant technical, operational, and governance inputs. Offboarding includes delivery of planning outputs, documentation, and confirmation of completion of agreed activities. No data migration or technical offboarding is required as part of this service.

4. Service constraints

The service is delivered within customer-owned environments and is subject to customer security policies, approved regions, and organisational constraints. Services are provided remotely unless otherwise agreed. Planning outputs are based on information available at the time of assessment and may require review if customer requirements or constraints change.

5. Service levels

Support is included within the service licence and provided during standard UK business hours. Requests are prioritised by severity. Major issues impacting delivery of agreed services receive an initial response within two business hours. High- and medium-priority

requests receive an initial response within four business days. Specific delivery timelines and milestones are agreed at call-off.

6. After-sales support

After completion of planning activities, Lifebit provides reports, recommendations, and roadmaps. Follow-up clarification sessions, refinement of plans, or transition into implementation support can be provided as optional services where required.

7. Technical requirements

Customers must provide access to relevant documentation, stakeholders, and where required, read-only access to current environments for assessment purposes. Secure connectivity and appropriate permissions are required. No additional software licences are required beyond customer-selected cloud services.

8. Outage and maintenance management

As a planning and advisory service, Lifebit Cloud Migration Planning Services are not directly affected by service outages. Where activities rely on customer systems or cloud provider services, any disruption may affect schedules and will be managed through coordination and rescheduling.

9. Hosting options and locations

The service does not involve hosting of customer data or systems. Planning activities are delivered using customer-selected collaboration tools and environments. No data is hosted or retained by Lifebit as part of this service.

10. Access to data upon exit

Lifebit Cloud Migration Planning Services do not restrict customer access to data. All outputs, reports, and documentation are provided to the customer. No customer data is retained following completion of the service, except where contractually required.

11. Security

The service is delivered in alignment with recognised security standards and cloud security best practices. Access to customer information and environments is controlled using customer-managed identity and access controls. Lifebit operates an ISO/IEC 27001-certified information security management system and applies defined processes for secure access, risk management, and operational assurance.