

SERVICE
DEFINITION

CROWN COMMERCIAL SERVICE
G-CLOUD 15
LOT 3 - CLOUD SUPPORT

CLOUD INFRASTRUCTURE AND APPLICATION MIGRATION

TRANSFORMCX
LIMITED

JANUARY 30, 2026
CONTACT: GOV@TRANSFORMCX.COM
WWW.TRANSFORMCX.COM

Contents

SERVICE OVERVIEW	3
WHAT THE SERVICE INCLUDES	3
WHAT THE SERVICE DOES NOT INCLUDE	4
HOW THE SERVICE IS DELIVERED	4
SERVICE LEVELS AND SUPPORT OPTIONS	5
SECURITY, COMPLIANCE AND ASSURANCE	6
ONBOARDING AND EXIT	6
COMMERCIAL MODEL	7
WHY CHOOSE THIS SERVICE	7
NEXT STEPS	8

01

SERVICE OVERVIEW

The **Cloud Infrastructure and Application Migration** service supports organisations to migrate infrastructure, applications, and supporting components from existing environments to cloud platforms in a controlled and structured manner. The service focuses on planning and executing migrations that minimise disruption while maintaining security, performance, and service continuity.

The service is typically used to move workloads from on-premise or hosted environments to the cloud, or to transition applications between cloud environments, as part of a broader modernisation or transformation programme.

02

WHAT THE SERVICE INCLUDES

The service includes a defined set of migration delivery activities, proportionate to the agreed scope and organisational context.

Included activities

The service may include the following activities:

- Detailed migration planning and scheduling
- Preparation of source and target environments
- Migration of infrastructure components
- Migration of applications and supporting services
- Configuration and validation of migrated workloads
- Coordination of cutover and transition activities
- Support for testing and service validation following migration

Key outputs and deliverables

Outputs are documented and provided to the buyer and typically include:

- Migrated infrastructure and applications in the target cloud environment

- Migration plans and execution runbooks
- Validation and test evidence
- Cutover and transition documentation
- Updated architecture and configuration documentation

Deliverables are designed to support stable operation following migration.

03

WHAT THE SERVICE DOES NOT INCLUDE

Unless explicitly agreed as part of the call-off, the service does not include:

- Significant application redesign or modernisation
- Development of new application functionality
- Long-term operational or managed services
- End-user training or support

These activities can be provided through related services procured separately where required.

04

HOW THE SERVICE IS DELIVERED

The service is delivered using a structured migration approach aligned to public-sector delivery and assurance expectations.

Typical delivery approach

Delivery is typically structured around the following stages:

1. **Initiation and planning**

- Confirm scope, objectives, and migration approach
- Finalise migration plans and schedules
- 2. **Preparation**
 - Prepare source and target environments
 - Address prerequisites and dependencies
- 3. **Migration execution**
 - Perform infrastructure and application migrations
 - Coordinate cutover activities
- 4. **Validation and stabilisation**
 - Validate migrated services
 - Address post-migration issues
- 5. **Handover**
 - Complete documentation and knowledge transfer
 - Confirm readiness for ongoing operation

Engagements typically run from **4 to 12 weeks**, depending on scope and complexity.

05

SERVICE LEVELS AND SUPPORT OPTIONS

This service is delivered as a time-bound migration engagement. It does not include ongoing operational or support services as standard.

Where required, post-migration support or managed services can be agreed separately in line with standard service offerings.

06

SECURITY, COMPLIANCE AND ASSURANCE

Security and compliance considerations are addressed throughout the migration lifecycle, including:

- Secure handling of data during migration
- Validation of security configurations in the target environment
- Alignment with organisational security policies and regulatory requirements

Assurance is supported through documented plans, validation activities, and structured review of migration outcomes.

07

ONBOARDING AND EXIT

Onboarding

At the start of the engagement:

- scope, objectives, and success criteria are confirmed
- roles, responsibilities, and dependencies are agreed
- a detailed migration plan is established

Exit and handover

At completion:

- migrated services are formally handed over
- documentation and runbooks are provided
- knowledge transfer supports transition to business-as-usual

This ensures continuity of service following migration.

08

COMMERCIAL MODEL

The service is typically delivered on a **fixed-scope** or **time-and-materials** basis, agreed at call-off.

Scope, deliverables, and timelines are confirmed prior to delivery. Any changes to scope are managed through agreed change control.

09

WHY CHOOSE THIS SERVICE

This service provides:

- a controlled and repeatable approach to cloud migration
- reduced risk and disruption during transition
- clear validation and assurance of migrated services
- alignment with security and operational requirements

The focus is on safe, predictable migration delivery.

10

NEXT STEPS

To engage this service:

1. Confirm workloads and environments in scope
2. Agree migration approach and commercial model
3. Schedule planning and preparation activities

The service will be tailored to reflect organisational context and migration priorities.