

Service Definition Document

Hybrid and Multi-Cloud Architecture and Operations

G-Cloud 15 – Lot 3

1. Service overview

The **Hybrid and Multi-Cloud Architecture and Operations** service supports organisations to design, implement, and operate environments that span multiple cloud platforms and on-premise or hosted infrastructure. The service focuses on enabling consistent architecture, governance, security, and operations across hybrid and multi-cloud estates.

The service is typically used where organisations require flexibility, resilience, or policy-driven use of more than one cloud platform, or where cloud services must integrate with existing on-premise environments.

2. What the service includes

The service includes a defined set of architecture, implementation, and operational enablement activities, proportionate to the agreed scope and organisational context.

Included activities

The service may include the following activities:

- Design of hybrid and multi-cloud architectures
- Definition of connectivity, networking, and integration patterns
- Design and implementation of shared identity and access models
- Establishment of governance and policy controls across environments
- Configuration of monitoring and operational tooling across platforms
- Alignment of operational processes across hybrid and multi-cloud estates
- Support for validation and operational readiness

Key outputs and deliverables

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

- Hybrid and multi-cloud architecture designs
- Implemented connectivity and integration configurations

- Governance, security, and policy documentation
- Operational procedures and runbooks
- Handover and operational readiness documentation

Deliverables are designed to support consistent, secure, and manageable operations.

3. What the service does not include

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

- Ongoing managed operations beyond agreed scope
- Procurement or resale of cloud services or licences
- End-user device configuration or support
- Application development outside agreed activities

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

4. How the service is delivered

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

Typical delivery approach

Delivery is typically structured around the following stages:

1. Assessment and design

- Review existing environments and requirements
- Define target hybrid or multi-cloud architecture

2. Implementation

- Configure connectivity, identity, and governance controls
- Implement monitoring and operational tooling

3. Validation and testing

- Validate architecture and operational processes
- Address identified issues

4. Handover

- Complete documentation and knowledge transfer
- Confirm readiness for operational use

Engagements typically run from **6 to 16 weeks**, depending on scope and complexity.

5. Service levels and support options

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

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

6. Security, compliance and assurance

Security and compliance are integral to hybrid and multi-cloud architectures and include:

- consistent application of security controls across environments
- secure connectivity and access management
- alignment with organisational security policies and regulatory requirements

Assurance is supported through documented designs, validation activities, and structured review of outputs.

7. Onboarding and exit

Onboarding

At the start of the engagement:

- objectives, scope, and environments in scope are confirmed
- architectural principles and standards are agreed
- a delivery plan and timetable are established

Exit and handover

At completion:

- architecture and configurations are handed over
- documentation and operational artefacts are provided

- knowledge transfer supports ongoing operation

This ensures hybrid and multi-cloud environments can be operated confidently.

8. 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.

9. Why choose this service

This service provides:

- consistent architecture across multiple environments
- improved resilience and flexibility
- reduced operational complexity
- alignment with governance and security requirements

The focus is on controlled, manageable hybrid and multi-cloud operations.

10. Next steps

To engage this service:

1. Confirm environments and integration requirements
2. Agree architecture and delivery approach
3. Schedule assessment and design activities

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