

SERVICE
DEFINITION

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

CLOUD LANDING ZONE DESIGN AND BUILD



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LIMITED

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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 Landing Zone Design and Build** service supports organisations to establish a secure, scalable, and governed foundation for cloud adoption. The service provides the design and implementation of a cloud landing zone that enables consistent deployment of workloads while supporting security, compliance, and operational requirements.

The service is typically used to create an initial cloud environment or to standardise and improve existing cloud foundations, providing a controlled platform on which cloud services and applications can be deployed and operated.

02

WHAT THE SERVICE INCLUDES

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

Included activities

The service may include the following activities:

- Design of cloud landing zone architecture and structure
- Definition of account, subscription, or project models
- Configuration of core networking components and connectivity
- Implementation of identity, access, and security controls
- Establishment of governance, policy, and guardrails
- Configuration of logging, monitoring, and baseline security services
- Alignment of the landing zone with operational and support models

Key outputs and deliverables

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

- Implemented cloud landing zone environment

- Architecture diagrams and configuration documentation
- Defined governance, policy, and security baselines
- Network and identity configuration artefacts
- Operational and support handover information

Deliverables are designed to be usable, maintainable, and suitable for ongoing cloud delivery.

03

WHAT THE SERVICE DOES NOT INCLUDE

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

- Application development, refactoring, or migration activities
- Ongoing operational or managed services
- End-user device configuration or support
- Procurement or resale of cloud services or licences

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 and controlled approach aligned to public-sector delivery and assurance expectations.

Typical delivery approach

Delivery is typically structured around the following stages:

1. **Initiation**
 - Confirm objectives, scope, and success criteria
 - Agree design standards and delivery approach
2. **Design**
 - Define landing zone architecture and controls
 - Review design with relevant stakeholders
3. **Build and configuration**
 - Implement landing zone components and services
 - Configure governance, security, and monitoring
4. **Validation and testing**
 - Validate configuration against agreed standards
 - Address any identified issues
5. **Handover**
 - Provide documentation and knowledge transfer
 - Confirm readiness for workload deployment

Engagements typically run from **2 to 6 weeks**, depending on scope and complexity.

05

SERVICE LEVELS AND SUPPORT OPTIONS

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

Where required, additional support or managed services can be agreed separately, in line with standard support models and service levels.

06

SECURITY, COMPLIANCE AND ASSURANCE

Security and compliance are integral to the landing zone design and build process.

The service addresses:

- Identity and access management controls
- Network segmentation and security configuration
- Logging, monitoring, and audit capabilities
- Alignment with organisational security policies and governance requirements

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

07

ONBOARDING AND EXIT

Onboarding

At the start of the engagement:

- objectives, scope, and success criteria are confirmed
- required inputs and stakeholder availability are agreed
- a delivery plan and timetable are established

Exit and handover

At completion:

- the landing zone environment is handed over
- documentation and configuration artefacts are provided

- knowledge transfer is completed to support ongoing use

This ensures the organisation can deploy workloads confidently and consistently.

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 secure and governed foundation for cloud adoption
- consistent standards for deploying cloud workloads
- reduced risk during early cloud delivery
- a platform aligned to operational and security requirements

The focus is on stability, control, and repeatability.

10

NEXT STEPS

To engage this service:

1. Confirm objectives and cloud environment scope
2. Agree delivery approach and commercial model
3. Schedule initiation and design activities

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