

SERVICE
DEFINITION

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

ENTERPRISE CLOUD OPERATING MODEL AND GOVERNANCE DESIGN

TRANSFORMCX
LIMITED

JANUARY 30, 2026
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SERVICE OVERVIEW

The **Enterprise Cloud Operating Model and Governance Design** service supports organisations to define and implement operating models and governance arrangements for cloud services. The service focuses on establishing clear roles, responsibilities, decision-making structures, and controls to enable effective, secure, and well-governed cloud adoption and operation.

The service is typically used to support large-scale or enterprise cloud adoption, multi-cloud environments, or transitions to new ways of working enabled by cloud technologies.

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WHAT THE SERVICE INCLUDES

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

Included activities

The service may include the following activities:

- Assessment of current operating models and governance arrangements
- Definition of target cloud operating model principles
- Design of roles, responsibilities, and accountability structures
- Definition of decision-making and assurance processes
- Design of cloud governance forums and controls
- Alignment of operating model with delivery, security, and finance functions
- Support for validation and stakeholder review

Key outputs and deliverables

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

- Cloud operating model definitions and documentation

- Governance structures, roles, and responsibilities
- Decision-making and assurance process descriptions
- Operating model diagrams and artefacts
- Recommendations for implementation and adoption

Deliverables are designed to support consistent and accountable cloud operations.

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WHAT THE SERVICE DOES NOT INCLUDE

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

- Ongoing governance operation or secretariat services
- Organisational change management or training delivery
- Programme or portfolio management services
- Delivery of technical cloud implementations

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

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HOW THE SERVICE IS DELIVERED

The service is delivered using a structured operating model and governance design approach aligned to public-sector delivery and assurance expectations.

Typical delivery approach

Delivery is typically structured around the following stages:

1. **Assessment and discovery**
 - Review current operating arrangements and objectives
 - Identify governance gaps and requirements
2. **Design**

- Define target operating model and governance structures
- Agree roles, responsibilities, and decision rights
- 3. **Validation and refinement**
 - Review designs with stakeholders
 - Refine based on feedback and assurance needs
- 4. **Handover**
 - Provide documentation and implementation guidance
 - Confirm next steps for adoption

Engagements typically run from **4 to 10 weeks**, depending on scope and organisational complexity.

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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, follow-on support for implementation or assurance can be agreed separately in line with standard service offerings.

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SECURITY, COMPLIANCE AND ASSURANCE

Security, compliance, and assurance considerations are embedded within the operating model and governance design, including:

- clear accountability for security and risk management
- alignment with organisational security policies and regulatory requirements
- definition of assurance and escalation mechanisms

Assurance is supported through documented governance structures and review processes.

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ONBOARDING AND EXIT

Onboarding

At the start of the engagement:

- operating model objectives and scope are confirmed
- stakeholders and governance participants are identified
- a delivery plan and timetable are established
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Exit and handover

At completion:

- operating model and governance artefacts are handed over
- recommendations for implementation are documented
- guidance is provided on next steps

This supports effective adoption of the operating model.

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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.

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WHY CHOOSE THIS SERVICE

This service provides:

- clear governance for cloud decision-making
- defined accountability and responsibilities
- improved control over cloud risk and compliance
- a foundation for scalable cloud operations

The focus is on enabling confident, well-governed cloud adoption.

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NEXT STEPS

To engage this service:

1. Confirm operating model objectives and scope
2. Agree delivery approach and commercial model
3. Schedule assessment and design activities

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