

Service Definition Document

Cloud Transition Planning and Delivery Support

G-Cloud 15 – Lot 3

1. Service overview

The **Cloud Transition Planning and Delivery Support** service supports organisations to plan, coordinate, and support the delivery of cloud transition activities. The service focuses on translating discovery and readiness outputs into structured transition plans and providing delivery support to help organisations execute cloud transitions in a controlled and well-governed manner.

The service is typically used to bridge the gap between assessment and delivery, or to augment internal teams during complex or multi-phase cloud transition programmes.

2. What the service includes

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

Included activities

The service may include the following activities:

- Development of detailed cloud transition plans and schedules
- Coordination of transition activities across teams and suppliers
- Support for dependency, risk, and issue management
- Support for governance, reporting, and assurance activities
- Coordination of migration waves and sequencing
- Support for stakeholder engagement and communications
- Tracking and reporting of transition progress

Key outputs and deliverables

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

- Cloud transition plans and schedules
- Dependency, risk, and issue registers
- Delivery status reports and dashboards

- Transition governance and reporting artefacts
- Inputs to assurance and senior stakeholder reporting

Deliverables are designed to support controlled and transparent transition delivery.

3. What the service does not include

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

- Direct execution of technical migration activities
- Ongoing programme or portfolio management services
- Operational or managed cloud services
- End-user training or organisational change delivery

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 planning and delivery support approach aligned to public-sector delivery and governance expectations.

Typical delivery approach

Delivery is typically structured around the following activities:

1. Planning and mobilisation

- Confirm transition scope, objectives, and success criteria
- Develop transition plans and schedules

2. Delivery coordination

- Support coordination of delivery activities
- Track dependencies, risks, and issues

3. Governance and reporting

- Support governance forums and reporting
- Provide progress and exception reporting

4. Transition support and close

- Support completion of transition phases

- Capture lessons learned and next steps

Engagements may run for **several weeks or months**, depending on scope and programme complexity.

5. Service levels and support options

This service is delivered as a planning and delivery support engagement. It does not include ongoing operational support services as standard.

Level of effort, reporting cadence, and engagement duration are agreed at call-off.

6. Security, compliance and assurance

Security and compliance considerations are addressed through support for governance, reporting, and assurance activities, including:

- alignment with organisational security and compliance requirements
- support for assurance evidence and reporting
- tracking of security-related risks and actions

Assurance is supported through structured planning, reporting, and transparent delivery oversight.

7. Onboarding and exit

Onboarding

At the start of the engagement:

- transition objectives and scope are confirmed
- delivery approach and reporting requirements are agreed
- a delivery plan and timetable are established

Exit and handover

At completion:

- transition plans and delivery artefacts are handed over
- status and recommendations are documented
- guidance is provided for subsequent delivery phases

This supports continuity and effective handover.

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:

- structured planning for complex cloud transitions
- improved coordination across delivery activities
- increased confidence in transition delivery
- alignment with governance and assurance expectations

The focus is on controlled, transparent transition execution.

10. Next steps

To engage this service:

1. Confirm transition scope and objectives
2. Agree delivery support approach and commercial model
3. Schedule planning and mobilisation activities

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