



Cloud Migration Service — G-Cloud Service Definition

(Lot 3: Cloud Support)

1. Service Overview

Service name: Cloud Migration Service

Service type (G-Cloud): Lot 3 — Cloud Support

Supplier type: Not a reseller

Summary:

An end-to-end, cloud-agnostic service that plans and delivers successful migrations from legacy, in-house or shared services to public, private or hybrid cloud environments, and into outsourced or SIAM operating models. The service spans options appraisal and business case, procurement support, target operating model design, disaggregation and technology split, migration planning and execution oversight, and testing.

2. Service Scope

We provide the following activities (selected and scaled to need):

Discovery & Assessment

- Capability analysis and enterprise architecture review
- Cloud gap assessment and readiness
- Application, service and infrastructure baselining (including dependencies and RTO/RPO)

Options Appraisal & Business Case

- Architecture options analysis (public, private, hybrid)
- Commercial and operational options (in-house, outsourced, SIAM)
- Whole-life cost modelling and benefit profiling

Planning & Design

- Delivery road-mapping with phased, outcome-based plans
- Target Operating Model (people, process, tooling) and SIAM alignment
- Disaggregation and technology split planning for cloud migration



- Security, continuity and test strategies

Procurement Support

- Strategy, route-to-market and requirements specification
- Evaluation design, supplier engagement and moderation support

Transition & Migration

- Low-risk wave/phase design and cutover planning
- Data, application and service migration planning
- Test planning (functional, non-functional, DR and acceptance)
- Go-live governance and hypercare planning

Assurance & Benefits

- Executive reporting and delivery assurance
- Risk, issue and dependency management
- Benefits tracking and lessons learned

Out of scope (unless explicitly added to the Call-Off):

- Hands-on running of customer production services
- Hosting/IaaS provision
- Software licensing resale
- Operation of third-party supplier contracts

3. Service Features & Benefits

Features

- Fully managed transition from options appraisal through procurement, design and migration
- Phased approach with well-defined outcomes and exit criteria
- Options appraisal and HM Treasury-style business case support
- Procurement strategy, planning and support including requirements specification
- Detailed infrastructure, service and application analysis
- Private, public and hybrid deployments
- Development and design of Target Operating Model
- Disaggregation and technology split planning for cloud migration
- Dynamic project plans, including regular executive updates

Benefits

- Proven success in complex cloud migrations
- Focus on value for money and service improvement



- Holistic appraisal across technical, operational and commercial dimensions
- Tailored design and transition planning
- Access to relevant technical and delivery innovation
- Increased transparency, resiliency and flexibility
- Risk-managed transition in SIAM or outsourced environments
- End-to-end procurement and commercial expertise and support
- Disaggregation and technology split expertise

4. Delivery Approach

- Method: Outcome-based consultancy, with iterative planning and gated approvals
- Artefacts: Current state baselines, options appraisal, business case, TOM, migration wave plans, test plans, runbooks, RAID, executive reports, closure and benefits realisation plan
- Governance: SteerCo reporting, risk-based assurance, change control and exception management
- Knowledge transfer: Embedded client upskilling and handover at each phase

5. Roles & Teaming

- Technical Lead – accountable for technical strategy and migration integrity
- Project Delivery Manager – plans, tracks and reports delivery
- Enterprise/Cloud Architect(s) – options, target architecture and patterns
- Service Delivery/Testing Leads – TOM design, SIAM integration, test strategy
- Commercial & Procurement SMEs – sourcing strategy, requirements, evaluation

6. Support & Service Levels

- Support channel: Email / online ticketing
- Response time: Typical same-day response; SLA: next business day response
- Ticket management: Users cannot set status/priority (managed by delivery team)
- Phone / web chat: Not provided
- Support coverage: Standard UK business days/hours (public holidays excluded)

7. Security & Staff Vetting

- Staff screening: Conforms to BS 7858:2019
- Government clearance: Up to Security Check (SC) where required by the Call-Off
- Delivery posture: Adhere to customer security policies and classification rules; security artefacts produced on request



8. Data Protection & Information Governance

- Compliant with UK GDPR and Data Protection Act 2018 as a consultancy supplier
- We do not host customer production data; access to personal data is minimised and controlled under agreed data-processing instructions
- All customer information is treated as confidential; retention and destruction align to the Call-Off

9. On-Boarding & Off-Boarding

On-Boarding

- Kick-off, scope confirmation and success criteria
- Access to documentation, SMEs and environments (as applicable)
- Baseline plan, RAID and reporting cadence

Off-Boarding

- Final reports and artefact handover (version-controlled)
- Knowledge transfer and lessons learned workshop
- Agreement of any follow-on support or hypercare (if applicable)

10. Constraints, Assumptions & Customer Responsibilities

Constraints

- Delivery within the scope and effort agreed in the Statement of Work (SoW)
- Changes to scope/assumptions are managed via contractual change control and may incur additional cost

Assumptions

- Timely access to stakeholders, documentation and environments needed for discovery
- Customer provides decisions within agreed timescales to protect the critical path

Customer Responsibilities

- Appoint an executive sponsor and product/service owner(s)
- Provide required information and approvals; coordinate internal and third-party supplier access
- Own live service acceptance decisions and any policy changes



11. Tooling & Documentation

We work with customer-preferred tooling wherever possible (e.g., Microsoft 365, Jira/DevOps, enterprise architecture repositories). All deliverables are provided in commonly used formats (e.g., PDF/Word/Excel/Visio).

12. KPIs & Reporting

Example measures (tailored per engagement):

- Milestone adherence and % of scope delivered per phase
- Risk exposure trend and issue resolution rate
- Test coverage, defect leakage and acceptance pass rate
- Benefits realisation tracking against business case
- Stakeholder satisfaction (periodic survey)

Reporting cadence and dashboards are agreed at kick-off.

13. Ordering & Invoicing

- Available via G-Cloud Call-Off under the CCS Framework terms
- Work is delivered against an agreed SoW with clear deliverables and acceptance criteria
- Invoicing is typically monthly in arrears against time & materials or as per milestone profile

14. Pricing

- Rate card provided in the separate G-Cloud Pricing Document (SFIA-aligned where required)
- Discounts for educational organisations: No (as declared)
- Expenses are charged at cost in line with the Call-Off (if applicable and pre-approved)

15. Dependencies & Risks (typical)

- Dependencies: Access to SMEs, timely decisions, third-party cooperation, environment availability, and clarity on security/compliance constraints
- Key risks managed: Legacy complexity, dependency unknowns, data quality, cutover readiness, supplier handoffs in SIAM models, and incomplete non-functional requirements

16. Accessibility & Inclusion

We follow UK public-sector accessibility expectations for documentation and stakeholder engagement, providing reasonable adjustments for workshops and materials on request.



17. Exit & Transition (to BAU or Managed Service)

- Defined exit criteria and acceptance for each migration wave
- Handover packs: operating procedures, known-error records, support models, CMDB updates
- SIAM alignment for performance measures, supplier responsibilities and service credits (where applicable)

18. Contact & Escalation

- Service Desk (email/ticketing): provided at Call-Off
- Engagement Lead: named in the SoW
- Escalation: Project Delivery Manager → Account Lead → Executive Sponsor

Appendix A — Service Categories (G-Cloud taxonomy)

- Cloud Support Services
- Set Up and Migration
- Data auditing and organising
- Data/information structure design
- Engagement and communication planning
- Project management and governance
- Service optimisation/right sizing
- Mobilisation coordination
- Other (specialist advisory as agreed)

Appendix B — Change Control

All changes to scope, deliverables, effort or assumptions are raised via a documented change request, impact assessed (time/cost/quality/risk), and approved by both parties before implementation.

Service Constraints (For Avoidance of Doubt)

DDaT consultants and associates will deliver requirements within the scope documented in an agreed Statement of Work. The addition of new requirements or broader scope will result in contractual change, which may incur additional cost.

This Service Definition is intended for publication alongside the G-Cloud Pricing Document and Call-Off Contract. It may be tailored to a specific buyer's context without altering the core service description above.