



Cloud Strategy and Design Service — G-Cloud Service Definition

(Lot 3: Cloud Support)

1. Service Overview

Service name: Cloud Strategy and Design Service

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

Supplier type: Not a reseller

Summary:

A focused, cloud-agnostic strategy and design service. We conduct business analysis to understand and validate your cloud strategy and align it to desired outcomes. We review providers for best fit and total cost of ownership, and produce service and technical designs to bring cloud into operational service.

2. Service Scope

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

Strategy & Analysis

- Business analysis to confirm goals, success measures and constraints
- Strategy definition aligned to organisational objectives and risk appetite
- Cloud provider market scan and fit-for-purpose review (cloud agnostic)

Architecture & Design

- Enterprise and solution architecture baselining
- Data/information structure design and governance approach
- Service and technical designs (landing zones, networking, identity, security, continuity)
- Definition of Target Operating Model (people, process, tooling)
- Detailed RACI for roles and responsibilities

Planning & Governance

- Engagement and communication planning
- Project management and governance setup (SteerCo, reporting, risk management)



- Right-sizing and service optimisation recommendations
- Mobilisation coordination and road-mapping for set-up and migration

Assurance & Handover

- Design assurance and traceability to business outcomes
- Readiness criteria, acceptance gates and transition plan into BAU or SIAM
- Knowledge transfer and documentation handover

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

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

3. Service Features & Benefits

Features

- Business analysis
- Strategy definition and alignment to business objectives
- Detailed infrastructure and application analysis
- Service and technical designs
- Cloud-agnostic assessment for best fit and TCO

Benefits

- Private, public and hybrid deployments
- Defined Target Operating Model
- Detailed RACI
- Access to technical innovation
- Proven success in complex cloud migrations
- Lowered total cost of ownership
- Enhanced service delivery
- Increased reporting and transparency
- Better resiliency and flexibility
- Transition to a SIAM / Smart Sourced model

4. Delivery Approach

- Method: Outcome-based consultancy, with iterative stakeholder engagement and gated approvals



- Artefacts: Strategy paper, options appraisal, TCO model, service and technical designs, TOM, RACI, delivery roadmap, risks/assumptions log, executive reports
- Governance: SteerCo reporting, risk-based assurance, change control and exception management
- Knowledge transfer: Embedded client upskilling and structured handover

5. Roles & Teaming

- Engagement Lead / Project Delivery Manager – planning, governance and reporting
- Enterprise/Cloud Architect(s) – strategy options, target architecture and patterns
- Service Designer / Service Delivery Lead – TOM, processes and RACI
- Data/Information Architect (as required) – data model and governance
- Commercial/Procurement SME (as required) – sourcing strategy and evaluation support

6. Support & Service Levels

- Support channel: Email / online ticketing
- Response time SLA: Next business day (typical same-day where feasible)
- 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 strategy/design packs and artefact handover (version-controlled)
- Knowledge transfer and lessons learned workshop
- Agreement of any follow-on support or advisory (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):

- Delivery roadmap adherence and milestone acceptance rate
- Design traceability to business outcomes (requirements coverage)
- Risk exposure trend and issue resolution rate
- Stakeholder satisfaction (periodic survey)
- TCO/benefit model updates and variance tracking



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: Ambiguous objectives, vendor lock-in, data quality, security and compliance alignment, and insufficient operational readiness for go-live

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 acceptance criteria for strategy and design artefacts
- Transition plan with TOM handover, RACI and support model definition
- SIAM alignment for supplier responsibilities and performance measures (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.