Waracle Ltd. - G-Cloud 15 Lot 3 Service Definition

Service: Cloud Migration and Strategic Planning Consultancy

This document serves as the formal Service Definition for the Waracle Ltd. **Cloud Migration and Strategic Planning Consultancy** service, listed under G-Cloud 15 Lot 3: Cloud Support Services.

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1. Service Overview and Scope

Element	Description
Service Name	Waracle Cloud Migration and Strategic Planning Consultancy (AWS, Azure, GCP)
Lot 3 Category	**Cloud Migration Planning** (Primary) and **Security Services** (Secondary)
Service Description	An expert, outcomes-based consultancy service providing public sector organisations with a comprehensive strategy, architecture, and financial roadmap for migrating complex, regulated workloads to the cloud. We focus on de-risking the move by establishing clear governance, compliance, and cost optimisation models, aligning with the Technology Code of Practice.
Target Audience	Public sector organisations (Central Government, Local Government, NHS, Police) requiring strategic guidance and technical validation prior to executing a major cloud migration or establishing a new cloud platform.
Key Supported Technologies	AWS, Microsoft Azure, Google Cloud Platform (GCP), Multi-Cloud, Hybrid Architectures.
Location of Service Delivery	UK-based delivery, offering a flexible combination of remote and on-site delivery as required by the customer and agreed in the Statement of Work (SOW).

Service Scope: Inclusions and Exclusions

Area	Inclusions (What Waracle Will Do)	Exclusions (What This Service Does NOT Cover)

Strategy & Planning	Cloud Readiness Assessment; Workload Rationalisation and Dependency Mapping; Business Case Development (TCO/ROI); Risk and Security Analysis.	Physical migration execution (cutover); Low-level data transformation logic; Procurement of third-party licences or hardware.
Architecture	Target Cloud Architecture Design (High-Level); Network and Security Zone Design; Cloud Operating Model (TCOM) definition.	Deployment of Infrastructure as Code (IaC) beyond Proof-of-Concept; Provision of live production environment support; Detailed application code refactoring.
Governance & Finance	FinOps strategy and cost control framework establishment; Compliance mapping (e.g., ISO 27001, Cyber Essentials, NHS DSPT); Creation of a phased Migration Roadmap.	Ongoing FinOps management post-engagement completion; Auditing of existing non-cloud systems (unless in scope of assessment); Provision of accreditation services.

2. Outcomes and Deliverables

The service aims to deliver tangible, documented outcomes enabling the buyer to proceed confidently with migration.

ID	Deliverable Title	Description and Format
D1	**Cloud Readiness & Risk Assessment**	A formal report detailing the current state, identifying technical, financial, and organisational risks, and a recommended scope for migration. Delivered as **PDF report/presentation.**
D2	**Target Cloud Operating Model (TCOM)**	Documentation defining the governance, security controls, roles, responsibilities, and standards required to run the cloud environment securely and efficiently post-migration.
D3	**Phased Migration Roadmap**	A prioritised, sequenced plan (typically 12-24 months) detailing workload waves, resource estimates, key milestones, and critical dependencies for migration execution. Delivered as **Project Plan/Gantt Chart and supporting narrative**.

D4	**Total Cost of Ownership (TCO) & Business Case**	A validated financial model comparing current state costs against future cloud expenditure, including projected cost savings and ROI analysis over **specified term**.
D5	**High-Level Target Architecture**	Vendor-specific architecture diagrams and narrative detailing the target state network topology, security segmentation, and core service usage for the agreed platforms.

3. Pricing and Commercial Model (Reference)

Waracle Ltd will invoice based on the model agreed upon in the resulting Statement of Work (SOW), which aligns with this Service Definition and the G-Cloud Framework Agreement.

Element	Description
Pricing Model	Flexible model allowing for either: **1) Time and Materials (T&M)** based on defined day rates for specific roles, or **2) Fixed Price** for clearly scoped and contained project outcomes (e.g., a 4-week Discovery Phase).
Rate Card Reference	All current G-Cloud 15 compliant day rates, including volume discounts and role descriptions (e.g., Lead Architect, Principal Consultant, etc.), are fully detailed in the accompanying official document: **Waracle Ltd G-Cloud 15 Pricing Document**.
Invoicing	Invoiced monthly in arrears for T&M engagements, or based on the achievement of agreed-upon milestones for Fixed Price engagements.
Expenses	Travel and subsistence expenses are **either included in day rate / billed at cost and in line with HMT guidance,** as agreed with the client. Any external tool licensing costs required for the consultancy will be passed through at cost, subject to prior client approval.

4. Service Management and Transfer

Element	Description
Service Availability	Professional services are delivered during standard UK business hours (Monday to Friday, 9:00 AM to 5:30 PM GMT/BST), excluding UK public holidays.

Customer Support	Dedicated Project Manager/Account Lead acts as the primary point of contact. Support channels include scheduled meetings, email, and shared collaboration channels (e.g., Teams/Slack).
Reporting & Governance	Weekly progress reports and status meetings, including RAID (Risks, Assumptions, Issues, Dependencies) logs, delivered to the nominated client stakeholders.
Onboarding Process	**Within 5 days of SOW signature**, a Kick-off meeting will be held to confirm scope, client resources, security access, and agree to the first 2-week Sprint plan. Security clearances confirmed pre-start.
Knowledge Transfer (Exit)	A formal knowledge transfer phase is integrated into the final stage of the service. All deliverables are documented, presented, and handed over to the client's internal teams and/or designated suppliers to ensure a smooth transition to execution.

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5. Technical and Security Standards

Element	Description
Security Standards	Waracle holds current **Cyber Essentials Plus / ISO 27001 Certification**. All consultants operate in compliance with internal security policies and client security procedures.
Security Clearance	Waracle can provide personnel holding **BPSS / SC Clearance** for relevant engagements, subject to client requirements and resource availability.
Data Handling	All data processed during the engagement will be handled strictly in accordance with UK GDPR, the Data Protection Act 2018, and the terms of the G-Cloud framework agreement. Client data remains the property of the client.
Professional Standards	Delivery adheres to industry best practice standards, including **GDS Service Manual principles, TOGAF, ITIL, Agile/Scrum**.