COLLABIFY
SOLUTIONS MADE SIMPLE

Service Definition

SERVICE DEFINITION

CLOUD DISCOVERY & DELIVERY ROADMAPPING

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Service Overview

Cloud Discovery & Delivery Road mapping provides cloud support services to help public sector organisations plan successful cloud initiatives. The service focuses on structured discovery, analysis and facilitation to enable informed decision-making and the creation of clear, achievable delivery roadmaps aligned to organisational objectives.

This service operates at the delivery, governance and assurance layer and does not include operational cloud hosting, managed infrastructure or implementation services.

This service is offered under G-Cloud 15 – Lot 3 (Cloud Support Services).

Scope of Service

This service supports buyers at the early stages of cloud initiatives, including discovery, assessment and planning activities prior to or alongside delivery. Services are delivered at the strategy, delivery and planning layer rather than at infrastructure, hosting or operational service level.

The service includes:

- Cloud readiness and capability assessments
- Cloud gap analysis against organisational objectives
- Enterprise and solution architecture assessment
- Architecture options analysis and trade-off evaluation
- Delivery road mapping and phased planning
- Agile discovery and inception facilitation
- Stakeholder workshops and decision-making support
- Risk, dependency and assumption identification
- Recommendations for subsequent delivery phases

The service works alongside buyer-owned cloud platforms and existing delivery teams, supporting outcome-focused planning without assuming delivery ownership.

Service Exclusions

This service does not include:

- Provision or ownership of cloud hosting or infrastructure
- Implementation, build or migration delivery services
- Managed cloud, infrastructure or operational services
- Software licensing or cloud subscriptions
- Ongoing operational or managed support

Buyers remain responsible for delivery decisions, funding approval and implementation activities.

Service Delivery Approach

Services are delivered using collaborative, outcome-focused and agile discovery approaches. Engagements are tailored to the buyer's organisational context, maturity and objectives, with emphasis on evidence-based assessment and facilitated decision-making.

Delivery activities may include facilitated workshops, interviews, document reviews and analysis. Outputs are pragmatic, prioritised and designed to support confident progression into delivery.

Services are delivered remotely from Collabify offices by default, with on-site discovery or planning workshops available where agreed at call-off.

Service Features

- Cloud readiness and capability assessments
- Structured cloud discovery and analysis
- Enterprise and solution architecture assessment
- Architecture options analysis and trade-off evaluation
- Delivery roadmapping and phased planning
- Agile discovery and inception facilitation
- Stakeholder workshops and decision-making support
- Risk, dependency and assumption

Service Benefits

- Enables informed cloud delivery decision-making
- Reduces risk before committing to delivery
- Clarifies scope, priorities and dependencies
- Improves alignment between strategy and delivery
- Provides clear, achievable delivery roadmaps
- Identifies organisational capability gaps early
- Improves stakeholder confidence and consensus
- Accelerates effective cloud delivery

Support Levels

Support levels are flexible and agreed at call-off. Standard support is provided during UK business hours, Monday to Friday, and includes scheduled discovery sessions, planning workshops, analysis activities and access to experienced cloud and delivery specialists.

Enhanced support arrangements can be agreed where additional facilitation, stakeholder engagement or accelerated planning is required.

Support is typically priced using transparent day rates or time-and-materials models, with fixed-price options available for defined discovery or roadmapping activities.

A named discovery or delivery lead can be provided as the primary point of coordination throughout the engagement.

User Support

- Email or ticket-based support is available during UK business hours
- Phone support is available during UK business hours by prior agreement
- Web chat support is not provided as standard

Response times and escalation arrangements are agreed at call-off based on service context and priority.

Security and Compliance

- Staff screening is performed in line with BS7858:2019
- Collabify can assign consultants who hold Security Check (SC) clearance where required, subject to availability and the buyer's security requirements
- The service aligns with relevant NCSC guidance and public sector security expectations
- Any access to buyer information is agreed in advance and managed in accordance with applicable data protection and security

Onboarding

Onboarding typically includes:

- Initial discovery and service initiation
- Confirmation of scope, objectives and success measures
- Agreement of ways of working and engagement approach
- Access to relevant documentation, stakeholders and

Offboarding and Exit Management

Offboarding and exit activities are agreed at call-off and may include:

- Knowledge transfer and documentation handover
- Delivery of final outputs and recommendations
- Support for transition to internal teams or alternative suppliers
- Secure return or disposal of buyer information

Pricing

Pricing is transparent and agreed at call-off. Pricing models may include:

- Time and materials (day rates by role)
- Fixed-price delivery for defined discovery or roadmapping activities

All pricing complies with G-Cloud framework requirements.

Service Availability

The service is available to:

- Central government departments
- Local authorities
- NHS and health bodies
- Education organisations
- Emergency services and arm’s-length bodies

Discounted pricing for educational organisations can be agreed at call-off.