

CLOUDATA

CLOUD & DATA CONSULTING SERVICES

SERVICE DEFINITION – HOUSING DIGITAL TRANSFORMATION DISCOVERY AND DELIVERY SUPPORT

CLOUDATA

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Service Overview

Service name: Housing Digital Transformation Discovery and Delivery Support
Service category: G-Cloud Lot 3 – Cloud Support
Service type: Set Up and Migration

Housing Digital Transformation Discovery and Delivery Support provides specialist professional services to support UK housing organisations, including housing associations and local authority housing teams, to plan, shape and deliver effective digital transformation initiatives. The service focuses on discovery, transformation planning, programme and project management, governance, supplier coordination and delivery assurance to support successful adoption of cloud-aligned digital solutions.

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2. SCOPE OF THE SERVICE

(A) INCLUDED ACTIVITIES

The service may include the following activities, subject to engagement scope:

- Discovery and assessment of current housing services, processes, systems and data
- Digital maturity assessments and identification of improvement opportunities
- Development of digital transformation roadmaps and delivery plans
- Target operating model and service design support
- Programme and project management for housing digital initiatives
- Delivery governance, planning and reporting
- Supplier and system integrator coordination and oversight
- Readiness, transition and adoption planning support

(B) EXCLUDED ACTIVITIES

The service does not include:

- Software development or ownership
- Software licensing or resale
- Cloud hosting or infrastructure provision
- Managed services or business-as-usual operational support
- 24/7 service desk or incident management

3. SERVICE DELIVERY APPROACH

The service is delivered by the supplier acting as the prime contractor. Delivery is provided on a time and materials basis and is scoped per engagement.

Services may be delivered:

- Onsite, remote, or using a hybrid approach
- During agreed working hours

Where required, delivery may be supported by trusted associate contractors engaged under the supplier's direction and accountability. The supplier remains responsible for overall service quality, governance and delivery assurance.

Cloudata LTD's role focuses on implementation management, coordination and assurance activities, including oversight of vendor-led configuration, deployment and transition to live activities, rather than direct execution of system changes unless contractually agreed.

4. SERVICE FEATURES

- Discovery and assessment of housing digital services and operating models
- Digital transformation roadmap and delivery planning
- Programme and project management for housing digital initiatives
- Vendor-agnostic supplier coordination and delivery oversight
- Cloud-aligned solution and service design support
- Stakeholder engagement across housing, corporate and IT teams
- Governance, assurance and delivery controls for complex programmes
- Readiness, transition and adoption planning support

5. SERVICE BENEFITS

- Reduces delivery risk across complex housing digital transformation programmes
- Improves clarity and decision-making through structured discovery and planning
- Accelerates transformation delivery with clear governance and leadership
- Ensures digital solutions align with cloud and modern service principles
- Improves coordination between internal teams and external suppliers
- Reduces rework through early discovery and assurance activities
- Supports smoother transition from transformation to live operations
- Increases confidence in outcomes, timelines and investment decisions

6. SECURITY AND DATA PROTECTION

Personnel engaged in delivering the service meet Baseline Personnel Security Standard (BPSS) requirements, including identity verification, right-to-work checks, employment history and basic background checks. Where associate contractors are engaged, equivalent assurance is confirmed prior to engagement.

Staff security screening is performed but does not formally conform to BS7858:2019. Screening processes are proportionate to the nature of the services delivered and the data accessed.

The service is delivered in accordance with UK GDPR and applicable data protection legislation. No person-identifiable data is stored or processed by the supplier unless explicitly agreed as part of the engagement.

7. SERVICE CONSTRAINTS

- The service is scoped and delivered per engagement
- Successful delivery is dependent on timely client input and supplier (if relevant) cooperation
- The service does not include responsibility for any live system/sofware operations following handover

8. PRICING MODEL

Pricing is provided on a hourly-rate basis and is detailed in the separate pricing document published on the Digital Marketplace. There are no hidden costs or minimum commitments.

9. EXIT MANAGEMENT

At the end of an engagement, the supplier will support an orderly exit, including:

- Knowledge transfer to client teams or incoming suppliers
- Provision of agreed handover documentation
- Completion of outstanding deliverables as contractually agreed

Document version: 1.0
Last updated: January 2026