



Set up and Migration – Service Definition Document

G-Cloud 15: Lot 3 – Cloud Support

1. Service Overview

Our Set-up and Migration service supports public sector organisations in preparing, structuring, and migrating data and services to cloud or hybrid environments in a controlled, secure, and well-governed manner. We apply proven delivery methods, strong governance, and practical cloud expertise to ensure migrations are efficient, compliant, and aligned with organisational objectives.

The following services are included:

- **Data auditing and organizing** - We assess, classify, and prepare existing data to ensure it is accurate, compliant, and ready for cloud migration.
- **Data and information structure design** - We design secure, scalable data structures aligned with your target cloud architecture and operational needs.
- **Engagement and communication planning** - We define clear communication and stakeholder engagement plans to support change, transparency, and adoption.
- **Project management and governance** - We provide structured project control, risk management, and governance to ensure predictable and accountable delivery.
- **Service optimisation and right-sizing** - We review and optimise cloud resources to balance performance, resilience, and cost efficiency.
- **Mobilisation coordination** - We coordinate people, processes, and environments to ensure the organisation is ready to begin migration activities smoothly.

This service offering is suitable for public sector organisations that:

- Are planning to migrate data, applications, or services to the cloud
- Need to prepare, structure, or remediate data before migration
- Require clear governance, project control, and delivery assurance
- Want to minimise operational disruption during mobilisation and migration
- Need support with stakeholder engagement and change communication
- Seek to optimise cloud services for performance, security, and cost efficiency
- Require experienced delivery aligned with public sector standards and assurance expectations

2. Service Delivery

The service starts with data auditing and organisation activities to assess existing data quality, structure, ownership, and compliance requirements. This ensures that only relevant, accurate, and appropriately classified data is migrated, reducing risk and unnecessary cost.

We design appropriate data and information structures that align with the target cloud architecture, security controls, and access requirements. This includes defining data models, storage approaches, retention policies, and integration considerations to support operational and reporting needs.

Engagement and communication planning is embedded throughout the service to ensure stakeholders understand timelines, responsibilities, and impacts. This helps manage change effectively and supports adoption across technical and non-technical teams.

Project management and governance are applied to coordinate delivery activities, manage risks, track progress, and maintain alignment with agreed objectives. Clear governance structures, reporting mechanisms, and decision points are established to support transparency and accountability.

Service optimisation and right-sizing activities are performed to ensure cloud resources are configured efficiently, balancing performance, resilience, and cost. This includes reviewing resource consumption and adjusting configurations to meet actual usage patterns.

Mobilisation coordination ensures that all required people, processes, tools, and environments are ready for migration activities. This includes dependency management, scheduling, and coordination with suppliers or internal teams to enable a smooth transition into delivery.

Buyers benefit from a structured and low-risk approach to cloud set-up and migration, with improved data quality and organisation from the outset. Clear governance and communication reduce delivery risk and support informed decision-making. Optimised and right-sized services help control costs while maintaining performance and reliability. The service enables smoother transitions, better stakeholder engagement, and a strong foundation for ongoing cloud operations.

Services can be delivered remotely or on-site by experienced cloud professionals, according to buyer requirements, preferences and location. This is agreed before Call-Off Contract signing.

3. Service Constraints

Delivery is dependent on timely access to relevant systems, documentation, and stakeholders. Scope is limited to the services agreed in the Call-Off Contract.

4. Roles Involved

Services are delivered by Cloud Architects, Data Architects, Cloud Engineers, and Governance Specialists. Buyers can view our complete role catalogue and fixed pricing directly on the Digital Marketplace service page.

5. Onboarding and Offboarding

Onboarding includes access setup, scope confirmation, and security briefing. The kick-off meeting will take place within 5 working days of Call-Off signature.

Offboarding includes knowledge transfer and handover of deliverables.

6. Certifications

- ISO 9001:2015 Quality Management System
- ISO 14001:2015 Environmental Management System
- ISO/IEC 20000-1:2018 IT Service Management system
- ISO/IEC 27001:2022 Information Security Management System
- Cyber Essentials Certificate of Assurance