

Magma Cloud Limited G-Cloud 15 Lot 3: Cloud Support Service Definition Document

Service Name: Independent Cloud Centre of Excellence Setup Consultancy

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1. Service Overview

Magma Cloud Limited offers independent consultancy to help public sector organisations design and establish effective Cloud Centres of Excellence (CCoE).

Focused on Azure environments (including Microsoft Fabric), we provide vendor-neutral guidance covering governance, people, processes, skills, operating models, and AI integration. The service empowers buyers to build mature, sustainable internal cloud capability for long-term success without ongoing external dependency.

Engagements are consultancy-led and time-bound (typically 8-16 weeks).

2. Key Features and Benefits

Feature	Benefit to Buyer
Independent CCoE design advice	Delivers tailored, unbiased maturity roadmap
Azure governance expertise	Establishes robust, compliant operating model
People and skills frameworks	Develops strong, capable internal teams
Process and tool recommendations	Streamlines efficient cloud operations
AI governance integration	Future-proofs cloud and data decisions
Maturity assessments included	Provides clear baseline and improvement targets
Staff training programmes	Accelerates knowledge and capability uptake
Full templates and handover	Enables self-sustained CCoE operation

3. Service Scope

Included in the service:

- Current cloud maturity assessments
- CCoE vision, strategy, and operating model design
- Governance framework development
- Skills mapping and role definitions
- Process design and best-practice adoption
- AI and cloud governance integration
- Training programmes and workshops
- Template library (policies, playbooks, dashboards)

- Handover documentation and support

Excluded from the service:

- Ongoing CCoE management or operations
- Staff recruitment or secondment
- Tool procurement or implementation
- Managed cloud services

Constraints and assumptions:

- Consultancy-only, time-bound engagements
- Azure-centric focus (adaptable to multi-cloud)
- Buyer provides stakeholder access and participation

4. On-boarding and Off-boarding

On-boarding process:

1. Initial scoping and stakeholder mapping
2. NDA and access arrangements if required
3. Kick-off workshop
4. Phased delivery with progress gates

Typical on-boarding: 1-2 weeks.

Off-boarding process:

1. Delivery of all frameworks, templates, and materials
2. Comprehensive training and handover sessions
3. Final sign-off
4. Secure data return/destruction

Ensures full internal ownership and no lock-in.

5. Support and Service Levels

During engagement: email/phone (business hours), response within 4-8 hours, escalation within 24 hours. Post-engagement: clarification of deliverables only.

6. Standards and Compliance

- Staff: BPSS standard; SC-cleared available
- Aligned with public sector best practice and NCSC principles
- UK GDPR compliant

7. Supplier Details

Magma Cloud Limited Website: www.magmacloud.co.uk Contact: magma@magmacloud.co.uk

Direct provision only.