

Cloud Migration Planning - G-Cloud 15 Lot 3 (Cloud Support) – Product Definition

Supplier: **SCG**

1. Service Attributes

Service Type: Cloud Support (Lot 3)

Support Activities: Cloud migration planning, readiness assessment, cloud architecture definition, migration execution support, cutover coordination, and post-migration hypercare.

Delivery Model: Primarily remote delivery; on-site sessions available if required.

Customer Sector: UK public-sector organisations adopting or transitioning to cloud environments.

Contract Type: Time-bound Cloud Support engagement aligned with G-Cloud call-off terms.

2. About the Service

The service supports public-sector organisations in planning and executing a structured, low-risk migration to cloud platforms. Activities include assessment of the current environment, definition of the target architecture, gap analysis, migration strategy development, and technical execution support. SCG guides organisations through data, user, and workload migration using approved tools, ensuring security, compliance, and continuity of operations.

3. Service Categories

- Cloud Support Services
- Cloud Migration Planning
- Capability Analysis
- Enterprise Architecture
- Cloud Gap Assessment

- Architecture Options Analysis
- Delivery Road-mapping

4. Service Features & Benefits

Features

- Current-state discovery and analysis
- Target cloud architecture definition
- Readiness and gap assessment
- Migration strategy and phased roadmap
- User, data and workload migration support
- Cutover management and hypercare
- Fully documented design, runbooks and as-built artefacts
- Accessible documentation (WCAG 2.2 AA for user-facing materials)

Benefits

- Clear, evidence-based migration approach
- Reduced operational and security risk
- Compliance with governance and public-sector IT standards
- Minimal downtime during transition
- Full knowledge transfer with no supplier lock-in

5. Scope, Add-Ons & Extensions

In Scope

- Discovery and assessment activities
- Cloud architecture and migration design
- Tenant configuration support
- User and data migration using approved tools
- Testing, validation and cutover support
- Knowledge transfer and documentation handover

Out of Scope

- Custom software development
- Long-term managed service or BAU operations
- Cloud licence or hardware procurement
- Application redevelopment or unsupported legacy remediation

Optional Add-Ons

- Floor-walking and extended go-live support
- Out-of-hours migration and support
- Post-migration optimisation and configuration
- Training and adoption enablement

6. How Users Work With the Service

The service is delivered collaboratively through structured workshops, planning sessions, and regular checkpoints. SCG works closely with buyer teams to gather information, agree designs, coordinate migration windows, and support change activities. During migration, SCG provides hands-on technical support and maintains open communication channels for progress and issue management.

7. Technical Requirements & Dependencies

- Buyer-provided access to source and target environments
- Cloud tenancy or subscription in place prior to migration
- Availability of technical and business stakeholders
- Approval for migration tooling and required data handling
- Adequate network bandwidth for data transfer
- Third-party cooperation where needed (e.g., incumbent suppliers)
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8. Onboarding & Offboarding

Onboarding

- Kick-off meeting and scope confirmation
- Assignment of SCG delivery personnel

- Access provisioning
- Review of existing documentation and architecture
- Agreement on delivery plan and governance model

Offboarding

- Formal handover to buyer's IT team
- Delivery of final documentation (HLD, LLD, runbooks, closure report)
- Removal of SCG access
- Acceptance and closure meeting
- Optional extended support if procured

9. Metrics, Reporting & Tagging

SCG provides structured reporting including milestone progress, migration status, risks/issues, data migration volumes, and support ticket tracking. Where applicable, newly created cloud resources can be tagged according to buyer governance policies.

10. Support Model

- Email/ticket support during business hours (09:00–17:00, Mon–Fri)
- Phone support for priority issues
- Optional web chat and chatbot support
- Priority-based response targets
- Embedded support during migration and cutover periods

11. Security, Governance & Compliance

- Staff vetted to BS7858:2019 and eligible for BPSS
- Data handled in compliance with UK GDPR and buyer policies
- Least-privilege access and secure transfer methods
- Target environment configured using best-practice security controls
- Governance alignment with NCSC, ISO-aligned processes, and public-sector standards

12. Service Levels, Availability & Resilience

Service delivery is governed by agreed project timelines and response commitments. SCG ensures continuity through resource availability, planned maintenance windows, resilient migration methods, and structured fallback options.

13. Public-Sector Considerations

The service aligns with Cloud First policy, accessibility regulations, sustainability considerations, open-standards guidance, FOI requirements, and public-sector governance expectations. Documentation and processes support auditability and transparency.

14. Pricing Summary

- Time & Materials pricing aligned to SFIA role rates
- Fixed-price phases available for clearly defined scopes
- No setup fees
- Third-party tooling charged at cost
- Travel and subsistence in line with CCS policy

15. Training & Documentation

SCG provides technical and administrative training, knowledge-transfer sessions, end-user guidance (where required), and full documentation including design materials, migration runbooks, as-built documentation, and user guides.

16. Trials (if applicable)

Trials are not applicable for service delivery. Buyers may procure a small discovery package or pilot migration phase as a low-risk proof of approach.

17. Responsibilities Matrix

A defined RACI-style allocation is established at onboarding. SCG leads technical delivery, planning, configuration, migration execution, documentation, and hypercare. The buyer provides access, approvals, stakeholder engagement, internal communication, and post-migration operations.

18. Compliance With Lot 3 Product Definition Requirements

This Product Definition meets all G-Cloud 15 Lot 3 requirements, using the mandated structure, neutral procurement language, and scope-appropriate activities. No custom development is proposed, documentation is accessible, and all descriptions align with Cloud Support constraints and CCS guidance.