



Technical Change and Delivery services

Version 1.05



Table of Contents

..... 1

Document Control 3

Confidentiality..... 3

Contact Us..... 3

Technical Change and Delivery 4

Consultancy Services 4

Ad Hoc Consultancy 7

Project Management Services..... 9

Document Control

The Document is issued by: Infrashift Solutions Limited

Classification Confidential

Version 1.05

This document may be updated from time to time to reflect changes to service offerings, operational processes, or supporting vendor services.

Confidentiality

Infrashift Solutions Limited exclusively made this document to address specific requirements. Distributing this document to any other organisation without the clear consent of Infrashift Solutions Limited is prohibited.

Contact Us



020 8132 6980



sales@infrashift.co.uk



71-75 Shelton Street, Covent Garden, London, WC2H 9JQ

Technical Change and Delivery

Our Technical Change & Delivery services describe the ways in which we support organisations with the design, implementation and delivery of technology solutions across the Microsoft Cloud portfolio.

These services provide structured, flexible engagement models to support cloud adoption, transformation and optimisation initiatives, aligned to organisational requirements and delivery outcomes.

Consultancy Services

Our consultancy services provide organisations with expert guidance and delivery support at any stage of their cloud journey. With experience spanning the Microsoft Cloud portfolio, we support the design, deployment and handover of solutions across both Modern Workplace and Microsoft Azure environments.

We recognise that organisations engage in different ways depending on their objectives, constraints and internal capability. To support this, we offer a range of delivery models, including end-to-end managed implementations, targeted ad hoc consultancy, and packaged services designed to address specific requirements.

Our packaged services focus on maintaining the availability, performance and ongoing optimisation of cloud services and infrastructure. Drawing on extensive experience in deploying and managing Microsoft Cloud technologies, we provide informed recommendations to support continuous improvement and to identify optimisation opportunities that may not be addressed through standard “as-a-service” offerings.

Our workshop programmes complement consultancy delivery by providing fixed-price, structured engagements focused on defined technology areas. These workshops are designed to support informed decision-making and service onboarding by aligning technical design with business objectives and recognised best practice. Workshops are available across a range of Microsoft Cloud solutions and can accelerate delivery by reducing uncertainty and improving readiness.

All services are delivered by certified Microsoft Cloud professionals, providing consistent guidance and assurance throughout the engagement lifecycle, from initial discovery through to implementation and handover.

Managed Project Delivery

Managed Project Delivery forms a core part of the consultancy service and is focused on delivering defined project outcomes through structured, governed engagement.

Delivery is aligned to an established project methodology and overseen through formal project management practices. Consultants may work independently or alongside internal teams, depending on organisational preference and delivery requirements, to achieve the objectives defined within the agreed proposal.

All managed projects follow a consistent delivery approach, which includes the following stages:

Scoping Workshop

A structured workshop is conducted to review the existing environment, clarify objectives, define the delivery approach, and identify risks, assumptions, dependencies and prerequisites relevant to the engagement.

Scope Documentation

Outputs from the scoping workshop are documented in a Project Initiation Document (PID) or Statement of Work (SoW). This document defines the agreed scope, deliverables, responsibilities and assumptions, and forms the baseline for mutual sign-off prior to delivery.

Implementation

The agreed technical activities are implemented in line with the scope documentation. This includes configuration, deployment and validation of the solution components required to meet the defined objectives.

Handover

A formal handover is completed at a pre-agreed stage of the project. This ensures relevant stakeholders are briefed on the delivered solution, understand the implemented technology components, and are able to support ongoing operation and management.

Documentation

Comprehensive documentation is produced describing the delivered solution and organisation-specific configurations. Documentation is provided on completion of the engagement and retained securely to support future reference and continuity.

Managed projects may vary in size and complexity and can be delivered in phases where appropriate to support incremental delivery and risk management. The recommended delivery approach is defined during the pre-sales process and fully documented within the proposal documentation.

Time and Materials Consultancy

Time and Materials consultancy is used for engagements where requirements cannot be fully defined in advance, such as development-led or data-focused projects. These engagements typically involve a

higher degree of technical and functional variability than standard cloud infrastructure projects and therefore require a more flexible approach to scoping, delivery and commercial structure.

Commercial Model

Costing approach

Services are delivered on a time and materials basis. Effort, timescales and costs are estimated based on the information available at the time of engagement and do not constitute a fixed-price commitment. Charges are applied only for time worked.

Delivery Approach

Scoping workshops

Initial scoping activities are undertaken to review the existing environment, clarify requirements, define the proposed delivery approach and identify risks, assumptions, dependencies and prerequisites. Scoping effort is based on the current understanding of requirements, the technical environment and expected functional behaviour.

Scope outcomes

Scoping may result in the identification of next steps, refined requirements or delivery options. In some cases, scoping may determine that requirements cannot be met due to technical, commercial or operational constraints, in which case the engagement may not progress beyond the discovery phase.

Implementation

Implementation activities are undertaken in line with the outcomes of the scoping phase. Work is delivered iteratively, allowing requirements and priorities to be refined as understanding develops.

Risk and Change Management

Contingency

Estimated contingency may be included to account for unforeseen effort. This contingency is indicative only. Where additional time is not required, it is not charged.

Change control

A formal change control process is used to manage changes to scope, including unforeseen requirements that materially affect time or cost estimates. Change requests are reviewed and either approved, resulting in an agreed adjustment to scope and cost, or rejected, in which case scope is adjusted to remain within agreed constraints.

Handover and Documentation

Handover

A scheduled handover is conducted to ensure relevant stakeholders are briefed on the implemented solution and are familiar with the deployed technology components to support ongoing operation and management.

Documentation

Comprehensive documentation is produced describing the delivered solution and organisation-specific configurations. Documentation is provided on completion and retained securely to support continuity and future reference.

Ad Hoc Consultancy

Ad Hoc Consultancy is designed for engagements where a structured project approach is not required or where requirements cannot be fully defined in advance. This model supports situations where focused expertise is needed to complement internal teams or to address specific technical challenges.

Organisations can engage a subject matter expert for a defined period to support a wide range of activities, including contribution to wider project delivery, resolution of discrete technical issues, or provision of guidance on proposed designs, plans or approaches.

Consultants work collaboratively with internal teams to support agreed technical activities and deliver outputs defined by the organisation, providing flexibility while maintaining access to specialist expertise.

Packaged Services

Some consultancy activities are well-defined, repeatable and predictable in nature. While these can be delivered using a managed project approach, a lighter-weight delivery model is often more appropriate to support rapid deployment and efficiency.

Packaged Services provide a structured but streamlined delivery framework for specific, low-risk or fixed-scope activities. Each packaged service is delivered to a pre-defined scope, timescale and set of outcomes, providing clarity on cost, objectives and deliverables without the overhead of a full project engagement.

These services combine the flexibility of consultancy with the assurance of a governed delivery model and are suitable for activities such as assessments, health checks, proofs of concept and small-scale pilot deployments.

The scope and delivery approach for each packaged service is defined within the relevant service schedule. Example packaged services include:

- Azure Cloud Foundation
- Azure cloud FinOps assessment and Optimisation
- Training and adoption portal enablement

Further details of packaged services, including scope and deliverables, are available on request.

Workshops

Workshops are designed to support organisations where the next steps in cloud adoption or service onboarding are not yet fully defined. These structured engagements provide targeted education, planning and advisory support to help accelerate informed adoption of Microsoft Cloud services.

Workshops are typically delivered as one- or three-day engagements and involve relevant technical and business stakeholders. Sessions are available across a range of Microsoft Cloud technology areas, including:

- Microsoft Azure (including foundations and readiness)
- Microsoft Sentinel
- Cloud strategy and migration
- Intelligent Cloud
- Microsoft Cloud security
- Microsoft compliance
- Microsoft Teamwork (including adoption, calling or meetings)

Workshop Delivery Approach

Workshop agendas are tailored to organisational requirements and current maturity. Consultants work collaboratively with stakeholders to align available technology capabilities with business objectives and desired outcomes.

While the structure varies depending on the technology area, a typical workshop includes the following phases:

Discovery

An initial discussion to understand business objectives, current technical maturity and awareness of the in-scope technology. This information is used to refine and prioritise the workshop agenda.

Envisioning

An exploration of potential solutions and use cases through presentations, demonstrations and open discussion. This phase focuses on deployment options, best practices and alignment to organisational needs.

Current State Assessment

Assessment of the organisation's existing environment in the context of the proposed technology. Where appropriate, this may include trial deployments, readiness assessments or small-scale proof-of-concept activity to demonstrate value.

Design and Planning

Development of a clear set of recommended next steps based on workshop outputs. This plan can be used to support internal delivery or to progress into a managed project delivery engagement if required.

Further details on workshop scope, outputs and delivery options are available on request.

Project Management Services

Project Management

Project Management Services are delivered using a pragmatic application of the PRINCE2 methodology, tailored to suit the size, complexity and risk profile of each engagement.

An experienced Project Manager is assigned to oversee delivery, ensuring the project is planned, controlled, monitored and communicated effectively throughout its lifecycle. Governance and reporting arrangements are agreed at the outset and applied in a proportionate manner to support effective delivery while maintaining flexibility and collaboration.

The Project Manager works closely with stakeholders to agree the appropriate level of control and assurance required to meet delivery objectives and organisational expectations.

Project Delivery Controls

The following delivery controls are typically recommended and managed throughout the engagement:

Project Initiation Document (PID)

A foundational document that captures agreed project objectives, scope, roles, assumptions and constraints. The PID is approved by the project sponsor prior to delivery. For smaller or lower-complexity engagements, a Statement of Work may be used as an alternative by agreement.

Project Plan

A formal plan detailing project activities, timescales, resource requirements and dependencies. Progress is tracked against this plan throughout delivery.

Highlight Reports

Regular status reports providing visibility of progress, completed activities, upcoming work, risks, issues and budget position.

Progress Checkpoints

Scheduled review meetings (typically held weekly) to assess progress, discuss risks and issues, and confirm alignment with the project plan.

End-of-Stage Reviews

Formal review points at key milestones to confirm deliverables have been met and to obtain approval before progressing to the next stage.

Change Control

A structured change control process is applied to manage any changes that impact the agreed scope, timeline or cost. Changes are assessed, documented and approved in line with agreed governance arrangements.

Risk Management

A risk assessment is conducted during initiation and a risk log is maintained and reviewed throughout the project to identify, assess and mitigate delivery risks.

Project Collaboration

Microsoft Teams is typically used to support project collaboration and communication throughout delivery. The platform is used to share documentation and maintain project artefacts, including action logs, risk registers, issue logs and change records.

This approach supports transparency, effective collaboration and auditability by providing a central, accessible record of project communications and decisions.