

Service Definition Document – Cloud Migration Planning Support

1. Service Overview

Our service provides specialist cloud programme support personnel, including cloud engineers, DevOps, data engineers, AI infrastructure specialists, and project delivery managers. We help public sector organisations plan, design, and execute cloud migrations by supplying vetted and experienced personnel to complement your internal teams.

We focus on Cloud Migration Planning to ensure projects are delivered efficiently, securely, and on time. We do not operate cloud infrastructure; instead, we enable your teams with the right skills and governance support.

2. Service Features

- Provision of pre-vetted cloud, DevOps, and AI infrastructure specialists
- Delivery management and governance of cloud migration programmes
- Cloud capability analysis and architecture support
- Cloud gap assessment and recommendations for technical deployment
- Architecture options analysis for infrastructure planning
- Resource mobilisation and onboarding coordination
- Programme delivery road-mapping and milestone tracking
- Cloud security strategy support from qualified personnel
- Data and AI infrastructure engineering support for migration readiness
- Knowledge transfer and skills enablement for internal teams

3. Service Benefits

- Reduces project delays with rapid deployment of skilled personnel
- Improves security and governance through expert oversight
- Minimises internal hiring pressures and recruitment overheads
- Enhances delivery quality via experienced technical staff
- Accelerates decision-making with architecture and capability guidance
- Reduces operational risk through structured governance and reporting
- Provides scalable resources to meet changing project demands
- Supports complex AI and GPU infrastructure deployments
- Delivers knowledge transfer to improve internal team capabilities
- Increases programme visibility with structured reporting and progress tracking

4. Onboarding and Offboarding Support

- Onboarding: All personnel are briefed on client systems, security policies, and project objectives. Role-specific access is granted according to the client's requirements.
- Offboarding: Personnel are removed promptly at project completion or contract termination. Access to client systems is revoked and any client-specific knowledge transfer is completed.

5. Service Constraints

- Delivery depends on availability of skilled personnel; lead times may vary.
- Onsite support is subject to client location and access permissions; remote delivery may be required.
- Service focuses on planning, advisory, and personnel deployment, not infrastructure management.
- Effectiveness depends on clients providing required documentation, approvals, and decision-making.
- Scope may be constrained by project-specific timelines or changes.

6. Service Levels

- All clients are assigned a dedicated Delivery Manager.
- Response to queries within one business day; urgent queries handled same day.
- Delivery Manager coordinates access to specialist personnel as needed.
- Support includes progress reporting, governance tracking, and technical escalation.

7. Staff Security Clearance

- All personnel are vetted internally (right to work, references, ID verification).
- Access to client systems is only granted when required, using time-limited, role-based permissions.
- Staff handling sensitive projects receive security training appropriate to their responsibilities.

8. Technical Requirements

- Personnel require access to client systems and relevant project documentation.
- No additional software or infrastructure is provided.
- Standard office tools (email, video conferencing, project tracking) are used for collaboration.

9. Outage and Maintenance Management

- Personnel availability may vary due to project schedules; any planned absence is communicated in advance.
- No infrastructure outages apply, as the service does not operate cloud platforms.

10. Hosting Options and Locations

- Not applicable — our service provides personnel support, not hosted cloud services.

11. Data Access and Exit

- All client data accessed by personnel remains under client control.
- Upon project completion or contract termination, access is revoked and any client-specific materials are returned or deleted according to client instructions.

12. Security

- Personnel access is restricted by role and time-limited permissions.
- All actions on client systems are logged and monitored where required.
- We promote a positive security culture across our teams to minimise risk.

13. After-Sales Support

- Post-engagement support is available via the Delivery Manager for knowledge transfer and handover.
- Assistance with integrating personnel into client projects can continue for an agreed period post-engagement.