

Service Definition Document

AWS Cloud Migration Planning and Delivery

Service overview

This service supports organisations planning and delivering migrations to Amazon Web Services (AWS). It provides specialist cloud migration planning, architecture design, and delivery support for environments hosted within client-owned AWS accounts.

The service focuses on reducing migration risk, minimising disruption to live services, and supporting a secure and controlled transition to AWS. It is provided under Lot 3: Cloud Support and does not include cloud hosting or software provision.

Service scope

The service is designed for public sector organisations undertaking cloud migration programmes, including legacy system transitions and modernisation initiatives.

Delivery is engineering-led and supports both planning and execution phases of cloud migration, working alongside client teams and existing suppliers where required.

What the service includes

The service may include the following activities, subject to call-off requirements:

- Cloud migration readiness and capability assessments
- Enterprise-level AWS target architecture design
- Cloud gap assessment between current and target states
- Architecture options analysis and technical decision support
- Migration delivery road-mapping and phased planning
- Secure AWS environment setup for migration activities
- Infrastructure as code to support repeatable migration builds
- Migration execution support and workload transition
- Security hardening during migration activities
- Documentation and knowledge transfer

What the service does not include

This service does not include:

- Cloud hosting or resale of cloud infrastructure
- Managed cloud services or ongoing operational management
- Application development or software delivery
- Long-term business-as-usual operational support

Support arrangements

Support is delivered by experienced AWS cloud engineers and architects.

- Support is provided during UK business hours
- Engagements are delivered on a time-bound or ad hoc basis
- A named cloud support engineer acts as the primary technical contact
- A technical account manager role may be provided where required

Any enhanced or extended-hours support is agreed in advance as part of a specific call-off contract.

Onboarding and offboarding

Onboarding

Onboarding typically includes:

- Initial discovery and migration objectives review
- Confirmation of scope and delivery approach
- Secure access setup to client-owned AWS environments
- Agreement of communication and governance arrangements

Offboarding

Offboarding includes:

- Knowledge transfer and documentation handover
- Support for transition to live operational support, where required
- Removal of supplier access to client systems

Security and personnel assurance

- All work is performed within client-owned AWS accounts
- Access is granted on a least-privilege basis
- Staff delivering the service are subject to background screening
- The supplier is prepared to support BPSS or SC clearance at call-off where required

No classified hosting or data handling is provided as part of this service.

Service constraints

- Delivery is primarily remote
- Services are limited to AWS environments
- Support is provided during UK business hours, unless otherwise agreed
- The service focuses on migration planning and delivery only

Service locations

Services are delivered remotely from the UK. On-site support may be agreed where required as part of a specific call-off contract.

Service management

Service delivery is managed through clear ownership and direct engagement with client stakeholders. Migration activities are planned and prioritised collaboratively to align with organisational governance, security requirements, and programme objectives.

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