



Emphasys IT

Your partner for quality IT solutions

GCloud 15 - Lot 3: Cloud Support: Digital Transformation

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Author	Sunny Tailor
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Distribution

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Service Definition

Service Name

Digital Transformation

Lot

G-Cloud 15 – Lot 3: Cloud Support

Supplier

Emphasys IT Limited

1. Service Overview

Emphasys IT's Digital Transformation Cloud Support service helps organisations plan, mobilise and deliver change across cloud and digital programmes. We provide structured support for set up and migration, data auditing and organisation, information structure design, engagement and communication planning, project management and governance, service optimisation/right sizing, and mobilisation coordination.

The service is outcome-led and designed to support sustainable adoption, operational readiness and measurable value realisation.

2. Who the Service Is For

This service is suitable for organisations that need to:

- mobilise and govern cloud and digital transformation initiatives
- improve data quality and information structures to enable cloud adoption
- plan and coordinate migrations and change activity
- establish effective engagement, communications and stakeholder alignment
- optimise services for performance, resilience and cost

3. Service Categories and What We Provide

Customers can procure one or more of the service categories below. Scope, timelines and deliverables are agreed in the Call-Off Order Form.

3.1 Set Up and Migration

Support to prepare for and coordinate cloud and digital migration activities.

Typical activities:

- discovery inputs and migration preparation (as provided by Customer)
- migration planning and sequencing (waves/tranches)
- dependency mapping and risk/assumption management

- cutover readiness planning and coordination
- coordination of supplier and internal delivery teams

Typical deliverables:

- migration plan and wave schedule
- readiness checklist and cutover approach
- RAID log (risks, assumptions, issues, dependencies)

3.2 Data Auditing and Organising

Support to assess, improve and organise data to enable safe and effective transformation.

Typical activities:

- data auditing (quality, completeness, duplication, lineage where available)
- data classification support (including sensitivity and retention inputs)
- remediation planning (clean-up, deduplication, standardisation)
- establishing data ownership and stewardship approaches

Typical deliverables:

- data audit summary and findings
- remediation backlog and prioritised actions
- data ownership/stewardship recommendations

3.3 Data/Information Structure Design

Design of information structures to support effective operations, reporting and governance.

Typical activities:

- information architecture and taxonomy design
- metadata and tagging standards
- logical data model and information structure recommendations
- governance inputs for data/information management

Typical deliverables:

- information structure/taxonomy pack
- metadata and tagging standards
- decision records and governance recommendations

3.4 Engagement and Communication Planning

Support to plan stakeholder engagement and communications to enable adoption and minimise change friction.

Typical activities:

- stakeholder mapping and engagement planning

- communications planning (what, when, who, channels)
- change impact assessment inputs
- feedback loops and adoption measurement approach

Typical deliverables:

- engagement plan and stakeholder map
- communications plan and cadence
- adoption measures and feedback approach

3.5 Project Management and Governance

Delivery management and governance support to drive outcomes, control risk and maintain transparency.

Typical activities:

- delivery planning, milestones and reporting
- RAID management and escalation
- governance design (forums, decision logs, controls)
- dependency and supplier management
- benefits tracking and KPI definition

Typical deliverables:

- integrated delivery plan and milestones
- governance pack (RACI, decision log, reporting templates)
- benefits/KPI measures and reporting approach

3.6 Service Optimisation / Right Sizing

Support to optimise cloud and digital services for performance, reliability, compliance and cost.

Typical activities:

- workload/service review against non-functional requirements
- right sizing recommendations (compute, storage, platform services)
- cost optimisation and tagging/governance inputs
- performance and resilience improvement recommendations

Typical deliverables:

- optimisation assessment report
- right sizing recommendations and action plan
- cost governance and tagging recommendations

3.7 Mobilisation Coordination

Coordination to quickly mobilise teams, establish ways of working, and start delivery safely.

Typical activities:

- mobilisation plan creation and execution
- onboarding of delivery teams and stakeholders
- working practices and cadence (ceremonies, reporting)
- tooling alignment (backlog, documentation, decision logs)
- early delivery prioritisation (first 30/60/90 days)

Typical deliverables:

- mobilisation plan and RACI
- delivery cadence and governance calendar
- 30/60/90-day plan and prioritised backlog

3.8 Other

Additional cloud support activities can be provided by agreement, such as:

- service design for operational readiness
- supplier due diligence and assurance
- operating model refinements
- process design and improvement
- training and enablement workshops

4. What's Included

- discovery workshops and stakeholder interviews
- analysis, recommendations and coordinated planning
- documented outputs suitable for governance and approval
- knowledge transfer sessions and handover packs

5. What's Not Included (Unless Agreed)

- implementation/build of cloud infrastructure or application development
- ongoing managed operations (unless purchased separately)
- procurement of cloud services or third-party licences
- penetration testing or specialist assurance beyond agreed scope

6. Customer Responsibilities

The Customer will:

- provide timely access to relevant people/stakeholders, systems, environments, premises (if on-site) and information such as spend, usage and reporting data provide access to cloud cost management tools and dashboards (where available)
- nominate an authorised representative for decisions and approvals
- provide existing tagging, governance and policy standards (if applicable)

7. Onboarding

Delays in onboarding activities may impact delivery timelines and cost and will be managed through change control where necessary.

Onboarding typically includes:

- discovery workshop to confirm outcomes or objectives and constraints
- agreement of scope, deliverables and timelines
- information and access requirements confirmed

8. Service Levels

Standard support and delivery hours: 09:00–17:00 UK time, Monday–Friday.

Response targets for delivery queries and issues (unless otherwise agreed):

- Critical: 1 hour
- High: 4 hours
- Medium: next business day

Out-of-hours delivery is available by agreement and may be subject to uplifts.

Service Levels apply to delivery communications and support queries and do not constitute guarantees of financial savings or emissions reduction.

9. Security and Compliance

Security is embedded throughout the service:

- least-privilege access and role-based controls for any agreed access
- secure handling of Customer information and credentials
- audit-friendly documentation and decision logs

Where personal data is processed (if required), processing is performed in accordance with UK GDPR and agreed terms.

10. Pricing

Pricing is provided via the published G-Cloud rate card.

- **Time & Materials (T&M):** day-rate pricing for optimisation, analysis and governance support
- **Retained Support:** monthly retained capacity (days/hours) for continuous optimisation

Cloud consumption costs are excluded.

11. Deliverables and Acceptance

Deliverables, formats and acceptance criteria are agreed in the Call-Off Order Form. Typical acceptance is based on:

- completion of agreed workshops and evidence gathering
- provision of agreed documents/artifacts and backlogs
- formal review and sign-off by the Customer's authorised representative

12. Exit and Transition

The service is designed to be transferable and avoids supplier lock-in.

On exit, we will provide:

- final versions of deliverables, dashboards requirements and backlogs
- handover session covering recommendations and next steps
- secure removal of any Supplier access to Customer systems (where applicable)