



Emphasys IT

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GCloud 15 - Lot 3: Cloud Support: Cloud Transformation

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Document Administration

Version Control

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Review

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Service Definition

Service Name

Cloud Transformation – Strategy, Architecture & Migration Planning

Lot

G-Cloud 15 – Lot 3: Cloud Support

Supplier

Emphasys IT Limited

1. Service Overview

Emphasys IT provides Cloud Support Services to help organisations plan, design and govern the adoption and evolution of cloud. The service focuses on cloud migration planning, capability analysis, enterprise architecture, cloud gap assessments, architecture options analysis and delivery road-mapping.

Our approach is outcome-led and evidence-based, aligning cloud decisions to organisational strategy, user needs, security, compliance and operational sustainability.

2. Who the Service Is For

This service is suitable for organisations that need to:

- establish or mature their cloud strategy and target architecture
- assess capabilities and identify gaps to migrate and operate in cloud
- evaluate architecture options and select viable implementation paths
- create delivery roadmaps and mobilisation plans for cloud programmes

3. Service Scope and Options

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

3.1 Cloud Migration Planning

Support to define a practical, risk-managed approach to migrating applications, data and infrastructure to cloud.

Typical activities:

- application and platform discovery inputs (as provided by Customer)
- migration strategy and sequencing (waves/tranches)
- dependency and risk analysis
- migration approach selection (rehost/refactor/replatform/replace/retain/retire)
- cutover planning and environment readiness

Typical deliverables:

- migration plan and wave schedule
- high-level cutover plan and readiness checklist
- migration decision log and risks/assumptions

3.2 Capability Analysis

Assessment of current and target capabilities required to deliver and operate cloud successfully.

Typical activities:

- capability model development or refinement
- operating model and governance assessment
- skills, process and tooling assessment
- maturity scoring and prioritised recommendations

Typical deliverables:

- capability assessment report
- gap and maturity heatmaps
- recommended capability uplift backlog

3.3 Enterprise Architecture

Definition and assurance of target enterprise architecture, ensuring cloud aligns to business strategy and value.

Typical activities:

- target enterprise architecture definition
- architecture governance approach (principles, standards, decision forums)
- reference architectures and patterns
- architecture assurance and review packs

Typical deliverables:

- target architecture pack (current → target)
- architecture principles and standards
- reference patterns (e.g., landing zone, identity, network, logging)

3.4 Cloud Gap Assessment

Assessment of the gap between current state and a cloud-ready target state, including security, governance and operations.

Typical activities:

- review of governance and controls (identity, policy, network, monitoring)
- security baseline assessment
- operational readiness assessment (support model, SRE/ops, ITSM integration)

- cost governance review (tagging, budgets, showback/chargeback)

Typical deliverables:

- cloud gap assessment report
- prioritised remediation actions
- risk register and dependency log

3.5 Architecture Options Analysis

Structured evaluation of architecture options to solve a defined problem or achieve a target outcome.

Typical activities:

- option identification and constraints mapping
- analysis of non-functional requirements (security, resilience, performance, cost)
- trade-off analysis and recommendation
- high-level design and implementation approach

Typical deliverables:

- options paper and decision record
- recommended reference architecture
- implementation approach and estimates (high level)

3.6 Delivery Road-Mapping

Creation of practical delivery plans to implement cloud change with measurable outcomes.

Typical activities:

- backlog shaping (epics/features) aligned to outcomes
- delivery sequencing and milestones
- benefits and KPI definition
- dependency management and mobilisation planning

Typical deliverables:

- delivery roadmap (quarters/waves)
- prioritised backlog and release plan
- benefits/KPI measures and reporting approach

3.7 Other

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

- cloud governance framework definition
- landing zone approach and policy standards
- DevOps/IaC approach definition
- supplier assurance and technical due diligence

- operational service design for cloud platforms

4. What's Included

- discovery workshops and stakeholder interviews
- analysis and recommendations supported by evidence
- 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 applications
- 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)

