

Service Definition - Cloud Migration Planning Services

1. Service Overview

Guidehouse's Cloud Migration Planning Service helps public sector organisations plan secure, efficient and value-for-money moves to cloud. It combines capability analysis, readiness assessments, architecture options analysis, delivery road-mapping and limited technical proof-of-concepts to de-risk change and prepare teams for execution.

This service suits buyers who want a structured, plain-English plan that reduces risk, improves predictability and aligns migration to policy and budget.

2. Service Scope & Objectives

Scope

The service covers: capability analysis; enterprise architecture mapping; cloud readiness and gap assessments; architecture options analysis (IaaS, PaaS, SaaS, hybrid, security patterns); migration sequencing and delivery road-mapping; pilot migrations/technical proofs; financial modelling (TCO/ROI); governance frameworks, landing zone design; and operational readiness planning.

Objectives

- Reduce migration risk through evidence-based planning and options analysis.
- Accelerate cloud adoption with sequenced road-maps and readiness activities.
- Improve cost prediction and financial governance (TCO/ROI).
- Strengthen compliance with security and architecture standards aligned to public sector guidance.

3. Service Features & Benefits

Features (from consolidated Lot 3 submission)

- Capability analysis of current IT, data, applications and operating model.
- Enterprise architecture mapping (business, data, application, technology).
- Cloud readiness and gap assessments.
- Architecture options analysis (IaaS/PaaS/SaaS, hybrid, security patterns).
- Migration sequencing, delivery road-mapping and risk mitigation planning.
- Pilot migrations and technical proofs of concept.
- Financial modelling and TCO/ROI estimation.
- Governance frameworks, security patterns and landing zone design.
- Operational readiness planning across people, process and technology.

Benefits

- Reduced risk via structured discovery, options and pilots.
- Faster adoption through clear road-maps and sequencing.
- Better budget control with robust cost models.
- Stronger compliance and architecture governance.
- Improved decision-making through trade-off analysis.
- Enhanced organisational readiness and capability.

4. Service Components / Work Packages

4.1 Discovery & Current-State Assessment

- Portfolio and dependency discovery; landscape, data and application mapping.
- Readiness and gap assessments against good practice.

4.2 Target Architecture & Options Analysis

- Option shaping across IaaS, PaaS, SaaS, hybrid patterns; security and connectivity patterns; landing zone recommendations; data platform options.

4.3 Migration Strategy & Road-mapping

- Workload grouping and wave sequencing, risk/assumption log, quality gates and decision points; integration and cutover approach.

4.4 Pilot Migrations & Proof-of-Concepts

- Limited technical execution to validate approach, tooling, guardrails and performance assumptions.

4.5 Business Case & Financial Modelling

- TCO/ROI estimation; benefit realisation plan; budgeting and governance tie-in.

4.6 Operational Readiness & Handover

- Roles, runbooks, support model options, BAU acceptance criteria and go-live readiness.

5. Roles & Responsibilities

Guidehouse Responsibilities

- Provide experienced cloud architects, migration planners and delivery managers.
- Deliver assessments, artefacts and plans in buyer-friendly, plain English per CCS guidance.
- Coordinate with buyer teams and third parties; meet vetting requirements (BS7858; up to SC where required).

Buyer Responsibilities

- Provide access to SMEs, environments and existing documentation.
- Confirm scope decisions, dependencies and priorities; provide timely approvals.

6. Onboarding & Offboarding

Onboarding

- Kick-off, objectives and stakeholder mapping; confirm discovery inputs; agree schedule and checkpoints.

Offboarding

- Handover workshops; deliverable transfer (road-maps, options, models, risk logs); next-step recommendations.

7. Service Management & Reporting

- Fortnightly or monthly checkpoints; RAID management; milestone tracking; KPI review (e.g., percentage of estate assessed, number of workloads sequenced, risk burn-down).
- Support available via email, ticketing, phone and web chat, accessible to **WCAG 2.2 AA** standard during UK business hours.

8. Security, Compliance & Standards

- Aligned to NCSC cloud security principles and ISO 27001; leverages public sector patterns and landing-zone guardrails.
- Staff screening to **BS7858:2019** and up to **SC clearance** as required.
- Data protection, confidentiality and information security obligations follow **CCS General Terms**.

9. Constraints & Dependencies

Dependencies

- Availability of environment, documentation and decision-makers.
- Access to discovery data and existing monitoring/billing where applicable.

Constraints

- No inherent service constraints declared in the submission.
- This Service Definition does not create or modify any contractual term; CCS General Terms prevail.

10. Pricing Model (Non-Commercial Description)

Pricing is based on published Lot 3-day rates and is typically time-and-materials for discovery, options and planning, with optional fixed-scope work packages by agreement. Prices are exclusive of VAT and T&S and comply with CCS pricing rules.

11. Document Control

- **Service Name:** Cloud Migration Planning Services
- **Supplier:** Guidehouse
- **Framework:** G-Cloud 15 – Lot 3 Cloud Support
- **Related documents:**
 - **CCS General Terms (RM1557.15-v1.0)**
 - **RM1557.15 – Attachment 2: How to tender (buyer-readability guidance)**
 - **Lot 3 Consolidated Service Responses** (source of service features/benefits)
 - **Guidehouse Lot 3 Overarching Terms & Conditions** (service-specific addendum)

This Service Definition should be read alongside the above documents and does not override CCS General Terms.