

CLOUD TRANSFORMATION SUPPORT - SERVICE DEFINITION

1. SERVICE OVERVIEW

Lean-Agile Digital Services (LADS) provides Cloud Transformation Support for UK public sector organisations, enabling successful migration and optimisation of services in cloud environments aligned with Government Digital Service (GDS) and Cabinet Office Cloud First policies. Our approach combines Lean-Agile principles, pragmatic governance, and outcome-focused delivery to reduce risk and accelerate transformation.

2. KEY FEATURES AND BENEFITS

- Cloud strategy and transformation planning aligned with public sector standards.
- Expertise in GDS-aligned delivery, including Discovery, Alpha, Beta, and Live phases for cloud adoption.
- Lean-Agile Practitioner Toolkit – practical guidance for cloud migration and service optimisation.
- Integration of cloud-native practices with existing governance and multi-supplier environments.
- Rapid mobilisation and onboarding of cloud transformation teams.
- Risk reduction through service assessments, assurance, and compliance checks.

Benefits

- Faster adoption of secure, scalable cloud services.
- Reduced transformation risk and improved compliance with UK government cloud policies.
- Lower overhead compared to traditional migration approaches.
- Enhanced collaboration and transparency across suppliers and stakeholders.

1. SERVICE SCOPE

Included

- Cloud transformation strategy and roadmap development.
- Migration planning and delivery support.
- Stakeholder engagement and governance reporting.
- Risk and dependency management for cloud adoption.
- Integration with GDS standards and assurance processes.

Excluded

- Hosting or infrastructure provision (we support migration, not hosting).
- Software development outside agreed scope.
- Non-cloud-related transformation activities.

2. ONBOARDING AND OFFBOARDING

Onboarding

- Initial discovery workshop to confirm scope and objectives.
- Rapid mobilisation of delivery team and governance setup.
- Access to Lean-Agile Practitioner Toolkit and templates.

Offboarding

- Knowledge transfer and documentation handover.
- Transition planning for internal teams or other suppliers.
- Post-engagement review and lessons learned.

3. PRICING

Pricing details, including any applicable discounts for educational organisations, are provided in the separate Pricing Document as required by G-Cloud 15. Our pricing model is transparent SME-friendly, and designed to deliver value for money.

4. SERVICE LEVELS AND SUPPORT

- Standard support via email and phone during UK business hours.
- Optional enhanced support packages available.
- SLAs tailored to engagement scope and agreed at contract stage.

5. SECURITY AND COMPLIANCE

- Fully compliant with UK GDPR and public sector security standards.
- Accredited by Bloom Procurement Services.
- Holds SE+ Certification for security and ethical delivery practices.
- All personnel are vetted and adhere to government security clearance requirements.

6. TECHNICAL REQUIREMENTS

- No proprietary technology lock-in.
- Compatible with major public sector cloud platforms (AWS, Azure, Google Cloud) and collaboration tools (Microsoft 365, Jira, Trello).
- Requires access to relevant client systems for migration and delivery management.

7. ACCESSIBILITY AND SUSTAINABILITY

- All deliverables meet WCAG 2.1 AA accessibility standards.
- Commitment to environmental sustainability through remote-first delivery and reduced travel.
- Promotes inclusive practices and diverse team engagement.

8. DIFFERENTIATORS

- Lean-Agile Practitioner Toolkit – proven, practical guidance for cloud transformation and delivery managers.
- Expertise in integrating cloud adoption with GDS standards and assurance.
- Extensive experience in regulated environments and multi-supplier delivery.

9. ABOUT LEAN-AGILE DIGITAL SERVICES

Lean-Agile Digital Services (LADS) is a UK-based SME specialising in Lean-Agile delivery, product leadership, and digital transformation for complex public sector environments. Our mission is to enable government and public bodies to deliver user-centred, secure, and sustainable digital services. We are accredited by Bloom Procurement Services, hold SE+ Certification, and actively contribute to social value through skills development and SME-friendly pricing. Learn more at <https://www.lean-agile.co.uk/>