

Cloud Governance, Compliance & Service Assurance

Service Summary

ADM's Cloud Governance, Compliance & Service Assurance service helps organisations establish robust governance frameworks, maintain regulatory compliance, and ensure continuous service performance across public, private, and hybrid cloud environments. The service provides strategy, design, and operational oversight to deliver cost-effective, secure, and compliant cloud adoption and management.

Service Scope and Features

- Cloud governance framework design and implementation
- Compliance alignment with GDPR, ISO 27001, NCSC principles, and industry standards
- Policy enforcement and identity/access management integration
- Continuous service assurance through performance monitoring and SLA tracking
- Cost optimisation and risk management across multi-cloud environments

Pricing

Example pricing: Our rate card ranges from £720 per day to £1850 per day depending on SFIA level. Individual project work is priced once a scope of work has been agreed.

Onboarding and Offboarding

ADM delivers structured onboarding through its Cloud Operations Centre, including service transition planning, configuration, and access setup. Offboarding includes secure data export, documentation transfer, and decommissioning in accordance with GDPR and client policies.

Service Management and SLAs

All services follow ITIL v4-aligned service management processes. ADM's Cloud Operations Centre provides 24x7 coverage, monthly performance reports, and SLA-based incident and request response times.

Security and Compliance

ADM Managed IT Services operates under Cyber Essentials accreditation. Data remains within UK cloud regions, and all services adhere to NCSC Cloud Security Principles.

Termination Terms

Customers may terminate services with 90 days' notice. ADM ensures complete data hand-back or certified deletion, aligned with GDPR, NCSC, and client data-retention requirements.

Confidentiality

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