

Argo – Cloud Migration Planning – Service Definition Document



Service Overview

Service Type:

Cloud Support – Lot 3

Service Name:

Cloud Migration Planning Services

Summary:

This service provides professional cloud migration planning support to help buyers assess their current environments, define target cloud architectures, and plan safe, effective migrations to cloud services.

The service is delivered as time-bound professional engagements and supports informed decision-making aligned with UK government cloud-first principles.

Service Description

Argo's Cloud Migration Planning Services provide structured assessment, design, and planning activities to support buyers preparing to migrate to cloud services. The service focuses on understanding existing capabilities, identifying gaps, evaluating architectural options, and developing realistic migration roadmaps.

The service supports buyers during early lifecycle phases such as discovery and design, helping to reduce migration risk and complexity. Activities are evidence-based and outcome-focused, providing clear recommendations to support subsequent migration delivery, which is outside the scope of this service unless separately contracted.

Service Scope & Categories

Argo's service aligns to the following G-Cloud 15 Cloud Support categories:

- Capability analysis
- Enterprise architecture
- Cloud gap assessment
- Architecture options analysis
- Delivery road-mapping

Services may be delivered individually or combined within a single engagement, depending on buyer requirements.

Service Features

Argo's service includes the following features, delivered in line with the agreed scope:

1. Capability analysis to assess organisational cloud readiness
2. Enterprise architecture assessment and modelling of current environments
3. Cloud gap assessment against defined target states
4. Architecture options development and comparative analysis
5. Migration approach and pattern selection
6. Identification of risks, constraints, and dependencies
7. Estimation of cost, effort, and delivery complexity
8. Delivery roadmap development with phased migration planning
9. Stakeholder workshops and structured interviews
10. Migration recommendations and supporting documentation

Service Benefits

Argo's service will provide the following benefits to buyers:

1. Clear understanding of cloud migration readiness
2. Reduced uncertainty and migration risk
3. Better-informed architectural decision-making
4. Realistic migration timelines and sequencing
5. Improved alignment between technical and business stakeholders
6. Early identification of constraints and dependencies
7. Improved visibility of cost, effort, and complexity
8. Strong foundation for successful migration delivery

9. Alignment with government cloud-first principles
10. Actionable roadmap to support next steps

Service Constraints & Operating Hours

Argo services are delivered during UK business hours as time-bound professional engagements.

Activities are scoped and agreed at call-off.

This service is limited to assessment, design, and planning activities and does not include migration execution, build, implementation, or ongoing managed services unless explicitly contracted.

On-site delivery can be provided where required and is subject to additional cost and agreement.

Support Model

Support Channels:

- E-mail or ticketing support: Yes
- Phone support: Yes
- Web chat support: No

Support Levels:

Support is provided throughout the engagement to enable effective delivery of the agreed cloud migration planning activities. This includes coordination of activities, clarification of requirements, facilitation of workshops and review of outputs and recommendations.

Communication is primarily via e-mail, with phone support available for scheduled discussions and urgent matters. Support is provided on a best-efforts basis during UK business hours, with escalation routes and governance arrangements agreed at the start of the engagement.

Supplier Information

Supplier Type: Direct supplier (not a reseller)

Security & Assurance

Staff Security Clearance: Argo staff screening is performed but does not conform to BS7858:2019.

Government Security Clearance: Personnel can hold security clearance up to Developed Vetting (DV), subject to role requirements and buyer approval.

Argo's service supports work on systems requiring elevated security controls, where agreed as part of the engagement.

Service Exclusions

This service does not include:

- Cloud migration execution or implementation
- Application or infrastructure build activities
- Ongoing managed services or operational support

Any additional services must be explicitly agreed and contracted.

Service Governance

Service delivery is managed through agreed engagement governance, including reporting, stakeholder communication and escalation mechanisms. This ensures transparency, control and alignment with buyer objectives throughout the engagement lifecycle.