

Service Definition Document

Managed Cloud Migration Planning

Rosebud Cloud Solutions

G-Cloud 15 – Lot 3: Cloud Support

1. Overview

Rosebud Cloud Solutions' *Managed Cloud Migration Planning* service supports public sector organisations in assessing cloud readiness, analysing enterprise architecture, and identifying capability gaps. Through structured options analysis, risk mapping, and delivery road-mapping, the service enables informed decision-making and smooth transitions to cloud environments. It ensures alignment with strategic goals, compliance standards, and operational resilience.

2. Service Summary

Service Name

Managed Cloud Migration Planning

Service Type

Lot 3 – Cloud Support

Service Description

Rosebud's Cloud Migration Planning service provides structured analysis and planning for cloud adoption. It includes capability assessments, enterprise architecture reviews, gap analysis, options evaluation, and delivery road-mapping. The service ensures organisations understand their readiness, risks, and opportunities before migrating, enabling secure, strategic, and efficient cloud transitions.

Service Categories

- Cloud Migration Planning
- Capability Analysis
- Enterprise Architecture
- Cloud Gap Assessment
- Architecture Options Analysis
- Delivery Road-mapping

3. Service Features and Benefits

3.1 Features

- Capability and readiness analysis
- Enterprise architecture assessment
- Cloud gap identification
- Architecture options evaluation
- Delivery roadmap creation
- Stakeholder engagement and alignment
- Risk and dependency mapping
- Migration strategy development
- Compliance and governance review
- Tooling and platform recommendations

3.2 Benefits

- Clarifies cloud readiness and capability gaps
- Aligns architecture with strategic goals
- Reduces migration risks and delays
- Supports informed decision-making
- Enhances stakeholder confidence and buy-in
- Accelerates cloud adoption timelines
- Improves governance and compliance posture
- Optimises resource and budget planning
- Enables scalable cloud architecture
- Builds a strong foundation for successful transformation

4. Service Scope

4.1 Included

- Cloud readiness and capability assessments
- Enterprise architecture review and analysis

- Gap identification and prioritisation
- Architecture options evaluation and recommendations
- Delivery roadmap creation
- Stakeholder engagement and alignment workshops
- Risk, dependency, and impact mapping
- Governance and compliance review
- Tooling and platform recommendations
- Standard onboarding and documentation

4.2 Not Included

- Implementation or migration delivery (available separately)
- Custom development or bespoke tooling
- Onsite delivery (available at extra cost)
- Extended support packages (quoted separately)

5. Service Constraints

- None declared by the supplier.
- Standard constraints may still apply based on environment readiness, stakeholder availability, and access requirements.

6. Reselling Information

Supplier Type

Reseller providing additional features and support not available from the original supplier.

Original Supplier

Microsoft

7. User Support

7.1 Support Channels

- Email or online ticketing: **Yes, at extra cost**
- Phone support: **No**
- Web chat support: **No**

- Onsite support: **Yes, at extra cost**

7.2 Support Response Times

- 1-hour initial response
- 2-day fix target
- 12-hour weekend response time (unless otherwise agreed)

7.3 Support Levels

- Standard support level (cost provided at discovery/quote stage)
- Dedicated technical account manager (qualified cloud engineer)

7.4 Support for Third Parties

Yes – support available to authorised third-party partners or managed service providers.

7.5 Accessibility

Compliant with EN 301 549.

8. How Users Access the Service

- Web browser interface: **No**
- Application installation: **No**
- Mobile-optimised interface: **No**
- Service interface: **No**
- API availability: **No**
- Customisation: **No**

9. Pricing

Pricing is provided during discovery and quotation, based on:

- Scope of capability and architecture analysis
- Number of systems and environments in scope
- Required stakeholder engagement
- Depth of governance and compliance review
- Optional onsite or extended support services

10. Onboarding and Offboarding

10.1 Onboarding

- Requirements and environment assessment
- Stakeholder mapping and engagement planning
- Access and permissions setup
- Architecture and capability review
- Road-mapping and governance planning

10.2 Offboarding

- Delivery of assessment outputs and roadmaps
- Removal of temporary access (if applicable)
- Optional follow-up review
- Optional transition to Set Up & Migration or Managed Cloud Support services

11. Security and Compliance

- Delivered using secure, approved cloud environments
- Aligns with UK public sector governance and assurance standards
- Supports compliance mapping and risk identification
- Reinforces secure-by-design principles

12. Service Management

Rosebud provides structured service management for planning engagements, including:

- Governance and reporting
- Risk and dependency management
- Stakeholder engagement
- Change and communication management
- Continuous improvement of planning processes

13. Technical Roadmap

Rosebud continues to enhance the service through:

- Expanded readiness assessment tooling
- Enhanced architecture modelling capabilities
- Additional sector-specific planning templates
- Improved reporting and analytics