

Service Definition Document

Managed Cloud Set Up & Migration

Rosebud Cloud Solutions

G-Cloud 15 – Lot 3: Cloud Support

1. Overview

Rosebud Cloud Solutions' *Managed Cloud Set Up & Migration* service provides structured, end-to-end planning and execution for cloud transitions across public sector environments. The service covers data auditing, information architecture design, stakeholder engagement, governance, mobilisation, and migration management. Designed to minimise disruption and ensure secure, right-sized cloud adoption, the service delivers clarity, alignment, and confidence throughout the transition process.

2. Service Summary

Service Name

Managed Cloud Set Up & Migration

Service Type

Lot 3 – Cloud Support

Service Description

Rosebud's Cloud Support: Set Up and Migration service delivers structured planning, governance, and execution for cloud transitions. It includes data auditing, architecture design, stakeholder engagement, mobilisation, and service optimisation. The service ensures secure, well-managed cloud adoption with minimal disruption, clear communication, and alignment to organisational goals.

Service Categories

- Set Up and Migration
- Data Auditing and Organising
- Data/Information Structure Design
- Engagement and Communication Planning
- Project Management and Governance
- Service Optimisation / Right-Sizing

- Mobilisation Coordination

3. Service Features and Benefits

3.1 Features

- Data auditing and cleansing
- Information structure design
- Engagement and communication planning
- Project governance framework
- Migration project management
- Service optimisation and right-sizing
- Mobilisation coordination
- Risk and dependency tracking
- Stakeholder alignment workshops
- Cloud readiness validation

3.2 Benefits

- Improves data quality and structure
- Enhances migration planning accuracy
- Builds stakeholder confidence and clarity
- Strengthens governance and accountability
- Reduces migration risks and delays
- Optimises cloud resource usage
- Ensures smooth mobilisation and execution
- Aligns services with business needs
- Supports compliant, secure transitions
- Accelerates cloud adoption timelines

4. Service Scope

4.1 Included

- Data discovery, auditing, and cleansing

- Information architecture and structure design
- Cloud readiness assessment
- Migration planning and governance
- Stakeholder engagement and communication planning
- Mobilisation and coordination of migration activities
- Risk, dependency, and issue tracking
- Service right-sizing and optimisation recommendations
- Standard onboarding and documentation

4.2 Not Included

- Post-migration support (available separately)
- Custom development or bespoke tooling
- Legacy system remediation outside agreed scope
- Onsite delivery (available at extra cost)
- Extended support packages (quoted separately)

5. Service Constraints

- Requires access to accurate data inventories and stakeholder input.
- Does not include post-migration support unless separately contracted.
- Timelines may be affected by data complexity, legacy systems, or third-party dependencies.
- Buyers must align with governance protocols and provide mobilisation authority.
- Deep customisation may require additional consultancy.
- Migration success depends on timely decision-making and stakeholder engagement.

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:

- Data volume and complexity
- Migration scope and architecture requirements
- Stakeholder engagement needs
- Required governance and project management
- Optional onsite or extended support services

10. Onboarding and Offboarding

10.1 Onboarding

- Requirements and data assessment
- Stakeholder mapping and engagement planning
- Governance and project structure definition
- Access and permissions setup
- Migration roadmap and mobilisation planning

10.2 Offboarding

- Handover of migration documentation
- Removal of temporary access (if applicable)
- Optional post-migration review
- Optional transition to Managed Cloud Support Services

11. Security and Compliance

- Delivered using secure, approved cloud environments
- Supports governance, risk management, and compliance frameworks
- Aligns with UK public sector cloud adoption and assurance standards

12. Service Management

Rosebud provides structured service management for migration delivery, including:

- Project governance and reporting

- Risk and dependency management
- Stakeholder engagement
- Change and communication management
- Continuous improvement of migration processes

13. Technical Roadmap

Rosebud continues to enhance the service through:

- Expanded readiness assessment tooling
- Enhanced migration automation and orchestration
- Additional sector-specific migration templates
- Improved governance and reporting frameworks