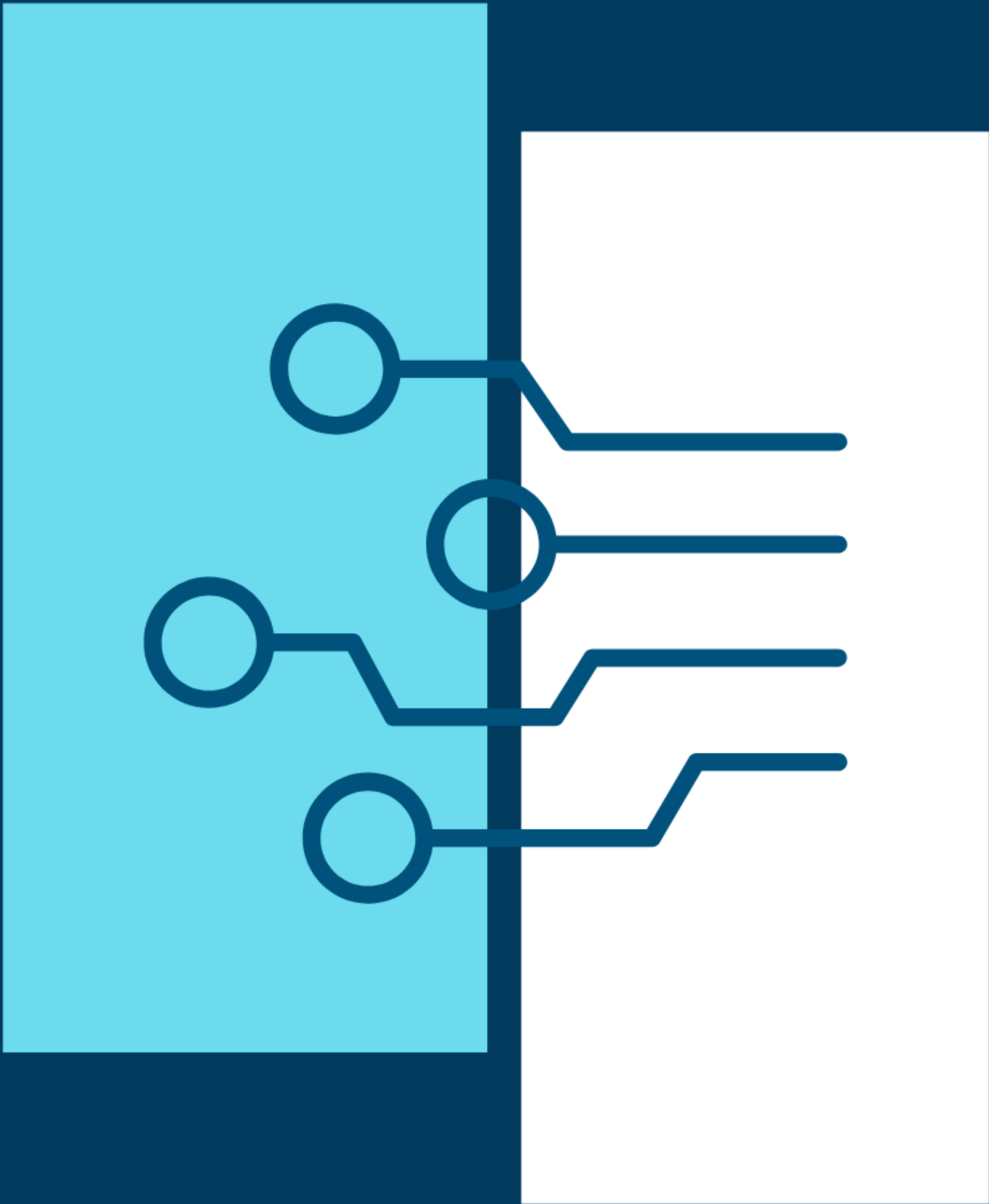


Service Definition Document: Cloud Support Services (Lot 3)



Executive Summary

About Our Cloud Transformation and Partnership Services

This document outlines our suite of cloud transformation services designed to support organisations through strategic cloud adoption, migration, and optimisation. Our six core services provide end-to-end support for cloud-enabled partnerships and digital transformation initiatives.



Service 1: Enterprise Architecture and Target Cloud Architecture

Cloud-native architecture and infrastructure design



Service 2: Cloud Readiness and Gap Assessment

Readiness evaluation and migration planning



Service 3: Cloud Migration Roadmap and Delivery Planning

Strategic cloud adoption roadmaps



Service 4: Data Audit and Data Quality For Cloud Migration

Cloud data governance and management



Service 5: Cloud Migration Stakeholder Engagement and Communications

Stakeholder alignment for cloud initiatives



Service 6: Cloud Programme Governance and PMO Support

Cloud programme oversight

Our Approach

Cloud-First Strategy

Leveraging cloud capabilities for competitive advantage.

Cloud-first strategy: We look at cloud options first, so you do not have to run and maintain as much IT kit yourself.

Evidence-Led Delivery

Data-driven decisions and proven methodologies.

Evidence-led delivery: We start by understanding what is happening today, what people need and what the facts show.

Partnership Excellence

Collaborative frameworks for sustainable success.

Partnership excellence: We make it clear who is responsible for what, how decisions get made and how problems get resolved

Our Approach to Cloud Transformation

Our approach is built on three interconnected principles that guide every engagement, from initial assessment through to ongoing optimisation. We work collaboratively with your teams to deliver cloud solutions that are both technically sound and aligned with your business objectives.



Strategic Clarity

Define a shared cloud vision and align partners on cloud objectives. This involves understanding your strategic goals, identifying key stakeholders, and establishing a clear roadmap that ensures all parties are working towards a unified outcome. We help translate business needs into actionable cloud strategies.



Pragmatic Delivery

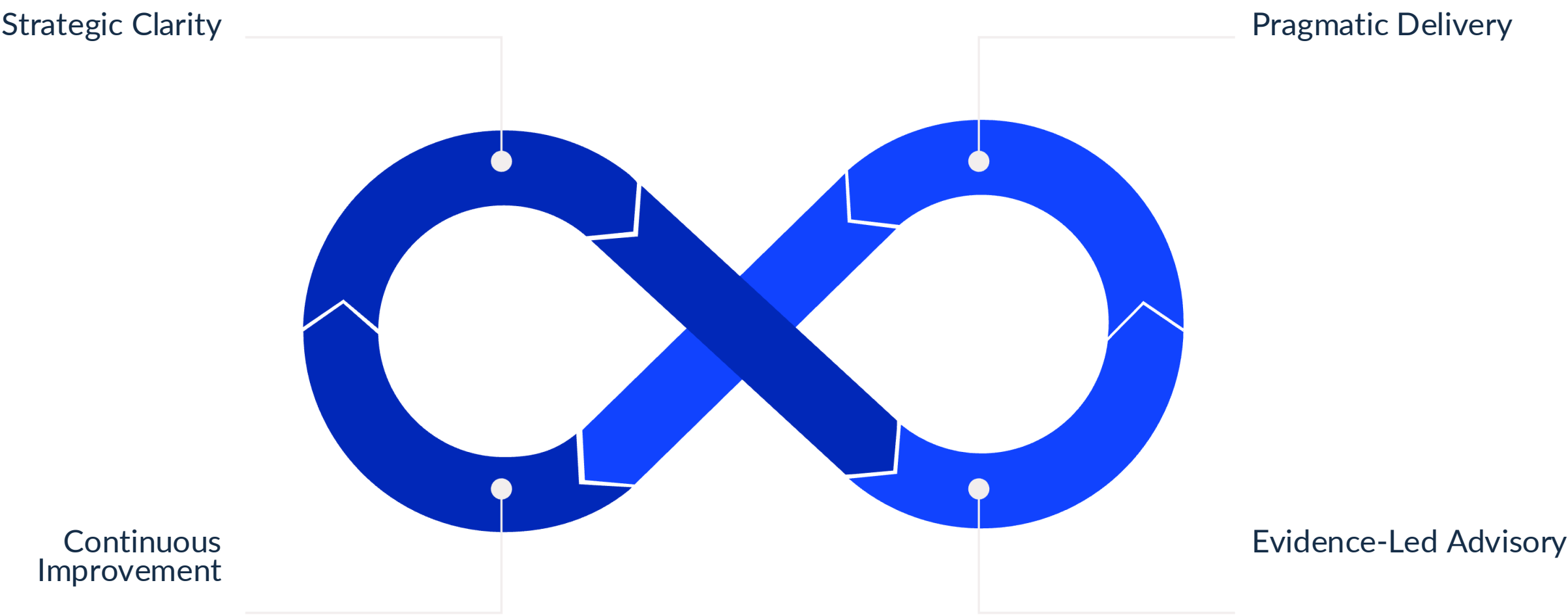
Develop robust cloud migration roadmaps and flexible governance. Our focus is on practical, implementable solutions that deliver tangible results without disrupting current operations. We balance innovation with stability, ensuring a smooth transition to the cloud environment.



Evidence-Led Advisory

Data-driven cloud decisions rooted in operational reality. We leverage comprehensive data analysis and industry best practices to inform every recommendation. This ensures that our advice is not only strategic but also grounded in a deep understanding of your operational context and future needs.

These three pillars are interconnected, forming a continuous cycle of planning, execution, and refinement essential for dynamic cloud transformation partnerships.



Cloud Transformation Journey

Our cloud transformation methodology follows a proven four-phase approach:

01

Assess

- Evaluate current IT infrastructure and applications.
- Analyse cloud readiness and identify gaps.
- Define business objectives and technical requirements.

03

Execute

- Implement cloud solutions and infrastructure.
- Migrate applications and data with minimal disruption.
- Conduct testing and user acceptance.

02

Plan

- Design tailored cloud architecture and service models.
- Develop a detailed migration roadmap and timeline.
- Establish governance frameworks and security protocols.

04

Optimise

- Monitor performance and cost efficiency.
- Implement continuous improvement and automation.
- Leverage new cloud services for innovation and scale.

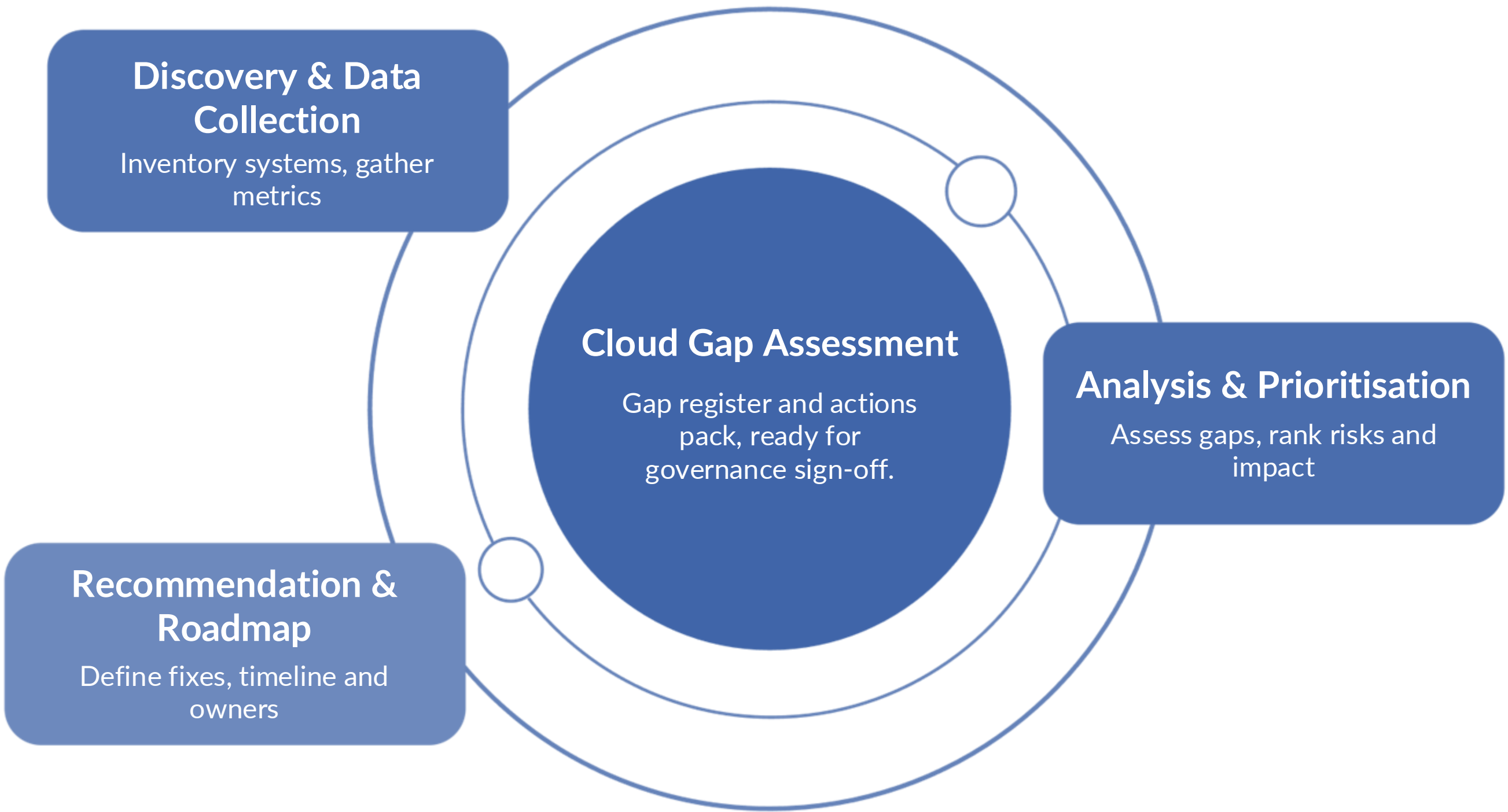
Cloud Readiness and Gap Assessment

This service tests whether your target cloud direction is deliverable. We examine the dependencies that typically block progress and create avoidable cost: integrations, identity, data consistency, security requirements, operating capability and governance. We translate findings into a prioritised action plan to support mobilisation and the delivery roadmap.

		
Purpose To surface the specific gaps that prevent delivery. This includes the dependencies that typically sit outside the project plan but cause delays: identity and access, integration patterns, data ownership, security controls.	Focus We review applications, integrations, identity, data standards, security requirements and the operating model needed to support cloud services.	Deliverables A prioritised gap register, detailed readiness assessment report, actionable recommendations for cloud migration, and a strategic roadmap for optimisation and cost efficiency.

Our Approach: From Assessment to Action

This assessment is designed to produce clear next steps. We start by gathering the minimum evidence needed to understand your current position. We then identify the gaps that will block delivery and prioritise them by impact and dependency. The outcome is a practical actions list with owners, ready to feed into your roadmap and governance.



How the Service Works

We use a simple three-step process to help you move from ‘cloud as an ambition’ to a practical actions list. The aim is to identify what will block delivery, agree what needs doing first, and make the next phase easier to plan and govern.

01	02	03
Scope & Evidence Gathering	Gap Analysis	Prioritised Action Plan
Agree assessment scope, review existing documentation, and engage key stakeholders to understand current cloud posture.	Identify constraints and opportunities across applications, data, integration, identity, security, and operations domains.	Deliver governance-ready recommendations with clear priorities, owners, and timelines for cloud readiness.

Cloud Maturity Assessment Domains

We use the following domains to structure the assessment and make sure it covers the areas that most often determine cost, risk and timescale:



We summarise the findings across these domains to show the main blockers. We then turn them into actions with owners, ready for the roadmap and governance.

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