



Data Migration & Transformation Service Definition v1.0

DOCUMENT CONTROL

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Service Name

1. Data Migration & Transformation Service Definition

Service Overview

2. Data Migration & Transformation Service delivers end-to-end migration, cleansing, and enrichment of structured and semi-structured data across legacy, CRM and cloud platforms. Designed for UK public sector organisations, it ensures secure, auditable, and compliant transitions aligned with digital transformation and regulatory programmes.

Service Scope

3. The service covers discovery, planning, secure data migration, cleansing, enrichment, and post-migration validation. Examples of Supported platforms include Microsoft 365, Azure, AWS, and Google Cloud. Examples of supported databases and applications include Oracle, Salesforce, MailChimp and HubSpot. Hybrid and legacy system migrations are available subject to assessment.

Service Constraints

4. Service supports structured and semi-structured BTG and BTB data. Proprietary systems without APIs or export tools require prior agreement.
5. Migration activities occur during UK business hours with a minimum 10-day lead time. Customer must provide access credentials, system documentation, and validate post-migration data. Only “Official” data classification is supported; “Above Official” requires prior agreement.
6. Pre-migration backups are the customer’s responsibility unless contracted. No guarantee of zero data loss is given unless rollback is specified. Post-migration support is included for 30 days; extended support available separately.

Benefits

7. Our service benefits include:

- Secure, compliant migration aligned with UK public sector standards.
- Reduces risk and downtime during system transitions.
- Supports digital transformation, legacy system replacement, and regulatory change.
- Includes data cleansing and enrichment to improve data quality.
- Delivered by experienced professionals with public sector expertise.
- Unifies multiple, inconsistent records across platforms into a single, clean, reliable dataset
- Identifies and flags invalid, outdated, or incomplete records, improving accuracy & reducing resource drain
- Updates vital contact and organisation data to ensure maximum accuracy
- Adds missing field values, enabling improved segmentation, targeting, and lead scoring
- Replaces invalid contacts with accurate, like-for-like data, maintaining volume without compromising quality

Onboarding Process

8. We conduct a discovery session to assess data sources, migration scope, and compliance needs. Customers provide access credentials, inventories, and documentation. A migration plan is agreed, including timelines and risk mitigation.

Offboarding Process

9. Post-migration validation is supported for 30 days. Final reports and audit trails are provided. Data is securely deleted from temporary environments unless retention is contractually required.

Support

10. This is a project-based service. Support is provided during the migration engagement and for 30 days post-completion to assist with validation, issue resolution, and reporting. Ongoing support or managed services are not included but can be contracted separately if required. Support is available during UK business hours via email and phone.



Support Levels

11. Support is provided during the migration project and for 30 days post-completion. This includes access to a named technical contact for issue resolution, progress updates, and post-migration validation. Support is available during UK business hours via email and phone. No ongoing support or managed service is included unless separately contracted. Additional support levels (e.g., extended post-migration assistance or SLA-backed support) can be arranged on request.