



Service Definition Document

Lot 3

Contents

1.	Overview of Service.....	3
	Summary.....	3
	Who it's for.....	3
	Cloud Expertise.....	3
2.	Scope of the Service.....	4
	Assessment & Discovery	4
	Cloud Strategy & Architecture	4
	Migration Planning	4
	Implementation & Migration Execution.....	4
	Service Optimisation.....	4
	Handover & Knowledge Transfer	4
3.	Detailed Service Features.....	5
	Overview.....	5
4.	Service Benefits	5
	Overview.....	5
5.	Technical Requirements (Customer Prerequisites).....	5
	Overview.....	5
6.	Onboarding Process	6
	Overview.....	6
7.	Offboarding Process.....	6
	Overview.....	6
8.	Service Levels (SLAs)	6
	Overview.....	6
9.	Pricing Model.....	7
	Overview.....	7
10.	Roles & Responsibilities	7
11.	Service Management & Reporting.....	7
	Overview.....	7
12.	Security & Compliance	8
	Overview.....	8
13.	GDPR/Data Protection	8
	Overview.....	8
14.	Ordering & Invoicing.....	8
	Overview.....	8
15.	Dependencies & Constraints	8
	Overview.....	8

1. Overview of Service

Summary

We provide end-to-end setup and migration services to help public sector organisations plan, migrate, and optimise workloads on Microsoft Azure, Microsoft 365, and Google Cloud / Google Workspace. Our approach minimises risk and downtime, strengthens security and governance, and transfers knowledge so your teams can confidently run services post-migration.

Who it's for

Central government, local authorities, health, education, blue-light and arm's-length bodies requiring secure, compliant, and well-governed cloud adoption and modern workplace enablement.

Cloud Expertise

- Microsoft Azure (IaaS/PaaS; landing zones, identity, networking, governance)
- Microsoft 365 (Exchange Online, SharePoint, OneDrive, Teams, security & compliance)
- Google Cloud (GCP) (projects, networking, IAM, security, data services)
- Google Workspace (Gmail, Drive, Meet, Chat, Sites, admin & security)

2. Scope of the Service

Assessment & Discovery

- Current-state review (infrastructure, directory services, collaboration platforms, applications, data)
- Data classification and residency mapping
- Security, identity, and compliance baseline review
- Migratability and complexity scoring, wave planning inputs

Cloud Strategy & Architecture

- Target landing zone / tenant architecture (Azure landing zones; GCP projects/folders)
- Identity & Access (Entra ID/Azure AD, Google IAM, SSO, MFA, conditional access)
- Network & Security (VNETs/VPCs, private access, firewalls, secure connectivity, key management)
- Governance guardrails (policies, management groups/folders, cost controls, tagging/labels)

Migration Planning

- Workload rationalisation (rehost, replatform, retire, replace)
- Detailed runbooks, rollback plans, and test plans
- Data and mailflow cutover strategies (M365/Workspace)
- Engagement & communications planning with stakeholders and end users

Implementation & Migration Execution

- Environment build and configuration (Azure/GCP foundations; M365/Workspace tenants)
- Directory and identity integration; hybrid join/sync where required
- Data migration (file shares to SharePoint/Drive; databases and object storage to cloud)
- Application migration (IaaS to Azure/GCP; PaaS refactoring where applicable)
- Pilot and waves execution; quality gates and user acceptance

Service Optimisation

- Cost right-sizing; autoscaling; reserved/committed use planning
- Performance tuning, policy compliance, and security hardening
- Backup, DR, and business continuity patterns
- Monitoring, alerting and operational dashboards

Handover & Knowledge Transfer

- Documentation packs (as-built, runbooks, operational guides)
- Admin and support training (IT ops, security, service desk)
- Stabilisation period with hypercare support

3. Detailed Service Features

Overview

- Cloud strategy design aligned to organisational objectives, budgets, and risk appetite
- Secure migration planning with testing, rollback, and change control
- Landing zone / tenant setup with governance guardrails and policy automation
- Vendor-neutral guidance comparing native services and partner tools
- Data migration with integrity checks and auditable reconciliation
- Identity & Access Management (MFA, conditional access, least privilege, role separation)
- Performance & cost optimisation (licence optimisation in M365/Workspace; compute/storage optimisation in Azure/GCP)
- Business continuity & DR design and implementation
- Compliance support (data residency, retention, audit trails, eDiscovery, DLP patterns)
- Post-migration monitoring and proactive issue management during hypercare

4. Service Benefits

Overview

- Reduce migration complexity and risk through proven methods and runbooks
- Minimise downtime and disruption with wave planning and staged cutovers
- Strengthen security posture using identity-first, least-privilege designs
- Accelerate digital transformation with modern collaboration platforms
- Optimise cloud spend with governance guardrails and rightsizing
- Improve resilience via robust backup/DR architectures
- Free internal teams to focus on citizen-facing services and innovation

5. Technical Requirements (Customer Prerequisites)

Overview

- Access to current systems (administrative credentials; read access to directories, mail, file shares, hypervisors, and network devices as relevant)
- Network connectivity to source and target environments (including VPN/Direct Connect/ExpressRoute if applicable)
- Availability of customer technical SMEs (directory, network, security, application owners)
- Existing licences/subscriptions (or approval to procure) for Azure/M365/GCP/Workspace as applicable
- Acceptance of change windows for cutovers and pilot migrations

6. Onboarding Process

Overview

- Kick-off & Mobilisation – objectives, scope, roles, comms plan
- Discovery & Assessment – technical and business discovery; readiness report
- Design & Planning – target architecture, migration waves, change plan, test plan
- Pilot – prove approach, refine runbooks, user feedback
- Migration Waves – execute per approved schedule with change control
- Stabilisation (Hypercare) – heightened monitoring; rapid fixes; optimisation
- Handover – documentation, training, acceptance, and transition to BAU

7. Offboarding Process

Overview

- Knowledge transfer and documentation handover
- Export of configurations and data (as required)
- Removal of elevated accesses and credentials; secure disposal of temporary data
- Decommission of project-specific tooling and accounts
- Final report with lessons learned and recommendations

8. Service Levels (SLAs)

Overview

- Consultant Availability (delivery window):
 - Working Hours
 - Mon–Fri 09:00–17:30 UK time (excl. public holidays),
 - Out of hours
 - Evening after 1730
 - Weekend
 - Public Holidays
- Support During Cutovers
 - Extended hours / out-of-hours by agreement
- Incident Response (during engagement):
 - P1 (service-wide outage during cutover): 1 hour response SLA
 - P2: 4 hour response SLA
 - P3: Next business day response SLA
- Escalation: Delivery Lead → Customer Success Manager → Director

9. Pricing Model

Overview

- Fixed-price packages for all scoped projects
 - Discovery/assessment
 - Foundation build (per tenant / landing zone)
 - Complex migrations and application remediation
- Out-of-scope items delivered at agreed day rates or via change control

10. Roles & Responsibilities

Our Responsibilities

- Delivery management, technical design, and migration execution
- Risk management, change control, quality assurance
- Documentation, test evidence, and governance reporting
- Security-by-design patterns and compliance alignment
- Knowledge transfer and handover

Customer Responsibilities

- Provide timely access, information, and approvals
- Identify business owners and approvers for change windows
- Perform user acceptance testing and sign-offs
- Manage third-party supplier dependencies (if any)
- Maintain licenses/subscriptions and ongoing operational ownership post-handover

11. Service Management & Reporting

Overview

- Governance cadence: weekly delivery stand-ups; fortnightly steering as needed
- Reporting: status reports (plan vs. actual, risks, issues, decisions), cost/burn, and benefits realisation tracking
- Tooling: Azure DevOps / delivery tracking; your ticketing platform or ours for support during hypercare

12. Security & Compliance

Overview

- Identity-first security: MFA, conditional access, privileged access controls
- Network & data security: encryption in transit/at rest; private connectivity options; key management
- Guardrails: Azure Policy / GCP Organization Policy; baseline configuration, tagging/labels, budgets and alerts
- Operational security: least-privilege, segregation of duties, break-glass accounts, activity logging
- Assurance: change control, test evidence, and audit artefacts provided on request

13. GDPR/Data Protection

Overview

- Roles: We act as Processor (and in some activities, joint controller by agreement)
- Data location: Customer-selected regions/UK/EU as applicable; documented in design
- Retention & deletion: Only retained for the duration of the engagement; secure deletion at offboarding with certificate on request
- Access controls: Principle of least privilege; time-bound elevated access; full audit trail

14. Ordering & Invoicing

Overview

- Order via G-Cloud 15 – Lot 3: Cloud Support
- Statement of Work (SoW) defines scope, deliverables, schedule, and commercials
- Invoicing aligned to milestones or monthly T&M; standard public-sector payment terms
- Variations handled through change control

15. Dependencies & Constraints

Overview

- Legacy application constraints may necessitate refactoring or alternate patterns
- Network bandwidth and change windows influence cutover timings
- Third-party vendors (e.g., line-of-business apps) may require coordination
- Data residency / compliance requirements may affect target region choices