



Service Definitions for Cloud Support Services

Lion Oak Advisory

1. Our Value Proposition.....	3
2. Service Definition Introduction.....	3
3. Cloud Architecture Expertise	4
Service Description:	4
Service Category:	4
Service Features and Benefit	4
Service Scope	5
4. Cloud Delivery Services	7
Service Description	7
Service Category	7
Service Features and Benefit	7
Service Scope	8
5. Cyber Security Services	10
Service Description	10
Service Category	11
Service Features and Benefit:	11
Service Scope	12
6. Quality and Assurance Services	15
Service Description	15
Service Category	15
Service Features and Benefit	15
Service Scope:	16
7. Service Design & Transition Management.....	19



Service Description	19
Service Category	19
Service Features and Benefits	19
Service Scope	20



1. Our Value Proposition

We do not operate a volume-based resourcing model. We provide outcome-focused cloud support delivered by genuinely experienced practitioners.

Our services are delivered by suitably qualified and experienced professionals (SQEP) with proven delivery records in complex public-sector environments. This means clients work with senior specialists from day one, rather than junior resources operating under inflated role titles or learning at the client's expense.

By combining deep technical expertise with strong programme, delivery, and commercial governance, we provide an integrated service that reduces delivery risk, accelerates decision-making, and improves value for money.

Clients benefit from:

- faster mobilisation and clearer accountability;
- fewer hand-offs and reduced management overhead;
- pragmatic, implementable advice grounded in real delivery experience.

Lion Oak Advisory is currently a boutique consultancy focused on high-impact delivery. We operate our business and project delivery in strict alignment with ISO 9001 (Quality Management) and ISO/IEC 27001 (Information Security) principles. Our internal frameworks ensure rigorous peer reviews, secure data handling, and continuous improvement.

The result is a single, accountable partner capable of supporting cloud strategy, delivery, and assurance - without the cost, complexity, or dilution of expertise commonly associated with traditional consultancy delivery models.

2. Service Definition Introduction

Lion Oak Advisory provides specialist expertise to help public sector organisations design, deliver, secure, and operate high-quality cloud services. Our portfolio spans end-to-end Cloud Migration support, expert Project Management Office (PMO) governance, comprehensive Service Design & Transition capability, advanced Cloud Security guidance, and rigorous Quality Assurance & Testing services. Each offering is delivered by experienced practitioners who bring deep technical knowledge, strong



delivery discipline, and a commitment to public sector standards. Together, these services enable organisations to modernise safely, accelerate transformation, reduce operational risk, and ensure their cloud environments are robust, secure, and ready to meet evolving user and organisational needs.

3. Cloud Architecture Expertise

Service Description:

Lion Oak Advisory provides public sector organisations with direct access to specialist cloud architecture experts who design, assure, and optimise secure, scalable, and cost-efficient environments across AWS, Microsoft Azure, and Google Cloud.

Our experts deliver on-demand strategic and technical architectural support, ensuring cloud platforms are aligned to organisational goals, compliant with governance standards, and architected for long-term sustainability.

We cover the complete architectural lifecycle, from early discovery and high-level conceptual design through to detailed solution architecture, governance frameworks, optimisation, and continuous improvement.

Partnering with Lion Oak Advisory enables organisations to accelerate transformation, strengthen architectural assurance, and reduce delivery risk and operational overhead.

Service Category:

- Enterprise Architecture
- Road mapping
- Cloud Architecture & Design
- Cloud Support Services

Service Features and Benefit

Features

- Access to architects with deep experience in AWS, Azure, and Google Cloud.
- Strategic architecture guidance aligned to public sector governance, standards, and organisational objectives.



- End-to-end architecture support covering discovery, design, assurance, optimisation, and governance.
- Detailed solution architecture artefacts, patterns, and platform designs.
- Architectural assurance for programmes, projects, and service changes.
- Cost, performance, and security optimisation reviews and recommendations.
- Continuous architectural oversight and expert advisory support on demand.

Benefits

- Reduced delivery risk through strong architectural foundations and independent expert assurance.
- Accelerated cloud transformation with validated, secure, and scalable designs.
- Lower operational overheads through well-governed, right-sized, and optimised cloud services.
- Improved compliance and alignment with organisational policies and cloud best practices.
- Clear, reusable architectural artefacts that support governance, procurement, and future delivery.
- Reduced delivery risk through strong architectural foundations and expert assurance.
- Accelerated cloud transformation with validated, secure, and scalable designs.
- Lower operational overheads through well governed, right sized, and optimised cloud services.

Service Scope

Lion Oak Advisory's Cloud Architecture Expertise as a Service provides end-to-end architectural support across strategy, design, assurance, optimisation, and technical leadership. Our cloud architecture experts work with public sector organisations to strengthen governance, accelerate transformation, and ensure cloud platforms are secure, scalable, and aligned to business outcomes.

Strategic Architecture & Cloud Roadmapping

We develop and refine cloud strategies, target state architectures, reference models, and migration roadmaps that align technology decisions to organisational goals and public sector standards. This includes cloud discovery, readiness assessments, and definition of future-state cloud operating models.



Solution & Technical Architecture Design

Our architects design cloud-native, hybrid, and multi-cloud solutions across Azure, AWS, and Google Cloud. This covers integration patterns, data flows, identity and security controls, resilience models, platform foundations, and detailed solution architectures for services and applications.

Architecture Assurance & Governance

We provide independent architecture review and assurance, supporting architectural review boards, stage gates, and programme governance. Designs and delivery approaches are validated against best practice, security principles, NCSC guidance, and organisational policies.

Cloud Modernisation & Optimisation

Our experts assess and enhance existing cloud estates, focusing on cost optimisation, performance improvements, security posture uplift, resilience, and operational efficiency. We also create platform guardrails, reusable patterns, and optimisation recommendations.

Technical Leadership & Advisory

Lion Oak Advisory supplies senior cloud architects who provide ongoing technical leadership, decision support, vendor coordination, and specialist guidance across transformation programmes and multi-disciplinary delivery teams.

Documentation, Artefacts & Knowledge Transfer

We produce all required architectural artefacts, patterns, assurance outputs, and design documentation - including HLAs, LLAs, ADRs, governance materials, and optimisation reports. Structured handover and knowledge transfer ensure sustained capability uplift within client teams.

Key Deliverables

- High-level and low-level architecture designs
- Cloud reference architectures and reusable patterns
- Architecture decision records (ADRs)
- Security, resilience, and compliance models



- Cost and performance optimisation assessments
- Architecture assurance reports and recommendations
- Technical roadmaps and migration plans
- Knowledge transfer sessions and detailed documentation

4. Cloud Delivery Services

Service Description

Lion Oak Advisory provides public sector organisations with access to specialist Project Management Office (PMO) experts who guide, govern, and coordinate the full lifecycle of cloud migration programmes across AWS, Microsoft Azure, and Google Cloud.

Our experts deliver structured and transparent programme oversight - from discovery and assessment through migration design, delivery coordination, cutover management, and post-migration optimisation. We ensure that migration activity is well-planned, risk-managed, and aligned to organisational priorities.

By partnering with Lion Oak Advisory, organisations can modernise legacy estates, reduce technical debt, and unlock the full benefits of cloud adoption, all while minimising operational risk and ensuring continuity of public services.

Service Category

- Project Management
- Programme & Migration Governance

Service Features and Benefit

Features

- Access to cloud-specialist PMO consultants experienced in complex public sector migrations.
- Structured governance frameworks and processes to manage multi-vendor and multi-team delivery.
- End-to-end migration oversight: discovery, planning, design assurance, delivery coordination, cutover, and stabilisation.



- Risk, issue, dependency, and change management aligned to best-practice PMO standards.
- Migration readiness assessments and stage-gate assurance.
- Transparent reporting, dashboards, and delivery performance tracking.
- Coordination of testing, security assurance, data migration activity, and technical workstreams.

Benefits

- Stronger governance and control, reducing delivery risk and ensuring predictable progress.
- Faster and more confident migrations supported by clear planning and expert oversight.
- Lower operational disruption through well-managed cutover and transition activities.
- Improved vendor coordination and streamlined multi-team delivery.
- Assurance evidence to support organisational governance, audits, and service approvals.
- Smoother onboarding to cloud environments with improved resilience and reduced technical debt.

Service Scope

Lion Oak Advisory's Cloud Migration PMO Expertise as a Service provides comprehensive governance, coordination, and oversight across the entire cloud migration lifecycle. Our experts support public sector organisations from early assessment through to cutover, stabilisation, and continuous improvement, ensuring migrations are delivered safely, efficiently, and in alignment with organisational outcomes.

Discovery, Readiness & Migration Strategy

We conduct detailed discovery and readiness assessments covering applications, data, infrastructure, and dependencies. Using these insights, we develop clear migration strategies, target-state architectures, prioritised workstreams, and roadmaps that align to business objectives, risk appetite, and budget constraints.

Programme Mobilisation & PMO Governance



Our consultants establish robust PMO frameworks, governance structures, reporting cycles, and delivery controls. This includes stage-gate processes, RAID management, KPI definition, multi-vendor coordination, and executive-level briefing support to ensure transparent and accountable programme execution.

Migration Planning & Workstream Coordination

We lead detailed migration planning across application, data, and infrastructure workstreams. This includes defining migration patterns (re-host, re-platform, re-architect), sequencing, resource planning, and alignment with security, testing, and operational readiness requirements.

Landing Zone Preparation & Cloud Foundations

We oversee the preparation of secure, scalable cloud landing zones aligned with NCSC guidance, organisational governance, and cloud provider best practices. This establishes the technical foundations required for safe, repeatable migration execution.

Application & Data Migration Execution

Our experts provide oversight and coordination of migration delivery, ensuring activities are performed using secure, automated, and repeatable methods. We manage integration points, dependency sequencing, and supplier alignment to maintain momentum and reduce operational risk.

Testing, Validation & Assurance

We coordinate functional, performance, resilience, and security testing to verify that migrated services meet operational, compliance, and user requirements. Independent assurance reviews confirm readiness for service transition and production deployment.

Cutover, Transition & Stabilisation Support

Lion Oak Advisory leads cutover planning, go-live coordination, rollback design, and early-life support management to ensure smooth transitions with minimal disruption. We also track post-migration optimisation, issue resolution, and benefits realisation.

Optimisation & Modernisation Guidance

We support the modernisation of migrated workloads to leverage cloud-native services, improve performance, reduce costs, and strengthen resilience. Recommendations feed into continuous improvement cycles and forward technical roadmaps.



Documentation, Handover & Knowledge Transfer

Our team provides complete documentation - including migration artefacts, runbooks, operating procedures, and governance materials - supported by structured knowledge transfer to internal teams or managed service providers to ensure long-term sustainability.

Key Deliverables

- Cloud readiness assessments
- Migration strategy and roadmap
- Target state architecture designs
- Landing zone configuration and documentation
- Application and data migration plans
- Test plans, validation results, and assurance reports
- Cutover plans and early-life support reports
- Operational documentation and knowledge transfer sessions

5. Cyber Security Services

Service Description

Lion Oak Advisory provides public sector organisations with highly skilled cloud security experts who assess, design, implement, and operate secure environments across Microsoft Azure / Microsoft 365, AWS, and Google Cloud.

Our consultants bring deep technical, architectural, and assurance experience, applying industry-recognised frameworks aligned to the NCSC's 14 Cloud Security Principles and the Technology Code of Practice ("Cloud First" and "Make Things Secure").

We deliver evidence-based security outcomes to support procurement, risk assessments, assurance gates, governance reviews, and audit processes - ensuring cloud environments are secure by design and secure in operation.



Service Category

- Security & Assurance

Service Features and Benefit:

Features

- Specialist cloud security consultants with multi-cloud (Azure, M365, AWS, GCP) expertise.
- Security assessments and architectural guidance mapped directly to the NCSC 14 Cloud Security Principles.
- Secure-by-design patterns, guardrails, policies, and platform controls tailored to each cloud service.
- Hands-on support implementing identity, data, network, and operational security controls.
- Production of clear evidence, documentation, and artefacts demonstrating risk treatment and compliance.
- Support for designing operating models, including RACI definitions under the cloud shared responsibility model.
- Alignment to organisational policies, governance requirements, and assurance frameworks.

Benefits

- Evidence-based assurance to support procurement, risk assessments, and service approvals.
- Improved security posture across identity, data protection, network security, and operational practices.
- Reduced organisational risk and increased confidence in cloud adoption and platform operations.
- Clear governance foundations with well-defined responsibilities across teams, providers, and partners.
- Enhanced audit readiness, improving outcomes for accreditation, compliance, and internal reviews.



Service Scope

Lion Oak Advisory's Cloud Security Expertise as a Service provides comprehensive, expert-led security support across assessment, design, implementation, protective monitoring, operations, and compliance. Our cloud security specialists help public sector organisations build, assure, and operate secure cloud environments aligned to NCSC's 14 Cloud Security Principles, the Technology Code of Practice, and GOV.UK security guidance.

Security Assessment & Assurance

We perform in-depth security discovery, maturity assessments, and NCSC-aligned gap analyses to identify risks and opportunities for improvement. This includes Cloud Security Posture Assessments mapped to the NCSC principles - covering governance, identity, secure configuration, operational security, resilience, and more.

Our outputs include RAG-rated assessments, risk register updates, executive summaries, and threat modelling (STRIDE, LINDDUN) for priority services and critical interfaces.

We also uplift policies, standards, and security controls to align with government guidance such as TCoP and the GOV.UK "Securing your cloud environment" principles.

Secure-by-Design Architecture & Implementation

Our experts deliver secure-by-design cloud architectures, frameworks, and patterns tailored to Azure, Microsoft 365, AWS, and Google Cloud.

We provide hands-on design and implementation support across:

- **Identity & Access Management** (MFA/Conditional Access, RBAC, admin tiering/PIM, least privilege models)
- **Data Security** (classification, encryption at rest/in-transit, KMS/HSM patterns, DLP, retention)
- **Network Security** (zero trust segmentation, private endpoints, WAF, egress controls)
- **Secure Configuration & Platform Hardening** (CIS benchmarking, guardrails, IaC patterns, secure logging and monitoring foundations)

Protective Monitoring & Operational Security



We help organisations establish or enhance cloud-aligned protective monitoring and operational security capabilities.

This includes:

- Detection and logging strategies based on use-case-driven models
- SIEM/SOAR integration and alert tuning
- Vulnerability management programmes with defined cadence, triage, and remediation SLAs
- Incident response planning, tabletop exercises, and major incident coordination with SOC/CSIRT teams
- Ongoing monitoring, drift control, and operational uplift activities

Compliance & Audit Readiness

Our consultants support the production of evidence packs mapped to NCSC Cloud Security Principles and ISO/IEC 27001 controls.

We help organisations prepare for and respond to audits and compliance checkpoints, providing guidance and artefacts to support accreditation, service assessments, governance reviews, and procurement processes.

Where required, we also support Cyber Essentials / CE+ readiness in line with applicable public sector procurement notices.

Security Governance, Models & Documentation

We develop and refine security operating models, including detailed **shared responsibility matrices**, RACI definitions, risk treatment plans, design documentation, and security assurance evidence.

Our team delivers structured handover and knowledge transfer to build long-term internal capability, supported by clear artefacts and reusable patterns.

Key Deliverables

- Cloud posture assessments mapped to NCSC's 14 Cloud Security Principles
- Threat modelling (STRIDE/LINDDUN) artefacts and risk treatment plans
- Security architecture and secure-by-design frameworks
- IAM, data, network, and operational security designs and configurations
- Guardrails, IaC patterns, and CIS-aligned secure configuration baselines



- SIEM/SOAR logging strategies, detection use cases, and incident response documentation
- ISO 27001 mappings, NCSC evidence packs, and audit readiness material
- Operational security runbooks, vulnerability management processes, and monitoring playbooks
- Shared responsibility models and security operating models
- Knowledge transfer sessions and complete security documentation sets



6. Quality and Assurance Services

Service Description

Lion Oak Advisory provides dedicated cloud quality assurance (QA) and testing experts to help public sector organisations validate, assure, and continuously improve the quality, reliability, and security of cloud-based services.

Our specialists work alongside delivery teams to apply rigorous QA frameworks, conduct structured testing activities, and provide independent assurance across Microsoft Azure, Microsoft 365, AWS, and Google Cloud environments.

The service helps organisations reduce delivery risk, improve user experience, and ensure cloud services meet required standards before deployment and through ongoing operation.

Service Category

- Cloud Support Services
- Assurance & Testing

Service Features and Benefit

Features

- Expert QA consultants with deep experience in cloud platforms and public sector delivery standards.
- Formal test planning, test management, and execution across functional, non-functional, and security testing.
- Independent verification and validation (IV&V) of cloud solutions, architectures, and service changes.
- Test automation design and implementation to accelerate delivery cycles.
- Assurance aligned to the Technology Code of Practice, service standards, and organisational governance requirements.
- Evidence generation to support service assessments, assurance gates, and operational readiness reviews.



Benefits

- Reduced delivery risk through early detection of defects, gaps, and non-compliance.
- Higher quality cloud services that perform reliably and securely in live environments.
- Faster, more predictable releases enabled by automation and continuous testing practices.
- Independent, expert oversight that strengthens confidence in technical and service outcomes.
- Clear audit and assurance evidence to meet governance, procurement, and accreditation requirements.

Service Scope:

Lion Oak Advisory's Cloud Quality Assurance & Testing Expertise as a Service provides expert-led QA governance, testing execution, and independent assurance across the full lifecycle of cloud delivery. Our specialists support public sector organisations in validating the quality, reliability, performance, and security of cloud-based services - ensuring they are production-ready, compliant, and aligned to user and organisational needs.

QA Strategy, Governance & Test Management

We establish end-to-end QA strategies, governance structures, and quality frameworks tailored to cloud delivery. This includes defining test approaches, entry/exit criteria, risk-based prioritisation, and integrating QA into agile, DevOps, and CI/CD operating models. Our experts oversee full test lifecycle management, ensuring consistent, evidence-driven quality controls.

Test Planning, Scripting, Execution & Reporting

Our team develops detailed test plans, scenarios, and scripts across functional and non-functional domains. We execute structured test cycles, manage defects, and provide clear reporting to inform go/no-go decisions, risk management, and service assurance reviews. All outputs are designed to support governance checkpoints and programme-level assurance.

Functional & End-to-End Testing



We validate cloud-native applications, modernised workloads, and hybrid service integrations to ensure services behave as expected under real-world conditions. Testing covers user journeys, API interactions, data flows, system behaviour, and cross-platform integration points.

Non-Functional Testing (NFT)

Our specialists conduct performance, load, scalability, resilience, and failover testing to ensure cloud services meet operational and contractual SLAs. We identify bottlenecks, capacity risks, and architectural weaknesses, providing clear remediation guidance to improve service reliability and user experience.

Security Testing Coordination & Remediation Support

We coordinate security testing activities, including vulnerability assessments, penetration testing, and secure configuration validation. Our team works with suppliers and internal security teams to ensure findings are triaged, addressed, and evidenced in line with organisational risk frameworks.

Test Automation & CI/CD Integration

We design and implement test automation frameworks for cloud-based delivery pipelines, enabling faster, more reliable releases. Automation covers unit, integration, regression, performance, and security testing, aligned to DevOps practices and cloud-native tooling.

Operational Readiness Testing (ORT) & Go-Live Assurance

Our consultants lead operational readiness assessments and ORT cycles to ensure support teams, runbooks, monitoring, and operational processes are fully prepared. We validate incident, change, backup, DR/BCP, and support structures to mitigate risks associated with go-live events.

Continuous Quality Assurance & Service Improvement

We provide ongoing QA support for iterative releases, service enhancements, and cloud platform changes. Our experts ensure quality remains consistent across delivery cycles, supported by measurable improvements and actionable insights.

Key Deliverables

- QA strategy, governance model, and test approach



- Test plans, scripts, execution logs, and defect reports
- Functional and non-functional test results
- Performance and resilience testing outputs
- Security testing coordination reports and remediation tracking
- Test automation frameworks and pipeline integration documentation
- Operational readiness assessments and ORT reports
- Go-live assurance packs and evidence sets
- Continuous QA metrics, dashboards, and improvement recommendations



7. Service Design & Transition Management

Service Description

Lion Oak Advisory provides experienced expertise to help public sector organisations design, define, and launch user-centric cloud services. We bridge the gap between digital transformation projects and sustainable operations, ensuring new services are not only designed to meet user needs but are effectively transitioned into live environments.

Unlike traditional IT operations providers, our focus is on the transformation lifecycle. We design the service architecture, define the operating model, and manage the transition of services across Microsoft Azure, Microsoft 365, AWS, and Google Cloud. We prepare your organisation for "Live" by establishing the necessary governance, SLAs, runbooks, and support structures required for secure and stable operations.

By partnering with Lion Oak Advisory, organisations ensure that digital investments meet Government Service Standards and are handed over to operational teams with clear accountability, reduced risk, and full operational readiness.

Service Category

- Cloud Support Services
- Setup, Migration & Transition
- Strategy & Architecture

Service Features and Benefits

Features

- **Holistic Service Design:** Creation of comprehensive service blueprints, value stream maps, and user journeys.
- **Operating Model Definition:** Design of cloud-aligned support structures, RACI matrices, and escalation workflows.
- **Service Transition Management:** Structured planning and execution of the move from "Project" to "Live."
- **GDS Alignment:** Support for Service Standard assessments (Alpha/Beta/Live) and architectural governance.



- **Process Engineering:** Definition of ITIL-aligned processes (Incident, Change, Problem) tailored for the cloud.
- **Operational Readiness:** Development of runbooks, SLAs/OLAs, and acceptance criteria prior to go-live.
- **Legacy Modernisation:** Strategic roadmaps for migrating legacy systems to cloud-native service architectures.

Benefits

- **Seamless Go-Live:** Reduced operational risk through structured transition planning and readiness checks.
- **User-Centricity:** Services that meet actual user needs, driving higher adoption and satisfaction.
- **Clear Accountability:** Well-defined roles and responsibilities ensure no gaps between delivery and operations.
- **Standard Compliance:** Successful service assessments via alignment with GDS and Technology Code of Practice.
- **Reduced Technical Debt:** Coherent, holistic design prevents the creation of unsupportable siloed services.
- **Operational Value:** Services are structured to be cost-effective and manageable from day one.

Service Scope

Lion Oak Advisory's Service Design & Transition Management service provides expert-led design authority and operational preparation for digital transformation programmes. Our specialists help public sector organisations move from complex legacy environments to modern, user-focused service architectures that are secure, sustainable, and fully ready for operation.

Service Strategy & Blueprinting

We help organisations define the long-term vision and structure for their services. Our experts create detailed service blueprints and ecosystem maps that visualise the end-to-end service. We map front-stage user interactions against back-stage processes and technology components to ensure the solution effectively solves the underlying user problem while aligning with departmental goals.

Target Operating Model (TOM) Design



We define the "How" of service delivery. We design cloud-aligned operating models that integrate seamlessly with existing organisational structures. This includes defining the required team roles, support tiers, service ownership, and the specific responsibilities required to sustain the service after the project closes.

Service Transition & Readiness Assurance

We lead the planning and execution of service transition activities, ensuring cloud services are fully prepared for operational launch. This includes defining acceptance criteria, conducting readiness assessments, and managing the handover from the agile delivery team to the permanent support function.

Cloud-Adapted ITIL Process Design

We do not just run processes; we build them. Our experts design ITIL-aligned workflows adapted for modern cloud environments - including incident, problem, change, and release management. We ensure these processes support agility and automated deployment pipelines rather than hindering them.

GDS Assessment & Governance Support

We prepare delivery teams for GDS service assessments at Discovery, Alpha, Beta, and Live stages. Our architects review service designs against the Service Standard, identify compliance risks, and produce the necessary architectural artefacts and evidence to satisfy assessment panels.

Performance Frameworks & Documentation

We define the metrics that matter. Our consultants develop the SLA and OLA frameworks, KPI sets, and reporting structures necessary to measure service health. We also produce the essential "Runbook" documentation and support guides to empower your operational teams to take over the service with confidence.

Sourcing & Channel Strategy

We support "buy vs. build" decision-making and design channel strategies that balance digital-first objectives with assisted digital requirements. We ensure that procured SaaS or COTS products integrate seamlessly into the wider service architecture and user journey.



Key Deliverables

- Target Service Architecture and Blueprint documents.
- Target Operating Model (TOM) and RACI matrices.
- Service Transition Plans and Readiness Assessment reports.
- GDS assessment artefacts and architectural evidence packs.
- Drafted ITIL Process definitions and Incident/Change workflows.
- SLA/OLA frameworks and KPI definitions.
- Operational Runbooks and Support Guidance documentation.
- Legacy modernisation and cloud transition roadmaps.