

GCloud 15 Strategic / Advisory Support

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Revision History

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0.1	Jan 29, 2026	Thibault Williams	First Draft
1	Jan 29, 2026	Thibault Williams	Final Draft

1. Service overview

This service provides strategic and advisory cloud support to public sector organisations. It offers independent, risk-informed advice to help buyers plan, govern, assure, and improve cloud-enabled services, including areas such as digital resilience, security, compliance, and AI governance.

Services are delivered on a flexible, call-off basis and tailored to the buyer's organisational context, regulatory environment, and objectives.

2. What the service includes

The service may include, subject to call-off requirements:

- Strategic cloud and digital advisory support
- Cloud governance and assurance reviews
- Risk, resilience, and compliance assessments
- AI governance and responsible technology advisory
- Policy, control, and operating model design
- Independent review and challenge of proposed approaches
- Stakeholder engagement and decision support
- Written recommendations and briefing materials

3. What the service does not include

Unless explicitly agreed at call-off stage, this service does not include:

- Cloud hosting or infrastructure provision
- Software products or licences
- Fully outsourced managed services
- 24/7 operational support or incident response
- System build, configuration, or hands-on technical implementation

4. How the service is delivered

Delivery is provided by experienced consultants working directly with the buyer. Engagements are scoped and agreed at call-off stage and may be delivered remotely, on-site, or using a hybrid approach.

The service focuses on practical, proportionate outcomes and provides advice and recommendations aligned to public sector assurance and governance expectations.

5. Service constraints and assumptions

- Delivery depends on timely access to relevant information, documentation, and stakeholders
- Outputs and timescales are influenced by the complexity and scope agreed at call-off
- The service provides advisory support only and does not replace buyer decision-making or accountability

6. Support and contact

Support is provided as part of the contracted advisory engagement during standard UK business hours. This includes clarification of advice provided and reasonable follow-up queries related to the scope of work.

Initial responses are typically provided within one business day. Enhanced support arrangements can be agreed with the buyer at call-off stage where required.

7. Security and assurance

Staff involved in delivery are subject to appropriate pre-employment checks and contractual confidentiality obligations. Enhanced screening or government security clearance can be provided where required, subject to buyer requirements and individual availability.

The service is delivered in accordance with applicable public sector security, data protection, and confidentiality requirements.

8. Pricing

Pricing is agreed at the call-off stage and is typically based on time and materials using agreed day rates. Any additional support requirements or enhanced delivery arrangements are agreed in advance with the buyer.