



G-Cloud 15 Service Definition Document

Application Transformation Services

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1. Application Transformation Services

1.1 Introduction

This is the Service Definition Document for Civica UK Ltd (Civica) Application Transformation Services under the G-Cloud Framework.

1.2 Overview of Services

Civica offers the following services to help Buyers to plan and implement their cloud-based strategy.

Service	Service Description
Application Transformation Strategy & Roadmap Service	Developing low-risk, cost-effective strategy for modernising and transforming a portfolio of applications; reducing technical debt, lowering cost of ownership, migrating to cloud for improved resilience/scalability. Develops optimal strategy/roadmap for modernisation/transformation of your portfolio; extend shelf-life, value of existing IT investments, so they evolve with changing technology, user expectations, business requirements.
Digital Inclusion & User Experience Evaluation Service	A structured evaluation of your service against web accessibility standards (WCAG 2.1/2.2, Equality Act 2010, 2018 EU Web Accessibility Directive, EN 301 549) and design/usability best practices (expert review) as defined by Nielsen-Norman Group (NN/g) usability heuristics. Performed by UX practitioners to provide prioritised, actionable insights and recommended fixes.
Application Healthcheck	Identify how to maximise value from your legacy applications/start your app modernisation journey via cost-effective, low impact Healthcheck. Scope: user experience; resilience, availability, scalability, performance; maintainability, portability, extensibility, deployment; data quality/governance; accessibility/inclusion; connectivity/interoperability; security; hosting. Identifies key risks/issues, opportunities for improvement; providing prioritised recommendations/remediation actions.
Application Transformation Discovery Service	This GDS/TCOP aligned Discovery helps reduce technical debt and extends life of legacy applications by investigating the scope, feasibility and technical options for an application transformation or modernisation. Its scope covers user experience, technology, data, and process. Discovery outputs define scope, solutions, RAID, project plan for subsequent implementation project.
SaaS Migration Service	Transition legacy applications/digital services to SaaS for improved agility, scalability, cost efficiency. A structured approach including tailored discovery, functional mapping, aligning existing functionality with SaaS capabilities (configurable workflows, low-code extensibility, analytics). Secure data migration, platform configuration and enterprise integration delivering continuity. Benefits realisation, change, adoption models empower users and value-for-money.
Application Modernisation Service	Modernise legacy applications to reduce technical and security debt, improve flexibility, usability, resilience, and efficiency. Extend application lifespan, lower costs, and unlock new functionality through refactoring and optimisation. Transition seamlessly to public or private cloud, ensure secure, scalable and future-ready digital services.
Cloud Migration Service	Ensure seamless, efficient migration of existing applications and digital services from on-premises/virtual infrastructure to cloud. An expert, comprehensive and robust migration approach, including analysis, design, enablement, platform setup and transition. Managed service and support capabilities ensure migrated services are managed under governance controls and realise cloud benefits throughout their lifetime.

Cloud Platform Management Service	Customised managed service for Azure and AWS Infrastructure-as-a-Service (IaaS), Platform-as-a-Service (PaaS), Software-as-a-Service (SaaS) via SLAs. Deploys SC-cleared staff ensuring security and compliance, automated provisioning and service configuration via DevOps tools, up to 24/7 service desk, support engineering. Monthly reporting, quarterly reviews on adoption, transition, projects, service monitoring, patching, configuration, optimisation.
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1.3 Use of Subcontractors and Partners

The above services are delivered by Civica UK Ltd. Depending on the Buyer requirement we may operate with other Civica group companies including Civica NI Limited. Civica NI Limited is registered in Northern Ireland at 10 Weavers Court, Belfast, BT12 5GH.

2. Detailed Descriptions

2.1 Application Transformation Strategy & Roadmap

Service Features and Benefits

Features	Benefits
• Low-risk, cost-effective strategy for modernising and transforming portfolio of applications • Identifies options for maximising your existing investment in applications • Includes an implementation roadmap with prioritised set of next steps • Strategy includes expected benefits, indicative costs, risks • Provides key input to your business case for change	• Reduces technical debt, lowers the cost of ownership • Extend shelf-life and value of existing IT investments • Migrating to cloud for improved resilience and scalability • Reduces need to procure and implement replacement solutions • Reduces costs associated with change management of applications

Scope

This service is focused on exploiting and maximising the investment you have made in your existing applications and/or portfolio of applications. The service should be used by those who are looking to secure, modernise and transform their existing application portfolio, and need to understand the most cost effective, optimal portfolio modernisation approach to meet the business need, along with the associated costs, impacts, timelines or risks of such a strategy.

Project Approach

Phase	Description
Scope	Identify stakeholders; identify business goals, objectives, requirements and constraints; identify technology requirements and constraints; establish scope of applications and the portfolio under review.
Assess	Assess key challenges, risks, costs and technical debt within existing application portfolio; investigate existing applications or portfolio to understand key issues; analyse findings and identify opportunities for modernisation and transformation.
Recommend	Develop overall migration and/or modernisation strategy including expected benefits, indicative costs, risks; identify modernisation approach to existing applications by considering re-build; re-platform; replace; retire; re-factor.
Plan	Establish dependencies; prioritise applications for migration; establish key migration activities; develop migration plan; identify key risks and mitigations.

Buyer outcomes



The main outcome is a clear strategy for dealing with your application or portfolio transformation or modernisation challenge. This will provide you with confidence in a set of strategic options and provide key inputs to your business case for change.

The roadmap will provide you with a prioritised set of next steps that will allow you to plan and implement the transformational activities and achieve the expected outcomes for your users, business and stakeholders.

2.2 Digital Inclusion & User Experience Evaluation Service

Service Features and Benefits

Features	Benefits
• An unbiased report of prioritised accessibility and usability insights • Explanation of core standards, WCAG 2.2 and NN/g usability heuristics • Framework of manual and automated tests to identify strengths/weaknesses • Live usability testing option, including users with accessibility needs • GDS recommended accessibility tools (Jaws, ZoomText, Dragon, NVDA and Voiceover) • Recommendations to improve service, aligned with accessibility, UX best practice • Draft accessibility statement to support compliance to legislation	• Compliance with accessibility directives, WCAG and EN301549 standards • Usable, intuitive and accessible service for new and existing users • Improved engagement with service users and stakeholders • Increased user satisfaction and better service outcomes • Improved support for Assisted Digital users • Fresh perspectives on a service from a trained professional

Scope



The scope of our inclusion and usability review is to provide Buyers with an unbiased report outlining actionable and prioritised insights for their products or services with regards to accessibility and usability. The service will be evaluated against web accessibility standards (WCAG 2.2) and/or design best practices as defined by Nielsen-Norman Group (NN/g) usability heuristics. It will inform Buyers of best industry practise for issues identified and the recommendations to fix them.

We will work collaboratively to scope out the Buyer's requirements for the evaluation, discussing specific goals or needs for the review, and recommending the appropriate user journeys/screens to cover, as well as suitable techniques based on the Buyer's needs.

A protocol drawn from manual, automated and live-usability testing frameworks will be used to identify service strengths and weakness and highlight where services are non-compliant with accessibility standards.

The results will be summarised in a report that breaks down the issues found in the service against usability/accessibility standards, alongside recommendations to remediate or improve issues. The report will be formed in such a way that it is shareable to key stakeholders across the Buyer's organisation and provides content to include in an online accessibility statement for the service.

Project Approach

A typical inclusion and usability review consists of the following phases:

Phase	Description
Inception	• Understand the service – confirm business objectives, identify user goals and gain an overview of the service journey. • Collaboratively identify key user journeys and tasks to evaluate, ensuring diverse and representative screens and components. • Understand service users and (where desired) recruit/plan usability testing. • Articulate any specific accessibility requirements for the service, to ensure the service is highly inclusive. • Agree evaluation protocol, methods and tools and success criteria.

Discovery Iterations	Conduct evaluation using variety of method to mitigate testing bias: <u>Accessibility Testing:</u> - Review journey/screens for accessibility design best practice, using expert UX review insights and browser tools to identify accessibility issues (e.g. colour contrast, images, page structure, zoom effects). - Ensure the correct mark-up is used throughout the pages by manually inspecting the HTML. - Testing various accessibility personas through assistive technology – keyboard navigation, screen readers and magnifiers. <u>UX Expert Review:</u> - Review pages and features against the 10 NN/g usability heuristics. - Draw upon expertise and previous experience to provide contextual feedback on opportunities to improve user experience and success. - Provide indicative solutions to issues identified in line with design best practice. <u>Usability Testing:</u> - Observe service in use through various tasks with representative service users. - Capture testing metrics for reporting (e.g. task completion, duration, accuracy). - Conduct interviews and feedback with test users to understand what worked well with the service and what should be improved.
Output Presentation & Transfer	Produce an evaluation report to include: - Evaluation approach and protocol, including tools and methodology used. - Overarching themes of issues identified, prioritised by scale and impact, providing renewed focus for ongoing best practice. - Detailed descriptions of issues identified through the evaluation, including the severity by which they deviate from standards or best practice. - Recommended, detailed and actionable remediations for the most significant issues identified in the evaluation. - Input (if needed) into the definition and refinement of a suitable website accessibility statement.

Added Value and Innovations



Our certified UX practitioners have extensive experience of conducting accessibility audits in line with WCAG 2.2 on both public and private sector websites and are trained in inclusive usability testing protocols.

We have extensive experience delivering digital solutions including websites compliant to the Equality Act 2010, 2018 EU Web Accessibility Directive and EN 301 549

Accessibility requirements for ICT products and services. We ensure they are compliant to WCAG 2.2 AA and AAA standards as required. We offer these services to help Buyers to plan and implement an audit of the usability and accessibility of their applications.

For usability, we ensure product and services meet usability heuristics like Jakob Nielsen's 10 usability heuristics, conducting expert design reviews to ensure the objectives are met and good user experience is provided with examples of best practice. Our practitioners also bring past design experience and best practice to inform their expert design reviews.

Expected Buyer Outcomes

- Informed guidance to help create and amend products and services that works well for a diverse range of users.

- Service improvement beyond simply the ‘look and feel’ of the service, leading to improved service and business outcomes.
- Improved user engagement and product and services that are accessible to all users. Compliance with 2018 EU Web Accessibility Directive, WCAG 2.1, EN 301 549.
- Provides key information to help grow stakeholders understanding of key usability and accessibility principles for use in future work.

2.3 Application Healthcheck

Service Features and Benefits

Features	Benefits
• Cost-effective, low impact method of planning an application modernisation initiative • Extract maximum value from existing application investment • Provides prioritised, high-level recommendations and roadmap of next steps • Improve app agility, efficiency, continuity, resilience, availability, scalability, performance • Improve user experience, accessibility and Inclusion, data quality & governance • Improve infrastructure and hosting • Improve connectivity, interoperability, security, maintainability, portability and extensibility	• Minimal impact on current day-to-day operations • A simple starting point for your application modernisation journey • Allows you to build your Business Case for change • Mitigate risks and maximise value • Modernisation roadmap helps to avoid building future technical debt • Improved responsiveness to your users • Accelerate innovation • Cut costs and improve efficiency • Reduce redundancy • Improves application reliability

Scope

Digital technology is essential to your organisation, but is evolving at a rapid pace, and without continued investment it's easy to lag behind. Applications lose their value over time - what was once cutting-edge, can soon age. As organisations evolve, Buyer demands and expectations change, and technology becomes obsolete, and applications start to have a negative impact. When systems stop supporting the organisation effectively, they can reduce agility, efficiency, continuity, and ultimately become expensive to maintain. They're frustrating for users used to slick modern cloud services and they introduce risks from security flaws, reputational damage, or compatibility issues.

Application Transformation could solve all these challenges – without the costs and disruption associated with sourcing completely new systems. Improving what you already have helps you get more value from your existing investments. However, there's no one-size-fits all solution for modernising. Every organisation has different needs and a different willingness to change. If you're ready to find out what's possible, a Civica Application Healthcheck is your first step in the journey. It's a cost-effective, low-commitment way to find out what benefits Application Transformation could bring to your organisation. With little impact on your day-to-day operations, the Application Healthcheck helps you create a prioritised plan and gives you vital insights into how you can start to evolve your systems.

The Healthcheck can be focused on some or all the following areas:

- User experience
- Resilience, availability, scalability and performance
- Maintainability, portability, extensibility, and deployment processes

- Data quality and governance
- Accessibility and Inclusion
- Connectivity and interoperability
- Security
- Infrastructure and hosting

Project Approach

A typical Healthcheck engagement consists of the following phases:

Phase	Description
Scope	Understand the business context and application modernisation problem to be solved. Identify key contacts and contributors; schedule user and stakeholder engagement sessions. Identify and collate documentation regarding the problem to be solved.
Discover & Assess	Perform research and investigation across some or all the following: user experience; resilience, availability, scalability and performance; maintainability, portability and extensibility; data quality and governance; accessibility and inclusion; connectivity and interoperability; security; infrastructure and hosting. Analyse research findings, including solution options, roadmap and next steps. Define outcomes, check for risks.
Plan	Define and socialise proposed solution options with the Buyer. Create a roadmap and present to the Buyer; obtain Buyer feedback and refine roadmap.

Added Value and Innovations

The Healthcheck will help you to start to understand some or all the following points:

- Identify and understand the internal and external users, what they need and their 'pain points' with the existing application(s); understand the application modernisation opportunity or 'problem'.
- Establish and map-out the main technical options and their implications; determine modernisation strategy.
- Ensure that you have:
 - A joint and a holistic view of the challenge of the issue to be solved, ahead of making any major investment.
 - An opportunity to test and validate your thinking and the Business Case before making any major investments in time, resources and budget.
 - A common understanding of what good looks like in terms of the solution, value to the organisation and the improved service to users.

Expected Buyer Outcomes

You've invested heavily in your systems, so it makes sense to extract as much value as possible from them. Application Transformation can evolve legacy systems, making them fit for today's needs and challenges.

- Be more responsive to your users
- Accelerate innovation
- Cut costs and improve efficiency
- Reduce redundancy
- Improve reliability

2.4 Application Transformation Discovery Service

Service Features and Benefits

Features	Benefits
• Informs the application modernisation strategy • Delivers a better-quality service and user experience • Extends the application's lifetime, improves scalability and service resilience • Creates greater ability to change by refactoring monolithic applications • Reduces Buyer's risks, dependency on expensive niche skills, operating costs • Lowers total cost of ownership • Maps out the main technical options and their implications • Exploration of technical constraints, options, and opportunities • Agnostic cloud partners: Certifications with AWS, Azure • Expert-led research techniques including workshops, interviews, and observation	• Provides confidence and certainty in the proposed solution(s), next steps • Deploys evidence-based input to inform the business case for change • Delivers a holistic view of the issue to be solved • Defines To-Be state to inform the degree of change required • Allows Buyer to test and validate thinking before making investments • Provides an evidence base and audit trail of requirements • Reduces technical debt • Benefit focus: identify and measure important metrics for successful change • Standards compliance: compliance with GDS, NCSC, ISO 27001/9001/14001 • Reduce risk: determine need and viability early and efficiently

Scope



Our Application Transformation Discovery Service helps Buyers to explore and define the requirements and options to evolve an existing digital service or application. It will investigate and document the anticipated scope, resources, approach, risks, and constraints are and how will success of the project be targeted and measured.

The service aligns to Government Digital Service (GDS) and Technology Code of Practice (TCOP) principles and will investigate the application modernisation or transformation requirement by considering some or all the following scope:

- People - user research; accessibility and inclusion review; user experience expert review; change readiness, communications and culture assessment.
- Process - As-Is process analysis; ways of working; policy and legislation review.
- Data - data governance, architecture, exploitation.
- Technology - connectivity & interoperability; security; resilience, availability, scalability & performance; maintainability, portability & extensibility; infrastructure & hosting.

Project Approach

A typical Cloud Discovery engagement will consist of the following phases.

Phase	Description
Scope	The discovery team will carry out a quick project initiation with you to understand the business context and problem to be solved; identify contacts and contributors that hold information to be assessed; identify and collate documentation and artefacts that will be required to perform the Discovery.

Assess	Discovery iterations last between 4 and 8 weeks and focus on exploring the problem space by developing a view of the current landscape and the challenges ahead for any services and platforms. It will build on existing documentation and knowledge, we use qualitative, quantitative, and mixed method user research and system assessments and/or investigations to capture requirements. It will explore technical options and constraints, capture risks and dependencies.
Recommend	This will bring together the information captured in the Assess Phase to start drafting the required deliverable(s). This will be achieved by the Civica team using workshops, desk research and peer reviews to: • Map out the key findings from the Assessment Phase. • List out the key requirements that have been captured. • Provide a set of draft application transformation and/or modernisation recommendations along with a justification.
Plan	This will define the future-state for the application covering People, Process, Data and Technology; define the solution components, artefacts and activities to address the application modernisation requirements; define the proposed approach, resource profile, project timeline and RAID items for the application modernisation project. Draft the final deliverable(s) comprising a Discovery Report (MS Word format) covering: • Key findings. • A list of emerging requirements. • Solution options and recommendations. • A draft or outline solution definition. • Outline proposal for the implementation work.

Added Value and Innovations

- Skilled, blended teams - our diverse and experienced team of certified practitioners are T-shaped across Business Analysis, User Research, User Experience and beyond therefore can add value beyond their stated specialism.
- Experience across GDS lifecycle - we are experienced across the full lifecycle of GDS delivery. We are equipped with comprehensive expertise and capability enabling us to deliver practical insight into Alpha and beyond to identify challenges and opportunities ahead.
- Full-service supplier - we can contribute expertise beyond understanding users' needs. Through expertise in innovation, best practice delivery approaches, cloud architecture, application architecture, automation, and managed service we can augment our Discovery service
- Proven, GDS and TCOP-aligned methodology - our methodology is mature and proven on over 40 Discovery and Alpha projects, including recent successful projects with many public sector organisations.
- We have extensive experience in successful projects that must comply with UK Government protective marking, operating at, and above, Official-Sensitive levels of requirement and satisfying NCSC cloud security principles.

Expected Buyer Outcomes

The Discovery project will:

- Identify and understand the internal and external users, what they need and their 'pain points' with the existing application(s); understand the application modernisation opportunity or 'problem'.
- Outline the To-Be state to indicate the required degree of change and what good looks like; analyse the To-Be reqs and size the investment needed to modernise the application.
- Establish and map-out the main technical options and their implications; determine modernisation strategy.
- Document the modernisation project approach, project team resource profile, RAID items and project plan and estimated investment for the application modernisation project.
- Ensure that the Buyer's teams and management have:
 - A joint and a holistic view of the challenge of the issue to be solved, ahead of making any major investment.
 - An opportunity to test and validate their thinking, the Business Case before making any major investments in time, resources and budget.
 - A common understanding of what good looks like in terms of the solution, value to the organisation and the improved service to users.
- Provide an evidence base and audit trail of requirements, decisions and thinking to substantiate the selected solution option(s).
- Provide confidence and certainty that the proposed solution(s) align with the organisation's vision for the system/service.

2.5 SaaS Migration Service

Service Features and Benefits

Features	Benefits
• Assured roadmap and approach for transition to SaaS platforms, services • Evaluate and select best-fit SaaS solution for business need • Migration design for applications, processes and their data sets • Configuration and provisioning of target SaaS environment with security controls • Implementation of automation, integration with enterprise systems and workflows • Incremental migration delivery to protect service availability and data integrity • Workflow and process redesign to leverage SaaS-native capabilities effectively • Enable extensibility and customisation through low-code and modular components • Rationalisation and integration with existing systems, services and applications • Vendor agnostic approach: Dynamics, Salesforce, ServiceNow and more	• Strategic alignment: support for SaaS-first strategy and digital transformation goals • Reduced risk: migrate from unsupported legacy application to secure SaaS • Cost Savings: remove infrastructure overhead, reduce delivery project costs • Innovation: access SaaS-native features including automation, integration and AI • Scalability: instantly scale services through SaaS subscription without effort • Service stability: leverage resilience and reliability of enterprise platforms • Service performance: benefit from optimised SaaS architecture, vendor performance tuning • Service understanding: migration generates insight into process and SaaS capabilities • Organisation agility: respond faster with configurable workflows and low-code tools • Standards compliance: compliance with GDS, NCSC, ISO 27001/9001/14001

Scope



Our SaaS Migration Service helps Buyer's transition existing applications and digital services from on-premise or hosted environments to modern SaaS platforms.

This Service supports both straightforward adoption of standard SaaS products and complex transitions involving bespoke or integrated application. For more complex scenarios (such as legacy technologies, custom code or solutions with multiple components) we apply tailored strategies to ensure continuity, compliance and benefit realisation. Achieving desired outcomes often involves replicating essential functionality while reducing customer code, standardising processes and leveraging SaaS-native features. We help Buyers achieve this through structured planning, evaluation and selection of the most appropriate SaaS solution, process mapping, secure data migration and integration with enterprise systems, ensuring the new SaaS solution meets requirements and delivers long-term benefits.

Our SaaS Migration Services considers each service and its application components in terms of the attributes that make them unique including user need, compliance requirements, technology dependencies, security, technology and service risk. Our approach addresses the uncertainty and variance present in these deployments and determines the most appropriate migration strategy for migrating to SaaS platforms.

Our SaaS Migration Service considers different migration options including:

- Assessment and selection of SaaS platforms based on functional fit, compliance, integration, scalability, and cost.
- Provisioning of new SaaS environments and required configurations.
- Mapping and redesigning business processes to align with SaaS capabilities.
- Secure migration and transformation of data with validation and compliance controls.
- Integration of SaaS platforms with enterprise systems such as identity, records management, case management, and data catalogues.
- Reducing custom code and adoption low-code extensibility for future agility.

Our approach to SaaS Migration recognises the benefits of SaaS platforms and the advantages they offer for ongoing operation, including automative updates, embedded security, monitoring and compliance features. SaaS solutions enable continuous innovation and scalability without costly upgrade projects: delivering long-term agility and value.

Project Approach

A typical SaaS Migration engagement consists of the following phases:

Phase	Description
Discover & Assess	• Confirm scope, business goals and objectives of the migration along with the desired benefits and any pressing risks, issues, and constraints. • Evaluate and shortlist SaaS solutions against functional, security, compliance, and integration requirements. • Assess existing application functionality and dependencies to determine how current capabilities map to SaaS offerings and identify any gaps or opportunities. • Understand user and business requirements that must be preserved or enhanced in the SaaS solution to avoid loss of critical value. • Define the target SaaS solution architecture, including configuration, integration points, and any required extensions. • Develop a migration and adoption plan that mitigates risk, maintains security and service continuity, and incrementally builds trust that the transition will deliver full benefits without adverse impact.
Design & Analysis	• Configure and validate the chosen SaaS solution through agile sprints, ensuring continuous engagement and visibility with users and stakeholders.

	• Make efficient use of sandbox or staging environments to test configurations and integrations without disrupting current services. • Use representative data sets to validate migration steps, data quality, and security controls. • Implement governance, monitoring, and management processes to operate the SaaS service and track/report on performance and compliance. • Support knowledge transfer to Buyer staff and operational teams as part of service transition, including SaaS-specific administration and optimisation practices.
Migrate & Transform	• Execute data migration and service cutover to the SaaS platform while protecting security, integrity, and service availability. • Safely transition users to the new SaaS environment, monitoring adoption and performance closely during the immediate post-cutover period. • Complete transfer of knowledge and embed ongoing service management responsibilities, including SaaS vendor relationship management and continuous improvement.

Added Value and Innovations



Our approach focusses on migrating bespoke applications and service components that were originally designed and built to address unique business and user needs that are not achievable via products. Our migration service therefore first considers the users, and business needs for the application to understand the specific features and value it delivers and avoids an overly simplistic “lift-and-shift” approach that will only

deliver a subset of benefits.

Additionally, we have extensive experience in successful projects that must comply with UK Government protective marking, operating at, and above, Official-Sensitive levels of requirement and satisfying NCSC cloud security principles.

Expected Buyer Outcomes

Applications will benefit from our migration services by delivering:

- Extended service lifetime and original investment by moving to supported SaaS platforms.
- Service security and compliance through SaaS vendor standards and NCSC aligned practices.
- Increase resilience and reliability through SaaS architecture and built-in capabilities.
- Increased business agility by adopting configurable and scalable SaaS solutions.
- Alignment to a SaaS-first strategy reducing dependency on bespoke legacy systems.
- Reduced cost and operational overhead through rationalisation and SaaS licensing models.
- Enhanced Buyer and user experience by leveraging SaaS-native feature and automation.
- Accelerated user adoption through structured onboarding, training, and communication plans.
- Cultural alignment and readiness by supporting stakeholders through the transition, ensuring SaaS capabilities are fully utilised.

2.6 Application Modernisation Service

Service Features and Benefits

Features	Benefits
• Application modernisation planning - assess options, build case for change • Evaluate business fit, value, agility, cost, complexity and risk • Application modernisation planning - ensure service continuity of legacy application • Agile, incremental implementation and transition to minimise service disruption • Containerisation and introduction of DevOps CI/CD approaches to accelerate delivery • Leverage automation tooling for containerisation, migration, and deployment efficiency • Modernise hosting - re-platform to secure, reliable public/private cloud • Resilience through introduction of managed databases and high-availability architecture • Upgrade underlying technology stack to latest supported stable versions • Refactor to optimise for cloud, microservices architecture enabling integration	• Extend legacy application life, reducing capital expenditure and replacement costs • Reduce operating costs of legacy support and infrastructure overheads • Increase agility and capability to extend and modernise • Enhance security through upgraded components and frameworks • Alignment to cloud-first strategy for scalability and future readiness • Deliver improved user experience and boost overall business efficiency • Improve resilience, benefit from managed cloud platforms and monitoring • Enable innovation, adopting latest cloud services including AI, ML, RPA • Standards compliant with GDS, NCSC, ISO 27001/9001/14001, WCAG • Facilitate data reuse and integration through open standards and APIs

Scope



Our Application Modernisation Service helps Buyers use cloud platforms and services to maintain, extend and improve current digital services and applications.

Most organisations must maintain a set of legacy services, which focusses investment on keeping them available and operational, as replacement is too costly. This service addresses this problem by considering each service and its application components in terms of multiple attributes including user need, security, technology, and service stability, so that a modernisation roadmap can be implemented.

By analysing the risks, constraints and costs of the current applications and services, we can target improvements that apply updates, improve interfaces or transfer services in an incremental process that minimises risk and results in modernisation where it delivers value. Our modernisation service looks at attributes including, but not limited to:

- Organisation-wide cloud strategy and investment, including current cost of application and services.
- Service dependencies, risks and future plans i.e. what timeframe must ROI from modernisation be recognised, is the service security degraded, does it meet GDPR and accessibility legislation, is the service performance limiting growth?
- Current application and/or service technology stack and the options to reach or stay on a supported technology roadmap.
- User needs i.e. from multiple dimensions including user interface, service feedback and perception, performance, availability and device compatibility.

- Security of the current service including component patching, support, architecture and standards.
- Business purpose and process i.e. can the current process be optimised, or automation increased by using cloud services and components.
- Data availability i.e. does the service have data that, if securely shared, can support another service or area of the business?
- Application release development process, including the effort required and frequency of release and the quality of resulting software.

Based on the above analysis, we can architect and implement a modernisation roadmap to achieve the desired improvements, using services available in our cloud partner platforms. Examples of services that we may apply to enable application modernisation may include:

- Cloud IaaS services to provide cloud-based hosting capability, including managed database instances.
- Cloud container services e.g. AWS ECS, Azure Service Fabric to enable existing service components and applications to be deployed and scaled as individual services.
- API gateways to provide a modern REST API wrapper to applications with zero or limited integration support.
- Introduction of serverless e.g. Azure Functions/AWS Lambda to efficiently add functionality and integrate cloud capabilities including cloud AI, machine learning, analytics and IoT services.
- Introduction of modern, responsive user interface services that use the REST API to update the user experience without requiring the complex and expensive back-end services to be updated.

Our approach to application modernisation also enables cloud operational services including security, monitoring and Disaster Recovery capabilities to be added to increase insight and control over older services thereby supporting their lifetimes.

Project Approach

A typical application modernisation engagement consists of the following phases:

Phase	Description
Initiate	Confirm scope, business goals and objectives of the modernisation along with the desired benefits and any pressing risks, issues, and constraints.
Discovery & analysis	• Assess existing application landscape to confirm status, component versions and architecture. • Assess costs, user and business needs and requirements on the current application. • Identify gaps, issues, risks, and opportunities to enable the current application to meet the modernisation objectives. • Define the target application architecture and changes required to deliver it. • Develop a robust roadmap to modernise the application, which delivers business value early and often, and which incrementally builds towards the desired end-state within timeframes to recognise ROI.
Design & implement changes	• Through a series of agile sprints, implement and test the modernisation changes ensuring continuous engagement and visibility with users and stakeholders. • Make efficient use of cloud environments to deploy and test updates, while avoiding impact on current services.

	• Release early and monitor to validate improvements are delivering value required. • Support knowledge transfer to appropriate Buyer staff and to live operation teams as part of standard service transition.
Manage & support	• After the modernisation changes have been implemented, we can continue to work with you to proactively maintain a roadmap for the service that reflects the latest opportunities, risks, and needs. • We also offer a managed service to maintain, support and manage the modernised live service components.

Added Value and Innovations



Our approach focusses on modernising legacy bespoke applications and service components that were originally designed and built to address unique business and user needs, typically not achievable via products. Our modernisation service firstly considers the users, and business needs for the application to understand the specific features and value it delivers. This avoids an overly simplistic “lift-and-shift” approach that may not sufficiently realise the benefits of cloud.

Additionally, we have extensive experience in successful projects that must comply with UK Government protective marking, operating at, and above, Official-Sensitive levels of requirement and satisfying NCSC cloud security principles.

Expected Buyer Outcomes

Applications benefit from our modernisation services may deliver Buyers:

- Extended service lifetime from original investment by moving to supported technology stacks.
- Service security and NCSC compliance by moving to supported technology stacks.
- An intuitive user experience and compatibility with the latest Buyer devices.
- Maximised data value by integrating previously siloed systems and services.
- Increased business agility by moving services into a flexible, scalable and cost-efficient cloud environment.
- Improved security through the deployment of updated or more modern technology.
- Alignment to cloud-first strategy and investment by removing dependency on on-premises and physical data centres.
- Reduced cost and increased operational efficiency through rationalised and on-demand cloud services.

2.7 Cloud Migration Service

Service Features and Benefits

Features	Benefits
• Assured roadmap and approach for transition to cloud platforms, services • Migration design for applications and their data sets • Configuration and provisioning of target cloud environment • Implementation of DevOps, automation, and software defined infrastructure	• Strategic alignment: support for cloud-first strategy and investment • Reduced risk: maintain applications and services on supported technologies • Cost Savings: reduce cost of legacy debt and infrastructure • Innovation: access new cloud capability including AI and serverless

• Incremental migration delivery to protect service availability and security • Configuration of operational services including monitoring, backup, and DR • Architecture and technology stack update taking advantage of cloud • Introduction of appropriate IaaS, PaaS and SaaS services • Rationalisation and integration with existing systems and services • Cloud agnostic partners: Certifications with AWS and Azure	• Scalability: rapidly scale up and down in the cloud • Service stability: leverage robustness of standard cloud services • Service performance: immediate access to cloud compute resources • Service understanding: migration generates insight and knowledge • Organisation agility: respond faster to user needs with cloud services • Standards compliance: compliance with GDS, NCSC, ISO 27001/9001/14001
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Scope



Our Cloud Migration Service helps Buyers move existing applications and digital services from on premise physical or virtual infrastructure into the cloud.

While a “lift and shift” approach to migration can be used with standard commercial products, this service focuses on those applications that involve a degree of uniqueness or complexity. For example, these may include legacy technologies, bespoke code or applications that are assembled from multiple integrated components that require differing migration approaches. Migration of these services and attainment of desired value and outcomes cannot be addressed via simple lift and shift.

Our Cloud Migration Services consider each service and its application components in terms of the attributes that make them unique including user need/dependency, security, technology and service risk. Our migration approach addresses the uncertainty and variance present in these bespoke deployments and determines the most appropriate approach to migration and deployment of cloud services so that the service is safely migrated.

Our Cloud Migration Service considers different migration options including:

- Provisioning of a new cloud environment and fresh installation of the applications.
- Packaging existing application services within containers and deploying them onto scalable cloud services.
- Re-architecting the system through replacement of one or more individual components with cloud services as part of the migration e.g. replace manually installed and maintained databases with a managed cloud equivalent.
- Refactoring of application code to be compatible with latest technology stacks and take advantage of cloud services.

Our approach to Cloud Migration recognises the benefit of cloud services and the advantages they offer for ongoing operation including security, monitoring and Disaster Recovery capabilities. They can increase insight and control over older services thereby extending their lifetime.

Project Approach

A typical Cloud Migration engagement consists of the following phases:

Phase	Description
Discover & Assess	• Confirm scope, business goals and objectives of the migration along with the desired benefits and any pressing risks, issues, and constraints. • Assess existing application cloud readiness to confirm status, component and architecture and anticipate any dependencies, limitations, or opportunities. • Assess user/business needs and requirements on the current application that will impact application migration approach and service impact.

	• Define the target application architecture and changes required to deliver it. • Develop a concrete migration plan to transition the application and data, which mitigates risk, maintains security and service availability and which incrementally builds trust that the migration and service cutover will be achieved without adverse service impact.
Design & Analysis	• Through a series of agile sprints, implement and test the migration approach ensuring continuous engagement and visibility with users and stakeholders. • Make efficient use of cloud environments to deploy and test updates while avoiding impact on current services. • Make use of test and sample data sets to validate migration process steps and quality methods. • Implement the governance, monitoring, and management service necessary to operate the service and track/report on service performance. • Support knowledge transfer to appropriate Buyer staff and to live operation teams as part of standard service transition.
Migrate & Transform	• Implement target production cloud environment and application deployments and transfer services and data, while protecting security, integrity, service availability. • Safely cutover to new services while monitoring closely to validate service performance and stability in the immediate period following cutover. • Complete transfer of knowledge and ongoing service management responsibilities.

Added Value and Innovations



Our approach focusses on migrating bespoke applications and service components that were originally designed and built to address unique business and user needs that are not achievable via products. Our migration service therefore first considers the users, and business needs for the application to understand the specific features and value it delivers and avoids an overly simplistic “lift-and-shift” approach that will only

deliver a subset of benefits.

Additionally, we have extensive experience in successful projects that must comply with UK Government protective marking, operating at, and above, Official-Sensitive levels of requirement and satisfying NCSC cloud security principles.

Expected Buyer Outcomes

Applications will benefit from our migration services by delivering:

- Extended service lifetime and original investment by moving to supported technology stacks.
- Service security and NCSC compliance by moving to supported technology stacks.
- Increased security and service resilience through implementation of established cloud architecture good practice.
- Increased business agility by moving services into a flexible, scalable and cost-efficient cloud environment.
- Alignment to a cloud-first strategy and investment by removing dependency on on-premises and physical data centres.
- Reduced cost and increased operational efficiency through rationalised and on-demand cloud services.
- Enhanced Buyer and user experience by taking full advantage of inherent cloud technologies and services.

2.8 Cloud Platform Management Service

Service Features and Benefits

Features	Benefits
- Managed service underpinned by a Service Level Agreement (SLA) - Security cleared staff with SC and BPSS clearance - Monthly reporting and quarterly service reviews - Service adoption/transition/migration projects - Cloud service monitoring, patching, configuration, and optimisation - DevOps provisioning and service configuration - Up to 24/7 service desk and support engineering - IaaS, PaaS, SaaS support; Cost Savings Action Roadmap - Management of different cloud platforms both public and private - Support for portals, M365, web applications, legacy, content management	- Guaranteed high levels of availability 20+yrs public sector experience and Certified partner status - Experts with Agile and ITIL experience - Flexibility to adapt the service as your organisation grows - Ability to extend service to manage and support application software - Service levels aligned to your business needs - Advice on Cloud plans and configuration - Flexible resourcing model - Efficiencies by using tried and tested tools - Ability to extend the service to include cloud optimisation

Scope

Migrating services to the cloud can deliver a wide range of benefits, including increased agility and lower costs. However, to get the best out of cloud-based services, you need to ensure the infrastructure that underpins them is properly managed, and provides the levels of security, availability and disaster recovery capability your business needs.

Project Approach

We initiate our process by thoroughly understanding your business requirements and priorities, along with the criticality of the applications and services hosted on your cloud infrastructure. This enables us to tailor our management service to precisely meet your needs. While we handle the essentials, you can concentrate on innovating and developing new applications and services to deploy on your fully managed cloud infrastructure.

Our round-the-clock monitoring of your cloud environments utilises automated monitoring and alerting systems, ensuring prompt identification and resolution of any issues that arise. This proactive approach allows us to manage capacity, performance and address any related concerns such as storage utilisation before they impact your service.

A designated Civica Service Manager serves as your main point of contact and oversees the delivery of your cloud support service. They conduct quarterly reviews of your service and overall contract performance, proposing any necessary changes or enhancements.

Our support staff ensure that incidents are promptly addressed and resolved, collaborating with platform vendors when necessary. Support requests and incidents are managed through our ITIL-based Service Management system and associated processes. You can log support tickets 24/7 via our portal, and our team of expert technicians prioritise and manage them in line with agreed SLAs.

Added Value and Innovations

This service may be procured with other cloud services from Civica to provide a fully managed and controlled cloud implementation from cloud strategy and architecture, design and build, migration through to cloud optimisation. With our extensive application development and support capability, we can help manage and transform legacy business applications to take advantage of cloud technology to reduce costs, improve interoperability and enhance user experience.

Expected Buyer Outcomes

- Reduced operational costs via economies of scale, ITIL processes, tools and automation.
- Improved organisational resilience by removing the dependency on key infrastructure components and IT staff.
- High-quality and reliable service, assured by our credentials and accreditations.
- Guaranteed availability of services backed up by contractual service levels.
- Minimising the risk of security breaches or cyber-attacks by enhanced security features.
- Ensuring continued compliance with appropriate standards and accreditations.
- Ability to adapt quickly to changes in demand through scalable and flexible architecture.
- Access to cloud and digital specialists to help support and deliver your business strategy.

3. About Civica

3.1 Overview

New policies, advances in technology, restrictive budgets and rapidly changing cyber security risks put increasing pressure on government, while citizen expectations of your services continue to rise.

Our mission is to accelerate the digital transformation of public services, helping you create data-centric, secure solutions and intelligent, AI-driven services built around your goals, budgets and the needs of the citizens you serve. All with minimal disruption. All with expert support. For over 20 years, our focus has been exclusively on central government and defence, establishing a track record of lasting impact. We understand your drive to strengthen critical change programmes, driving better outcomes for citizens, businesses and communities, and value for money for taxpayers. We can turn your imperatives into reality. Faster.

3.2 Core Propositions

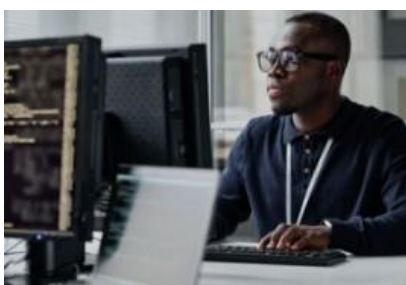
Civica's Central Government & Defence (CGD) Division's core offerings comprise:

Expertise on Demand



We share our knowledge, tools and approaches to build centres of excellence and enduring capability within your teams. Whether you require individuals or high-performing autonomous teams, we provide public sector domain experts who understand your challenges and have solved them before.

Intelligent Solutions



We design and build AI-driven intelligent software solutions using trusted data to transform your services. Alongside your teams, we create exceptional citizen experiences, modernise your software, integrate or deploy leading SaaS solutions, or build new intelligent solutions, improving efficiencies and reducing the cost to serve.

Managed Services



Once live, we ensure your systems deliver maximum value and return on investment, adapting as policy changes, technology evolves, cyber threats grow and user needs shift. We can manage your new solution or support your existing tech stack, minimising operating costs as we go.

3.3 Civica Innovations

Civica identifies and develops technology innovations to complement its mission of transforming the way its Buyers work, enabling them to drive improved outcomes for UK citizens, e.g.:

- Machine-based identity verification to improve the user experience in public sector pension management.
- Using advanced technologies to address voting decline by improving citizen engagement.
- Using innovative image processing AI to optimise passenger flow and improve passenger experience and safety at a regional airport

Our innovation labs provide a facility to co-create new ideas and technologies with a Buyer. Our innovation champions help promote and apply advanced technologies such as artificial intelligence, machine learning and augmented and virtual reality, to public service delivery. Peer-group sessions with Buyers have helped fuel the innovation focus, to mutual benefit.

3.4 Full List of G-Cloud Services

This is the list of GCloud service categories provided by Civica's Central Government & Defence (CGD) Business Unit:

- Managed Hosting Services for Azure, AWS and Civica private cloud.
- Cloud professional services covering:
 - Application Transformation
 - Digital Services
 - Change Management
 - Data Management, Data Architecture, Data Analytics and Data Engineering
 - Microsoft (M365, Power Platform and D365)

3.5 Other Framework Agreements

Civica's Central Government & Defence Business Unit operates through the following frameworks.

Framework	Description
GCloud 14 (RM1557.14)	Lots 1, 2, 3 and 4.
Technology Services 3 (RM6100)	Lot 1 Technology Strategy & Services Design; Lot 2 Transition & Transformation; Lot 3 Operational; Lot 4 Programmes & Large Projects.
Technology Services 4 (RM6190)	Lot 1 Technology and Digital Consultancy Services; Lot 2 Transition and SIAM; Lot 5 and 5a Application and Data Management.
Digital Specialists & Programmes (RM6263)	Lot 1 - Capability-based or delivery of multiple projects covered under an overarching strategic service objectives using PPM frameworks.
Software Design & Implementation (RM6193)	Lot 1.
Digital Outcomes 6 (RM1043.8)	Lots 1 to 3.
Digital Outcomes and Specialists 7 (RM1043.9)	Lot 1 - Digital Outcomes; Lot 2 - Digital Capability & Delivery Partner; Lot 3 - End User Services; Lot 4 - User Research Studios & Participants.
Big Data & Analytics (RM6195)	Lot 1: Design, Build & Run Services; Lot 2: Commercial Off-The-Shelf (COTS) Software.
Artificial Intelligence (RM6200)	Discovery and consultancy services related to artificial intelligence (AI), implementation and support of AI systems, end-to-end partnerships, and AI technologies.

3.6 How to Obtain Further Information

For further information please see our website at www.civica.com or contact us on 0333 321 4914.