



Flying Binary

Changing the world with deep tech

Cloud Service and Integration Management Service Definition

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contact Jacqui.Taylor@FlyingBinary.com

Service overview

The *Cloud Service and Integration Management (SIAM)* service is provided directly to client organisations requiring expert assistance with on- and off-boarding activities. Such activities might include any or all of the following:

- Sustainable Cloud, AI and Carbon Reduction strategy
- GDPR compliant Cloud Transition Strategy and Roadmap services
- Connecting Cloud Hosting, and Cloud Software cloud services
- On-off-boarding Cloud Software services on Cloud Hosting foundations
- Data migration, transfer or ETL (Extract Transform Load) services
- Connecting databases, dataflows, systems or applications into cloud services
- API access and SOA (Service Oriented Architecture) services
- Security, user authentication, SSO (Single Sign On) services
- Initial on-boarding of new services or user groups, including migration activities
- Off-boarding legacy services or lapsed users, including data extraction activities

The *Cloud Service and Integration Management (SIAM)* service can be applied to on-premise, hosted and outsourced systems as well as cloud services. The source and destination can be any mixture of these service types. The systems and services in scope are typically provided by several vendors. It is particularly suitable where the transition has the potential to create gaps of data, accessibility, service or user coverage.

The *Cloud Service and Integration Management (SIAM)* service can provide any or all the following:

- Cloud, AI and Quantum Computing Strategy
- Sustainable Cloud, AI and Carbon Reduction strategy
- GDPR compliance, data integration, processing, transformation and management
- Project specification and definition
- Project and programme management
- Open Data, Shared Data and Special Category Data strategy
- Business analysis
- Data and ETL analysis
- Data management processes
- Application analysis
- Service connection
- Transition management
- On-boarding roll-on programme
- Off-boarding roll-off programme
- User training

Cloud, AI and Quantum Computing strategy

Cloud, AI and Quantum Computing Strategy provides experienced resources to create, manage and deliver AI and Quantum Computing strategies to leverage cloud services beyond traditional and classical computing to deliver innovation outcomes.

Sustainable Cloud, AI and Carbon Reduction Quantum strategy

Sustainable Cloud, AI and Carbon reduction strategy provides High-Level climate leadership to manage and deliver emission reduction strategies recognised by the United Nations Race to Zero program.

GDPR compliance, data integration, processing, transformation and management

GDPR compliance, data integration, processing, transformation and management sets out the overall approach for an on-off-boarding activity, highlighting individual supplier responsibilities, overall timelines and risks.

Project specification and definition

Project specification and definition defines the scope of the project, necessary phases or stages, trials or proofs of concept and may also define the personnel required for the approval and signoff functions.

Project and programme management

Project and programme management provides the management and assurance of the project or programme, utilising Prince2, MSP, ITIL and Agile methods as appropriate for the context.

Open Data, Shared Data and Special Category Data strategy

Open Data, Shared Data and Special Category Data strategy provides all aspects of the data strategy to leverage the value of Open Data, Shared Data and Special Category Data to meet business requirements.

Business analysis

Business analysis delivers the models required to ensure that the final implementations will meet business requirements.

Data and ETL analysis

Data and ETL analysis delivers the models required to describe the data source(s) and context and the processes required to connect source and target data containers.

Data management processes

Data management processes deliver the processes required to ensure that data is correctly harvested, enriched, and experienced using award winning Web Science capability (where any of these are required).

Application analysis

Application and analysis ensures that the application models in use provide full coverage of all business functions required, and that the services will communicate effectively.

Service connection

Service connection provides end to end implementation of all changes required for service interaction, including all testing.

Transition management

Transition management manages all aspects of the transition from one service state to another at a technical level.

On-boarding roll-on programme

On-boarding roll-on programme manages the detailed roll-on programme of new services or users for an on-boarding activity.

Off-boarding roll-off programme

Off-boarding roll-off programme manages the detailed roll-off programme of redundant services or lapsed users for an off-boarding activity.

User training

It is important that all users of AI systems understand and can recognise the benefits and limitations of these technologies. AI-enabled services operate in some fundamentally different ways from classical compute services and require a clear understanding of these differences and the outcomes they generate in order to use them effectively, fairly and without bias.

Information assurance - Classification level

The *Cloud Service and Integration Management (SIAM)* service can be applied at any security classification as appropriate to the client organisation's requirements. FlyingBinary is Cyber Essentials accredited by NCSC and has staff who are cleared at SC level.

Backup restore and disaster recovery

The backup, restore and disaster recovery capabilities will depend on the specific data, systems and services in scope for any particular engagement for the *Cloud Service and Integration Management (SIAM)* service.

On and off boarding

This paragraph discusses on- and off-boarding for *this service - Cloud Service and Integration Management (SIAM)* service - only, NOT for the data, systems and services in scope of any particular engagement.

This service is for resource provision only. On and off boarding in this context commutes to engaging and disengaging particular resources.

Service management

This service is for resource provision only.

Service constraints

This service is for resource provision only. Resources will normally be provided to any reasonable location within the UK during normal UK business days and office hours. Travel and

subsistence may be payable outside London and the surrounding area. Unsocial hours payments may be required if service is needed outside normal UK business days and office hours.

Service levels

This service is for resource provision only. Once resources are committed to agreed deadlines, then those deadlines will be upheld except in cases where there is genuine distress. Specific requirements will usually be accommodated during the planning phase.

Financial recompense

This service is for resource provision only. If delivered service fails to meet required standards it will be re-worked and re-delivered. If there are specific situations where financial recompense is required these will usually be accommodated during the planning phase.

Training

Training is one of the specific optional parts of the *Cloud Service and Integration Management (SIAM)* service. **Group training** is suitable for ensuring multiple users achieve the same competency levels. **One to one training** can be used for deep dive or specialised requirements. Either form can be provided on site or remotely.

Termination

The client may terminate the *Cloud Service and Integration Management (SIAM)* service at any time without notice where there is sufficient reason (eg non-delivery or unacceptable quality from FlyingBinary), or with 30 days notice for any other reason (eg change of business strategy). FlyingBinary will not normally withdraw the *Cloud Service and Integration Management (SIAM)* service but reserves the right to do so in cases where it becomes impossible to deliver the service effectively (eg insufficient, incomplete or low quality data, not possible to proceed with the project).

Data restoration and service migration

This service is for resource provision only.

Consumer responsibilities

The client is responsible for ensuring appropriate access to personnel, data, services and suppliers throughout the engagement and for making necessary business decisions in good time. Clients must assure themselves that the solution selected is in accordance with the organisation's security classifications requirements.

Technical requirements

This service is for resource provision only.

Trial options

There is no specific trial option for the *Cloud Service and Integration Management (SIAM)* service, however there is no minimum order requirement, so a single day consultancy may be purchased if needed. Note that a single day cannot create any finished output: it is useful for a planning and strategy discussion prior to a longer engagement.