



Cloud Operating Model and Cloud Centre of Excellence

Contracting body

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Service Definition Overview

This consultancy service designs and implements a Cloud Operating Model and Cloud Centre of Excellence (CCoE) to help UK public sector organisations realise secure, cost effective and sustainable value from public cloud. It aligns People, Process and Technology across Azure, AWS and Oracle Cloud Infrastructure (OCI) to accelerate adoption while maintaining governance and compliance. Outcomes include clear decision rights and guardrails, an empowered multi-disciplinary CCoE, fit for purpose service management for cloud, and an actionable roadmap tied to measurable benefits. The service is modular to support buyers at differing levels of cloud maturity and is delivered as time and materials under G-Cloud 15 Cloud Support.

Why CGI?

CGI combines deep UK government domain expertise with global cloud scale. Our client proximity model pairs local consultants with our global delivery network, bringing proven accelerators for landing zones, policy as code, FinOps and secure-by-design patterns across AWS, Azure and OCI. We are strategic partners of the major cloud providers, and we have a strong track record designing cloud operating models and CCoEs for central and local government, critical national infrastructure and regulated sectors. Our approach is outcome led, vendor neutral and DDAT aligned, with measurable improvements in time to value, cost control and risk reduction.

1. Service Description

1.1. Purpose and scope

We design and embed a pragmatic Cloud Operating Model that implements your cloud strategy and enables controlled, repeatable consumption of public cloud. The model spans governance, architecture, platform operations and service management, with a CCoE to guide adoption at “cloud speed”.

1.2. Method – People, Process, Technology

1.2.1. People

- Establish or refine a buyer CCoE with executive sponsorship, remit, cadence and RACI.
- Define DDAT aligned role profiles and decision rights across Architecture, Security, Platform, Service Management, Delivery and Commercial.
- Capability uplift plan – targeted training, coaching, communities of practice and playbooks.
- Change adoption plan for stakeholders, including communications and skills pathways.

1.2.2. Process

- Cloud governance - SteerCo design, policy guardrails, risk and compliance workflow, change and release at cloud velocity.
- Service management - adapt ITSM to cloud (incident, problem, change, request, knowledge, CMDB, service catalog), SRE practices and error budgets.
- FinOps - tagging standards, showback or chargeback, budget guardrails, cost anomaly processes and optimisation backlog.
- Security and assurance - secure by design checkpoints, policy as code pipeline integration, identity and access governance, data classification, logging and monitoring standards.
- Portfolio and demand - product centric ways of working, environment provisioning SLAs and gated promotion paths.

1.2.3. Technology

- Reference target operating architecture across AWS accounts, Azure subscriptions and OCI compartments, aligned to your landing zone patterns and security baseline.
- Tooling recommendations for pipeline, IaC, policy as code, observability, CMDB and service request automation.
- Controls library mapped to relevant standards and policies, with automated checks where feasible.
- Shared service patterns – identity, network, encryption, secrets, backup posture assessment, disaster recovery objectives and resilience design guidance.
- Integration approach for SaaS and legacy systems within the operating model.

1.3. Typical deliverables

- Cloud Operating Model blueprint and RACI.
- CCoE charter, operating cadence and backlog.
- Guardrails and policy catalogue with “policy as code” backlog ready for pipelines.
- FinOps framework – tagging standard, budget model, dashboards and optimisation backlog.
- Cloud service management playbook and process updates.
- Skills and capability uplift plan mapped to DDAT roles.
- Implementation roadmap with quick wins and measurable KPIs.
- Benefits tracker and baseline template.
- Executive playpack and stakeholder enablement pack.

1.4. Indicative measurable benefits

- Ranges depend on baseline and scope, but typical outcomes within 3 to 6 months post-engagement include:
- 10 to 25 per cent reduction in avoidable cloud spend via FinOps guardrails and optimisation backlog.
- 20 to 40 per cent faster environment provisioning through standardised pipelines and patterns.
- 30 to 60 per cent reduction in high severity policy violations by shifting to policy as code.
- 15 to 30 per cent improvement in deployment frequency with clearer decision rights and SRE practices.

1.5. Engagement options (modular)

- Foundation – Discover and Design (2 to 4 weeks): Fast review, baseline, target state COM and CCoE charter, prioritised roadmap.
- Build and Embed (4 to 8 weeks): Produce artefacts, pilot guardrails, define FinOps model, update ITSM and run initial playbooks.
- Coach and Handover (2 to 6 weeks): Capability uplift, operational playbacks, light-touch implementation support and benefits tracking setup.

1.6. Change control

- Scope, assumptions and deliverables are agreed at call off. Any material change is managed through G-Cloud call off change control before work proceeds.

2. Data Backup and Restore

Not applicable - consultancy service. We do not host or operate buyer systems. We assess the buyer's backup and restore posture and report any gaps.

3. Service Continuity

Consultancy delivery only. We provide resource substitution and rescheduling to maintain continuity. Buyer platform continuity and disaster recovery remain the buyer's responsibility.

4. Onboarding and Offboarding

4.1. On-boarding

- Confirm statement of work, stakeholders, cadence and communications.
- Enable access for named CGI personnel to agreed collaboration tools and read-only cloud roles.
- Receive existing operating model artefacts, policies, architecture overviews and cost reports.
- Schedule discovery interviews and workshops; agree data freeze points for baselining.

4.2. Off-boarding

- Playback of findings and approvals.
- Transfer of all artefacts, templates and backlogs to buyer repositories.
- Knowledge transfer and shadowing sessions as required.
- Revoke all CGI access and confirm records deletion.

5. Service Constraints

- Advisory and enablement scope – no hosting or live service operation is provided.

- Standard working hours are Monday to Friday, UK business hours – no 24 by 7 operations.
- Read-only access to buyer environments is required for discovery where in scope.
- Delivery depends on timely access to stakeholders and information, and on buyer policy decisions.
- Work is limited to the buyer's nominated cloud tenancies and agreed data classifications.
- Any third-party dependencies or tooling licensing are the buyer's responsibility unless expressly included.

6. Service Levels

- Kick off within 10 working days of order acceptance, subject to access and stakeholder availability.
- Queries during delivery – response within 2 working days.
- Draft report or blueprint – issued within 10 working days of the final workshop.
- Final artefacts – issued within 5 working days of consolidated buyer feedback.

7. After Sales Support

For 30 calendar days after final delivery, we provide: a playback session, reasonable clarifications by email or MS Teams, and minor document updates to correct errors or reflect agreed clarifications. Further advisory or implementation support is available on a call off basis.

8. Technical Requirements

- Named buyer sponsor and stakeholders for governance, architecture, security, operations, finance and service management.
- Access to current operating model documents, policies, standards, risk registers and architectural diagrams.
- Read-only access to cloud platforms for discovery, plus cost and tagging reports where FinOps is in scope.
- Access to relevant repositories, CI or CD pipelines and ticketing systems for process assessment.
- Confirmation of applicable regulatory and assurance frameworks and any in-flight audits.

9. Outage and Maintenance Management

Not applicable - consultancy service. We do not run a live service. Any automated discovery is scheduled with the buyer to avoid impact.

10. Hosting Options and Locations

Not applicable - no hosting is provided. Work is performed within the buyer's cloud environments. Delivery is UK based by default, with remote or hybrid working agreed at call off.

11. Security

- Access control – named, role-based accounts with multi factor authentication. Least privilege and time bound access.
- Data handling – work is performed in buyer tooling wherever practical. Where transfer is required, data is encrypted in transit and at rest using buyer approved tools.
- Retention and deletion – engagement working copies retained for up to 90 days after closure, then securely deleted, unless otherwise agreed in writing.
- Personnel – consultants are BPSS screened as standard. SC or DV cleared personnel are available on request subject to availability.

- Standards – delivery aligns to ISO 27001 controls and Government Security Classification policy. UK GDPR and the Data Protection Act 2018 apply.

12. Service Pricing and Terms and Conditions

12.1. Pricing

Please refer to the G-Cloud 15 portal for the rates available.

12.2. Terms and Conditions

Please refer to the associated Terms and Conditions Document relevant for this Service including termination by the Buyer or Supplier.

13. Further information

For more information about this or any of our G-Cloud services, please contact us:

Phone: +44 0845 070 7765. Ask to speak to the G-Cloud team.

Email: uk.gen.ccsframeworks@cgi.com, including the following information:

1. The name of this service.
2. The name of your organisation.
3. Your name and contact details.
4. A brief description of your business situation.
5. Your preferred timescales for starting the work.

We will prepare a quotation for you. Once the quotation is agreed upon, we will issue you the necessary documentation (as required by the G-Cloud Framework) and ask you to provide us with a purchase order.

Once we have received your purchase order, the services will be configured to the requirements agreed with invoices issued to you for the services procured. On a monthly basis, we will also complete the mandated management information reports to Government Procurement.

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The information in this proposal is submitted on 30 Jan 2026 - Issue 1.0 on behalf of CGI by the following authorised representative:

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