

Microsoft Cloud Navigator

G-Cloud 14: Service Definition Document

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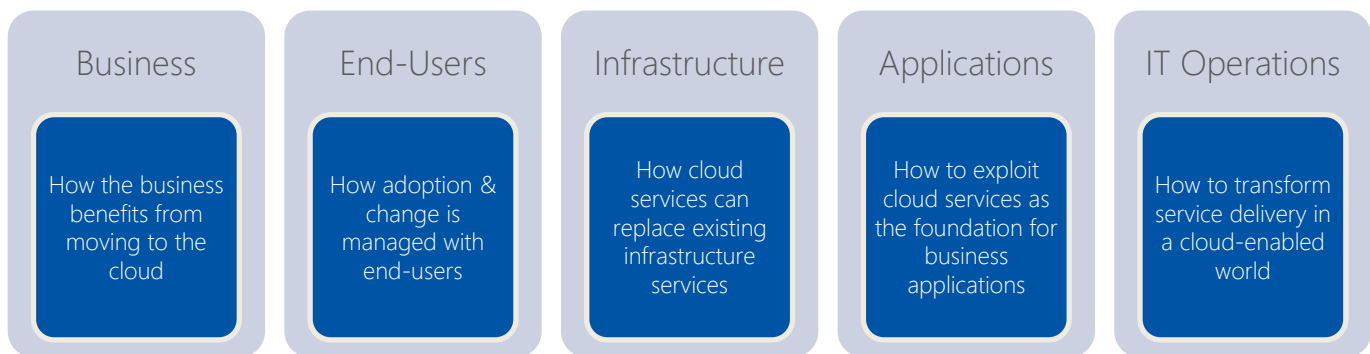
1. Service objectives

The Cloud Navigator Service enables the Authority to create the vision, design the journey, build the business case and execute a clear, prioritised programme to deliver a “Cloud First” strategy across the dimensions of people, process and technology. It provides the Authority with everything needed to successfully execute a “Cloud First” transformation programme.

The service provides expertise and experience in orchestrating and sequencing cloud migration and transformation activities. It is designed to be a medium to long term engagement supporting the Authority throughout their transformation. Cloud Navigator provides world class planning and execution experience across all of Microsoft’s cloud services: Microsoft 365, Azure, and Dynamics 365. Some elements of this service may be applicable to other vendors’ cloud services.

Cloud Navigator is a medium to long-term engagement for envisioning, planning, and implementing a major strategic adoption of cloud services. It can be used to re-invent IT functions, retiring outmoded, expensive and inflexible on-premises datacentres, legacy service providers and re-engaging IT as an agent for digital transformation.

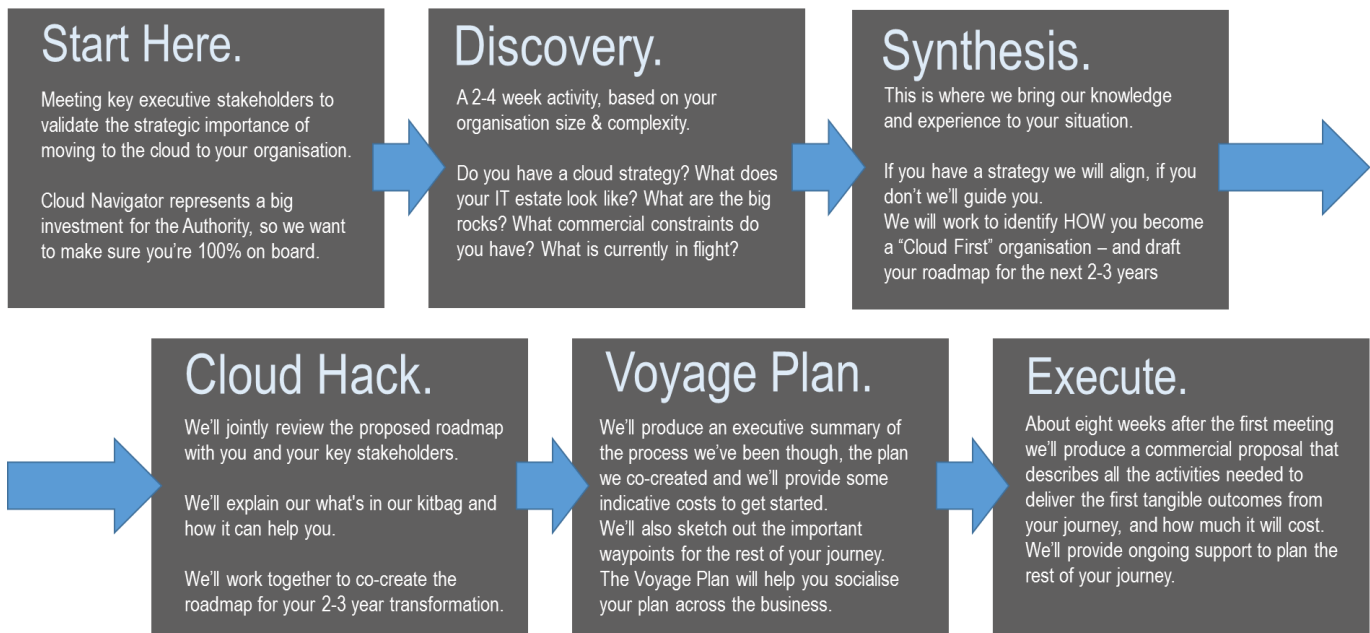
The Cloud Navigator methodology helps customers assess their current business and IT capabilities as part of a significant transformation to the Microsoft cloud platform. The service will assist in envisioning business scenarios that are addressed by such a cloud transformation (e.g. Citizen Identity, Single View of the Citizen, Fraud Detection using advanced Data Insights, use of AI techniques, improved cross-organisation collaboration). It will also help the Authority to meet strategic business objectives, while plotting a realistic and achievable roadmap for how to use cloud services to achieve those strategic goals. Cloud Navigator is based on deep Microsoft experience of the technical, organisational, and operational journey to the cloud and is organised into 5 key perspectives shown below.



Broadly, Cloud Navigator aids customers planning or executing a holistic cloud transformation program across the five perspectives listed above.

2. Overview of work performed

Aimed to accelerate your migration to the cloud and minimise costs of transition to cloud services, the structure of the Cloud Navigator engagement is shown in the diagram below.



3. Service outcomes

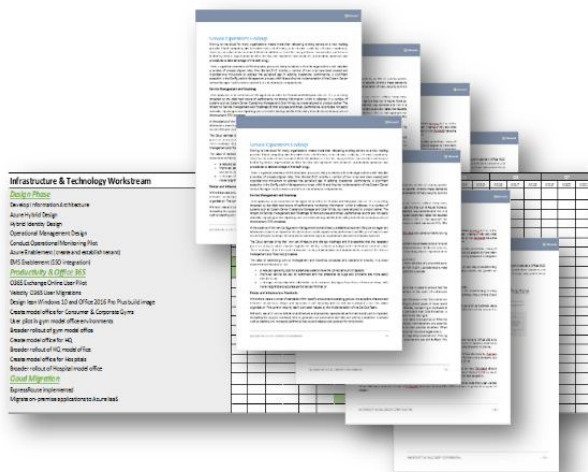
The core Cloud Navigator service undertakes Discovery across the five perspectives described in the overview section as follows:

- Business perspective
 - Identification of advanced business outcomes enabled by cloud services
 - Business case development for cloud transformation
 - Assessment of existing costs and cost reduction opportunities
- End-Users & change management
 - Key personas and impact of cloud transformation
 - Approach and effectiveness of end-user change management capabilities
- Infrastructure
 - Audit of existing infrastructure (networking, servers, CMDB etc.)
 - Identification of key IT capabilities (security, identity, BC/DR, backup, etc.)
- Applications
 - Categorisation and prioritisation of line-of-business applications
 - Identification of bespoke development solutions and capabilities
- IT Operations
 - Current structure and operation of IT
 - IT lifecycle processes

- IT service management maturity and impact of cloud

The full Cloud Navigator service encompasses all the elements in the diagram within section 2, from Discovery to partial or full execution of a multi-year programme of work. Often the Execute phase is contracted in several phases based on the preferences of the Authority and the visibility of detailed technical dependencies and requirements.

The Voyage Plan is the principal deliverable from the Discovery, Synthesis and Cloud Hack activities, and contains a full description of the transformation being proposed across all five perspectives.



4. Inputs and prerequisites

In support of a full Discovery phase, the following key stakeholders will need to be made available:

- Business stakeholder(s): 1-2 people that can explain the organisational strategy and challenges. Including your broader collaboration landscape.
- Business change representative(s): 1-2 people that can explain how your organisation plans and implements change programmes.
- IT Infrastructure lead: Representative from your IT function that can help us understand your current network architecture, directory/authentication technologies, antivirus, HA/DR standards, storage, systems and device management technologies employed at your organisation.
- Application architect(s): The technical owners of your main line-of-business applications.

- IT Operations lead: As you transition to the cloud, your processes for provisioning, capacity planning, incident management and operational monitoring will all need to be reviewed.

5. Additional information on Service Features

- Deep collaboration between the Authority and Microsoft to determine strategy/plan.
- Programme leadership, governance, and key technical resources.
- Expertise and experience in orchestrating and sequencing cloud transition
- Operational readiness supporting implementation of a cloud-ready operating model.
- Adoption and change management to facilitate people change.
- Our change management resources integrate with existing business change function/team.
- Supports design and implementation of future IT Operating Model.
- Supports in-sourcing of SIAM functions.
- Designed to de-risk and accelerates cloud transition and transformation programme.
- Access to Microsoft Industry Solutions IP delivering Cloud aligned IT operations.

6. Additional information on Service Benefits

- Partnering with Microsoft Industry Solutions offers the fastest route to Cloud adoption.
- Take advantage of our proven methodologies, IP, and tools.
- De-risk moving to Microsoft Cloud by working with Microsoft Industry Solutions.
- Incorporate our experience and learnings from 1000's of global deployments.
- Reduce transition time to Cloud services.
- Increase return on investment of Cloud services through Adoption & Change Management.
- Optimise IT Operations for Cloud Services.

7. Why Microsoft Industry Solutions

Advanced technology is only useful if it helps you succeed, which is why we're focused on helping you to create unique business value and deliver business outcomes for your organisation, customers and employees. We challenge convention, reimagine the art of the possible and deliver uniquely differentiated services for our customers. With results that demonstrate our ability to lead and deliver the promised value of cloud for customers, Microsoft Industry Solutions are accountable, invested in your success over the long term and focused on helping you address critical, complex business challenges using disruptive technology in innovative new ways for faster realisation of your digital ambitions.

World Class Expertise: We are proud to be a world leader with decades of experience – not just in our technologies but also the Services that support them. Our knowledge, expertise and proven practices underpin the delivery of our consultancy and support services.

Connection with Microsoft Product Groups: At any stage of the design or implementation process, Microsoft Industry Solutions can connect with specific Product Groups and technical communities at the heart of Microsoft. This means we have unique access to the latest developments surrounding our own Microsoft technologies to resolve issues quickly and assist in planning and strategy.

Distinctive Intellectual Property (IP): Microsoft Industry Solutions can draw upon unique IP including frameworks and accelerators developed through hands-on use of our own technology and many worldwide deployments, to accelerate and de-risk the delivery of your solution.

Strong Customer Relationships: We are committed to long-term customer success and have close, intimate relationships with our customers that enable us to support their projects and wider business goals. All our projects are monitored and measured in terms of customer satisfaction, which is a key metric for our delivery teams.

A Relentless Focus on Driving Customer Impact: Through architecture, deployment, adoption and support, ensuring our customers do and achieve more with their investments in Microsoft to help them please their own customers.

Disclaimer: Microsoft MPSPDA terms will also apply to the Supplier's processing of Buyer Data and will be included in the Call Off contract.