

Cloud Strategy, Readiness & Advisory Services

1. Service Overview

Cloud Strategy, Readiness & Advisory Services provide professional consultancy support to help organisations plan, prepare for, and adopt cloud services. The service supports buyers in defining cloud strategy, assessing organisational and technical readiness, and developing structured roadmaps for cloud adoption.

The service is advisory and time-bound. It does not include implementation, migration execution, managed services, or ongoing operational responsibility.

2. Service Scope

The service may include the following activities:

- Cloud strategy and vision development
- Organisational and technical readiness assessments
- Current-state capability and maturity assessments
- Target operating model design
- Application and workload suitability assessments
- Cloud options analysis and high-level design considerations
- Migration and adoption roadmap development
- Stakeholder workshops and discovery sessions
- Risk, dependency, and constraint identification
- Recommendations and decision-support documentation

All activities are delivered as consultancy services and tailored to buyer requirements agreed at call-off.

3. What the Service Includes

- Professional cloud advisory consultancy
- Workshops and structured discovery sessions
- Assessments and analysis based on buyer-provided information
- Written outputs such as reports, roadmaps, and recommendations
- Knowledge transfer and engagement close-out

4. What the Service Does Not Include

The service does not include:

- Cloud implementation or migration delivery
- Build, configuration, or deployment activities
- Managed cloud services or ongoing operational support
- Software licences or cloud consumption costs
- Third-party services unless explicitly agreed

These services may be procured separately if required.

5. Service Delivery Model

- Engagements are time-bound and scoped at call-off
- Delivered using time and materials, fixed price, or drawdown models
- Resource mix and duration agreed prior to commencement

6. Onboarding

Engagements begin with a mobilisation phase, which may include:

- Confirmation of scope and objectives
- Identification of stakeholders and governance
- Agreement of deliverables and milestones
- Scheduling of workshops and assessments

A delivery plan is agreed before work starts.

7. Exit and Offboarding

At the end of the engagement:

- All agreed deliverables are provided to the buyer
- Knowledge transfer activities are completed
- Buyer data is returned or securely deleted as agreed
- No ongoing service commitment applies beyond the engagement

8. Security and Data Handling

- Consultants follow buyer security and access policies
- Access to systems and data is limited to agreed scope
- Buyer information is handled securely and confidentially
- Data protection requirements are followed at all times

9. Service Constraints and Dependencies

- Delivery depends on timely access to stakeholders and information
- Outputs are advisory and based on information available at the time
- Recommendations do not constitute implementation guarantees

10. Pricing

- Pricing is agreed at call-off and may be based on:
 - Time and materials (daily rates)
 - Fixed-price engagements
 - Drawdown consultancy days

Pricing excludes VAT and any expenses unless otherwise agreed.

11. Service Management and Governance

- Engagement governance is agreed at call-off
- Progress reporting is provided throughout delivery
- Issues and risks are managed through agreed escalation routes