

Cloud Advisory & Professional Consultancy Services

1. Service Overview

Cloud Advisory & Professional Consultancy Services provide flexible, professional advisory support across cloud-related initiatives. The service enables organisations to access expert consultancy for planning, analysis, governance, and assurance activities aligned to cloud adoption and use.

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

2. Service Scope

The service may include the following activities:

- Cloud strategy and planning support
- Design and operating model advice
- Governance and assurance activities
- Risk, dependency, and constraint analysis
- Options appraisal and decision support
- Cloud capability and maturity assessments
- Stakeholder workshops and facilitation
- Documentation and reporting

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

3. What the Service Includes

- Professional cloud consultancy
- Analysis, workshops, and advisory support
- Written outputs and recommendations
- Knowledge transfer and engagement close-out

4. What the Service Does Not Include

The service does **not** include:

- Implementation or delivery services
- Managed cloud or operational support
- Continuous monitoring or tooling
- Software licences or third-party services unless agreed

These services may be procured separately if required.

5. Service Delivery Model

- Delivered onsite, remotely, or using a hybrid approach
- Engagements are time-bound and scoped at call-off
- Delivered using time and materials, fixed price, or drawdown models
- Resource mix, duration, and deliverables agreed before commencement

6. Onboarding

Engagements begin with a mobilisation phase, which may include:

- Confirmation of objectives and scope
- Agreement of governance and stakeholders
- Identification of access and information requirements
- Scheduling of consultancy activities

A delivery plan is agreed prior to work starting.

7. Exit and Offboarding

At the end of the engagement:

- All agreed outputs and documentation are delivered to the buyer
- Findings and recommendations are presented
- 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 and confidentiality requirements are followed

9. Service Constraints and Dependencies

- Delivery depends on access to stakeholders and information
- Outputs are advisory and based on information available at the time
- Outcomes depend on buyer decisions and actions

10. Pricing

Pricing is agreed at call-off and may be based on:

- Time and materials (daily rates)
- Fixed-price consultancy engagements
- Drawdown consultancy days

Pricing excludes VAT and third-party costs 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

12. Contact and Support

Support during the engagement is provided through the agreed delivery team. Any post-engagement support must be agreed separately.