

Cloud Migration & Transition Services

1. Service Overview

Cloud Migration & Transition Services provide professional consultancy support to help organisations plan, coordinate, and manage the transition of services, applications, and data to cloud environments. The service supports buyers through mobilisation, data preparation, governance, and migration coordination activities to enable a controlled and structured transition.

The service is project-based and time-bound. It does not include ongoing managed cloud services or post-migration operational responsibility.

2. Service Scope

The service may include the following activities:

- Migration mobilisation and readiness coordination
- Data auditing, preparation, and organisation
- Data and information structure design
- Migration planning and transition governance
- Project management and delivery oversight
- Supplier and stakeholder coordination
- Migration runbook and cutover planning
- Risk, dependency, and issue management
- Migration assurance and progress reporting
- Knowledge transfer and transition handover

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

3. What the Service Includes

- Professional cloud migration consultancy
- Planning, coordination, and governance activities
- Data preparation and structural design support
- Migration documentation and reporting
- Knowledge transfer at engagement completion

4. What the Service Does Not Include

The service does **not** include:

- Ongoing managed cloud services
- Post-migration operational support
- Cloud platform administration or monitoring
- Software licences or cloud consumption charges
- Third-party services unless explicitly 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 migration scope and objectives
- Agreement of roles, responsibilities, and governance
- Identification of risks, dependencies, and constraints
- Scheduling of migration and transition activities

A detailed delivery and transition plan is agreed prior to work starting.

7. Exit and Offboarding

At the end of the engagement:

- All agreed migration outputs are delivered to the buyer
- Knowledge transfer and handover 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

- Migration activities follow buyer security policies and procedures
- Access to systems and data is limited to agreed scope and duration
- Buyer data is handled securely and confidentially
- Data protection and confidentiality requirements are followed

9. Service Constraints and Dependencies

- Delivery depends on timely access to stakeholders, systems, and documentation
- Migration execution may rely on buyer-managed or third-party platforms
- Outputs are based on information available at the time of delivery

10. Pricing

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

- Time and materials (daily rates)
- Fixed-price migration work packages
- Drawdown consultancy days

Pricing excludes VAT, cloud usage charges, 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.