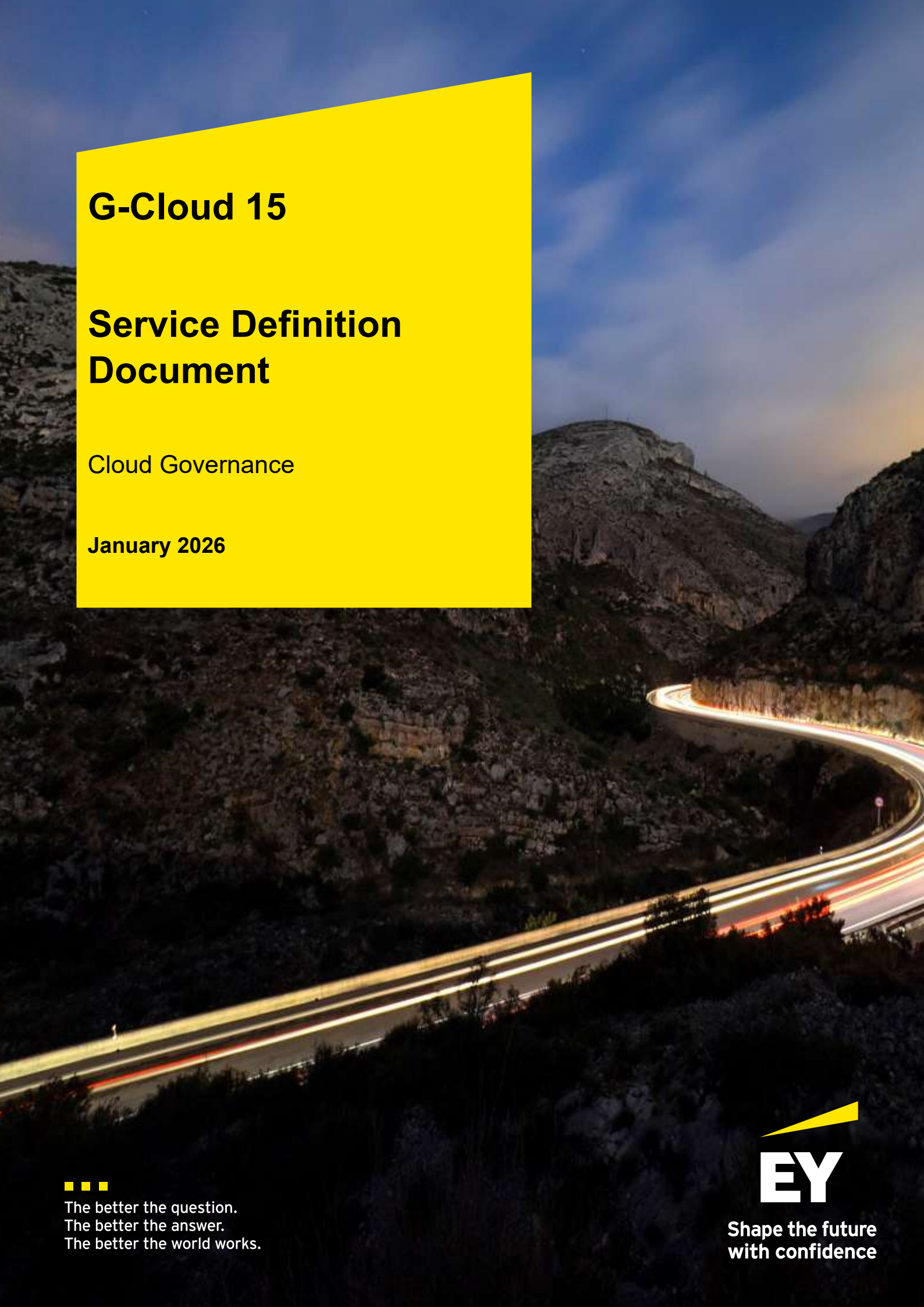




G-Cloud 15

Service Definition Document

Cloud Governance

January 2026



The better the question.
The better the answer.
The better the world works.



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1. Service detail

1.1. Introduction

The EY Cloud Governance service covers the people, process & technology aspects of cloud governance. We do this by using the EY Cloud Governance Framework made up of security, cloud operations, data architecture, infrastructure, finance management, strategy, resource, cloud service provider management, and compliance.

We start Cloud Governance by performing a current state discovery, identifying the gaps, and developing the roadmap. We then support clients in running the governance with cross functional teams from both buyer and EY for an agreed period. We finally handover governance back to the buyer to operate independently. This allows the buyer to safely adopt the new governance frameworks leveraging EY's expertise.

Through these services, organisations can:

- ▶ Develop baseline capabilities across cloud at enterprise level.
- ▶ Enable Governance at enterprise level.
- ▶ Automation tool to mitigate risk and reduce false positives.
- ▶ Focus on native cloud governance solutions built specifically for cloud environments.
- ▶ Implement robust governance controls to manage cloud estate including migration.
- ▶ Impart training upskill organisation knowledge and awareness on these domains.
- ▶ Build cloud governance capabilities that incorporate **AI-enabled operations**, **AI-driven insights**, and **GreenOps considerations**, in line with evolving best practice across EY's Cloud and AI governance teams

1.2. Description

Cloud Governance evolves throughout the organisation's Cloud Transformation journey. Cloud Governance includes accountability framework for adoption and sustenance of cloud services. It ensures cloud investments generate business value e.g., cloud initiatives are evaluated, directed, measured, monitored, and controlled.

This increasingly includes mechanisms for:

- ▶ **AI-informed decision making**, drawing on trusted AI governance practices to support assurance, compliance and safe scaling of intelligent automation across cloud services.
- ▶ **GreenOps-aligned monitoring**, which helps organisations understand the carbon impact of cloud consumption and design governance controls that support both financial stewardship and sustainability goals.

At the heart of EY's approach to Cloud Governance is the use of our Cloud Governance Framework – a framework, supported by tools and taking a 'whole of business' perspective when considering how digital solutions and technologies may be used to enable and support future business operations. The framework provides the set of best practices and guidelines for designing, building, and operating a cloud environment.

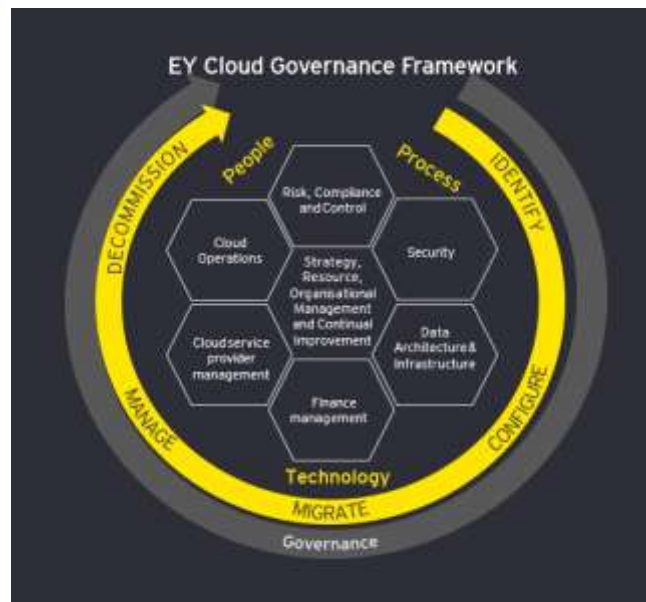


Figure 1 – Cloud Governance Framework

EY's Cloud Governance Framework necessitates changes in culture spanning people, process and technology. Below are some aspects which help align improvement to Strategy, Resource, Organisational Management, and Continual Improvement.

People:

A centralised cloud governance and management team remains critical at the start of the cloud journey. It is responsible for:

- ▶ Cloud governance model
- ▶ Cloud management system
- ▶ KPIs and CSFs for cloud computing, migration, and governance
- ▶ Train, empower and make available relevant resources across organisation to manage cloud capabilities.
- ▶ Establishing literacy and guardrails for **AI-enabled cloud operations**, including understanding risk, transparency expectations and data-quality dependencies informed by EY AI Governance models.

Process:

- ▶ Communication process with stakeholders (business and IT) identified.
- ▶ Escalation matrix identified.
- ▶ Continual improvement baked into process.
- ▶ Ensure that appropriate compliance review checkpoints are in place with the associated governing bodies.
- ▶ Integration of adhered to with attendance of relevant stakeholders.
- ▶ Knowledge share to apply lessons learned from the past migration projects.
- ▶ Inclusion of **AI governance checkpoints**, such as model assurance reviews, and oversight of automation-assisted cloud operations.
- ▶ Adoption of **GreenOps-informed processes** to track environmentally intensive workloads and introduce guidance for optimised cloud consumption.

Technology:

- ▶ Consolidated cloud governance system to enforce policies and controls across multiple clouds consistently.
- ▶ Integrated cloud lifecycle management system to provision, manage, monitor cloud resources.
- ▶ Knowledge management tools/document repository
- ▶ Automate and orchestrate to the maximum.
- ▶ Application of EY's latest tools and accelerators for **AI-driven monitoring**, anomaly detection, policy drift alerts and predictive governance insights.
- ▶ Optional **GreenOps tooling integration** to provide carbon-aware recommendations, visibility of energy-intensive patterns and alignment with sustainability metrics

The effective Cloud Governance will prevent the businesses from below challenges:

- ▶ Potential security vulnerabilities
- ▶ Operational inefficiencies including duplication of effort and resources.
- ▶ Cloud Sprawl
- ▶ Spiralling Costs and limited returns of Cloud investment
- ▶ Inefficient Data Management
- ▶ Portability Challenges
- ▶ Information Silos
- ▶ AI-related risks such as model misalignment, lack of transparency and operational exposure from unmanaged AI-powered workloads.
- ▶ Carbon-intensive consumption patterns due to lack of sustainability-aligned governance controls.

Many of our consultants are already BPSS, and/or SC cleared to work on sensitive government programmes which involves cloud governance.

1.3. Pricing

This service is priced in accordance with the SFIA rate card provided and can be modelled using a range of commercial approaches e.g. time & materials, fixed price, etc. 'Ordering and Invoicing' and 'Termination' are to be undertaken in accordance with G-Cloud 15 contract terms unless varied by mutual agreement and detailed within a call-off contract.

2. Key contacts

For further information please get in touch via the email address below.



Ketan Vora

Director, Cloud Engineering, UKI

Email: eytenders@uk.ey.com

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