

G-Cloud 14

Service Definition

Serverless and Container Cloud Application Development and Modernisation

Mobilise Cloud Services Limited
Lot 3 Cloud Support

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Introduction

Company Overview

Mobilise Cloud is a born in the cloud organisation offering consulting and managed services to customers across government and the private sector. We strive to enable our customers to transform and thrive through the successful use of public cloud and AI services.



- Public Sector
- Immersion Day
- Solution Provider
- Amazon EKS Delivery
- Amazon Connect Delivery

- Managed Service Provider
- Govt. Services Competency
- Solution Spark Public Sector Partners



Advanced

Business Partner
Solution provider

Cloud infrastructure



Data & AI
Azure



CLOUD NATIVE
COMPUTING FOUNDATION



Crown
Commercial
Service
Supplier



Our industry leading partnerships demonstrate our proven ability to deliver expertly designed solutions for our customers.

Value Proposition

As more and more services are designed in the cloud and the number of workloads migrated increases, organisations must ensure that their applications can leverage cloud best practices to remain competitive, cost effective and reduce operational overheads. This means designing services which are Cloud Native, applications that are scalable in dynamic environments with loosely coupled systems that are resilient, manageable, and observable.

Furthermore, as Government Digital Services (GDS) drives forward the latest standards and practices for designing cloud native, secure and user focused services, organisations must adhere to a clear set of principles and design patterns. Organisations often face the prospect of their services being assessed against these guidelines to get their applications deployed into the public space.

Mobilise Cloud has proven experience delivering GDS aligned, cloud native applications using a full lifecycle approach to researching, designing, developing, and deploying services using an Agile delivery methodology.

What the Service Provides

Mobilise Cloud can offer a full development lifecycle solution that begins with a discovery exercise to gather user needs through to development and automated build and deployment of applications to the cloud. Customers can also select some of the offerings identified within this journey.

A high-level list of deliverables might contain the following items.

- User Research to discover what the problem is, who the users are, what their needs are and what kind of service needs to be developed,
- Architecture and technical design to build cloud native applications,
- Technical design aligning to GDS, NCSC and CDDO principles
- Agile delivery, iterating development of an MVP through to production to demonstrate and gather as much user feedback as possible,
- Automated functional, non-functional, performance and security testing of the application,
- Automated build and deployment pipelines,
- Security penetration testing and assistance with assurance and controls; DPIA, GDPR etc.
- User journey and accessibility testing,
- Knowledge transfer and handover to internal resources.

This project could also be delivered using a GDS aligned approach, as outlined below.

Discovery

- User Research to examine the problem and understand how it fits into the wider ecosystem,
- Documented risks and assumptions,
- Development of low-fidelity user journeys and a list of ideas to test in Alpha.

Alpha

- Rapidly design prototypes and iterate development through experimentation with potential ideas,
- Development of high-fidelity prototypes enabling customer interaction and feedback,
- Examine the technology constraints for each solution.

Beta

- Begin building the actual application and utilise real data to test end to end solutions,
- Use an Agile approach to iterate through development with user testing and feedback,
- Soft launch a Minimum Viable Product (MVP).

Live

- Complete all the necessary transition to live processes such as
 - Migration tasks, Data Impact Protection Assessments (DPIA), Security Penetration Testing, Transition to Support Capability, Service Design, Accessibility Audits etc.

Social Value

Mobilise have a comprehensive Social Value plan to tackle economic inequality, fight climate change, champion equal opportunity, enable Covid 19 recovery and promote wellbeing. Our high-level commitments and policies have been outlined below; more detailed information is available on request.

Covid 19 Recovery

- Our Mobilise Academy supplies free training and mentorship to retrain individuals from Covid 19 affected industries to become cloud native DevOps engineers,
- Our partnership with University of Wales in their Digital Degree apprenticeships allows students to work in industry whilst completing their degree and learning essential skills,
- Our partnership with AWS lets us host free events with certificate gift vouchers for underrepresented groups to get cloud certification.

Tackling Economic Inequality

- Mobilise have supply chain plans in place to increase our long-term spend with diverse suppliers by 10% annually,
- The Mobilise Diversity and Inclusion steering group works with Mobilise procurement to engage a diverse range of businesses to establish varied partnerships,
- Mobilise utilises inclusionary groups such as WeConnect to focus on finding brilliant female owned businesses.

Fighting Climate Change

- As a sustainable and ethical organisation, Mobilise are committed to further reducing our carbon footprint and aim to be carbon neutral no later than 2050 in line with the Climate Change Act 2008.
- Mobilise has plans in place to reduce carbon emissions such as
 - Working from home,
 - Moving IT Infrastructure to the cloud,

- Cycle to work scheme,
 - Reducing our premises energy consumption,
 - Eco conscious travel and expenses policies
- Working with the Carbon Trust, Mobilise continuously reviews its Carbon Footprint Report.

Equal Opportunity

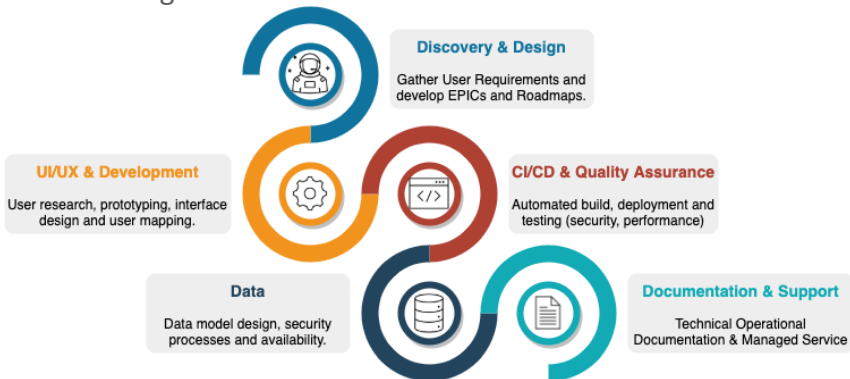
- Mobilise ensures a diverse workforce through its Applicant Tracking System, which allows for the removal of unconscious bias in our recruitment process,
- Mobilise has partnered with two recruitment agencies that focus on BAME and Women in Tech.

Wellbeing

- Mobilise are working towards the Mental Health at Work commitment ensuring 6 standards are upheld across our organisation and encourage similar working practices with customers and other suppliers,
- Mobilise aim to improve the mental and physical health of our employees, customers, and other suppliers among other items through:
 - Design and creation of physical and mental health wellbeing charter,
 - Delivery of Lunch and Learn sessions about the importance of mental health,
 - Reinforcing the importance of sick days and time off for mental health issues,
 - Investing in an employee assistance program,
 - Utilising volunteering days and fundraisers to support the local community.

Overview of the G-Cloud Service

Mobilise can provide full development cycle projects to design, build and support new or existing applications. This could include the following services



- **Discovery** - understanding what the project aims to accomplish, what are the user needs, future constraints with delivery and what technologies should be considered.
- **Design** - working with cloud well architected frameworks, GDS/CDDO and NCSC principles to develop cloud native services that leverage cloud and DevOps best practices.
- **UI/UX Development** - working with user researchers and service designers to collaborate with customers on interface design and customer experience.
- **Implementation** - our Agile Delivery Managers can manage the implementation of live transition plans, penetration testing and data protection impact assessments (DPIA).

- CI/CD - our DevOps experts can establish automated CI/CD pipelines that enable frequent small changes to be deployed consistently across environments.
- Data - our architects have experience working with data across central government and understand the policies, procedures and risks associated with handling sensitive data - as such we can design secure, and resilient architectures to mitigate against risks.
- Testing - through our Agile methodology, Mobilise will continually carry out testing on iterative designs, including functional, non-functional, performance and security testing.
- Documentation - our development team can provide technical operational documentation and low-level detailed designs to enable customer capabilities to become self-sufficient.
- Support - Mobilise can provide enterprise level support for infrastructure, applications, and data to ensure services remain highly available and performant.

Our approach to Agile delivery ensures that user needs are captured and then deliverables continually measured against them with customer oversight to ensure Mobilise is aligned to our customers data strategy. Starting with a Discovery Sprint our User Researchers will gather user requirements to establish a baseline and list of requirements to measure the project's success:

- Usability
- UI/UX Design
- Accessibility

- User Journey Mapping
- Data Requirements

Additionally, our Agile Delivery Managers will maintain constant transparent and collaborative discussions with our customers stakeholders to ensure delivery is on track, under budget and delivering against user needs.

This approach allows our customers to have

- A single point of contact for escalations and queries,
- Continual feedback on design decisions and strategic direction,
- Collaboration on designs, implementation, and support models,
- Weekly meetings to review and refine sprint deliverables,
- Sprint ceremonies such as Show and Tells to demonstrate progress on iterative development,
- Risks, Issues, Assumptions and Dependencies called out daily in our RAID logs.

Applications will be designed to conform to the AWS/Azure Well Architected Framework, GDS Service Standard, Technology Code of Practice, and NCSC principles. Through each revision of architecture, security is baked into the solution using techniques such as

- Defence in Depth,
- Least Privilege Access Models,
- Encryption of Data in transit and at rest,
- Auditability of data operations,
- Keep users away from data using automation

Moving into delivery, our iterative approach to development will ensure that our customers have continual feedback on designs and decisions. First, low-fidelity prototypes will be established using wireframes to illustrate initial ideas and iterated with customer feedback to fully understand the user experience and outline user stories, development tasks and confirmation of business rules and logic. Next, high-fidelity prototypes are developed with real user interfaces the customer can experiment with before a Minimum Viable Product (MVP) is designed through frequent small and iterative change.

As delivery reaches the final stage of the project, the service is matured by testing its resiliency through cloud native architecture, security through defence in depth measures, the operational readiness through automated CI/CD pipeline deployment and its cost-effectiveness through dynamic environment provisioning. Furthermore, testing is ramped up to automate as much functional, security and performance testing as possible, whilst User Researchers conduct observation sessions to analyse user journeys and accessibility performance.

Finally, Mobilise completes the enablement and upskilling of internal customer resources by wrapping up the continuous delivery of training (implemented early in delivery) through our Knowledge Transfer Framework - including the delivery of customer quality assured, technical operational documentation.

Associated Services

Mobilise is able to include any additional components such as logging and monitoring, alerting, integrations with existing services, AI analytics etc. with this solution.

These services can be identified during the order form process where pricing can be clarified for additional services should the buyer be interested.

Data Protection

Information Assurance

Mobilise Cloud maintains multiple certifications to prove to our customers that we are competent in handling data and following best practices. To that end Mobilise Cloud maintain the following accreditations:

- ISO27001
- Cyber Essentials
- Amazon Web Services Managed Service Provider (MSP)

Data Back-Up and Restoration

As AWS Advanced Consulting and Microsoft Gold Partners, Mobilise Cloud ensures that all solutions are designed according to the Azure/AWS Well Architected Framework and GDS, CDDO & NCSC principles to ensure applications and their data are resilient, highly available and secure.

As such data can be stored using cloud native services which replicate data across multiple data centres to ensure resilience. Managed Services such as Azure and AWS Backup ensure any compute solutions have robust RPOs and RTOs.

Business continuity statement/plan

Mobilise utilises the Cloud architectures to implement our application and modernisation solutions and as such benefit

from cloud native techniques to ensure services remain highly available and provide robust disaster recovery processes.

Our designs utilise multi availability zones and cloud managed services to spread compute and data services across multiple data centres for high availability. Cloud managed services automate the disaster recovery of services, whilst data is stored on multi-az storage. These techniques, offload responsibility of disaster recovery and resiliency to the cloud provider and reduce operational overhead for our customers - providing a stable, cost-effective, cloud native service.

Privacy by Design

As AWS Advanced Consulting and Microsoft Gold Partners, our designs conform to Azure and AWS Well Architected Frameworks which detail how to handle, store and process data at scale. Throughout the delivery of application modernisation projects, technical architects continually analyse designs, decisions, and processes to ensure data privacy and security principles are adhered to.

Following NCSC Principles and the Technology Code of Practice, Mobilise ensure that all applications adhere to the following principles

- PII Identification, Least Privilege Access
- Security Patching, Detection of Cyberattacks using cloud services,
- Battle tested disaster recovery processes,
- Encryption at rest/in transit, Role Based Access Control,
- Central Audit Store, Network Defence in Depth,

- Supply Chain Security (Vulnerability Scanning of Images),
- Keeping users away from the data.

Using the service

Ordering and Invoicing

To discuss your requirements in more detail and place an order please contact gcloud@mobilise.cloud where our team can discuss your requirements and explain our service offerings.

Our fees are invoiced monthly in arrears. Payment terms are 30 days after receipt of invoice.

Pricing Overview

All pricing is per our SFIA rate card.

Engagements can be tailored to either produce a Proof of Concept or Agile delivery to deliver outcomes. Our team size can be scaled to meet customer time constraints.

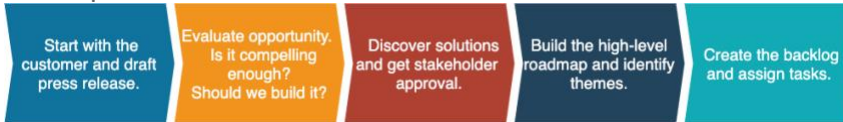
Availability of Trial Service

Mobilise Cloud Services can provide proof of concepts (POCs) to demonstrate to our customers the art of the possible. This is traditionally a scaled down version of this service which aims to develop a minimum viable product (MVP) using accelerated delivery techniques. Please contact us at gcloud@mobilise.cloud for more information on our Proof of Concepts or MVPs.

Approach

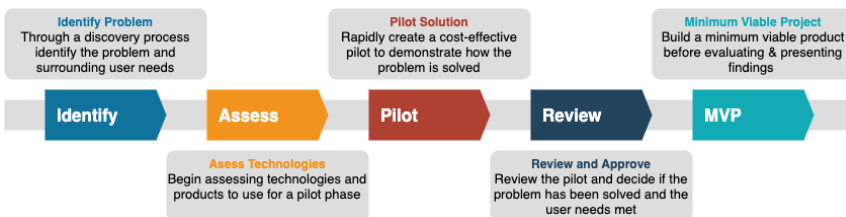
The primary method is the Working Backwards approach - by working backwards from the customer, rather than starting with

an idea for a product/technology Mobilise ensure user's needs are clearly focused on – rather than trying to find a customer for a new product.



Thinking through the reasons to build the hypothetical product, the team will draft a compelling news release to announce the product's release in a way that would convince target customers and stakeholders to build it. Afterwards, assessments on the technical needs of the project and skills required during the development phase are matched against our internal skills matrix and resource allocation system. If a gap in skills or availability is identified, additional resources from established partners or trusted contractors can be utilised.

The press release is used as a strategic guide as the proof of concept is created and stakeholder buy-in is sought. From there an Agile approach to delivery is taken to accelerate delivery and focus stakeholder oversight. Mobilise adopts a fail-fast approach to innovation by following the model below to quickly assess if a proof of concept is successful.



Onboarding

Collaboration and partnerships are core principles of our business engrained in all aspects of our engagements. Our approach ensures transparency and collaboration at all levels of the project and programme delivery by using Agile Practices.

Our Agile Delivery Manager will arrange project kick-off meetings with Mobilise resources and key customer stakeholders to make introductions and review the high-level deliverables, risks, assumptions, and dependencies to ensure all parties are aligned. As a single point of contact, our ADM will work closely with the customer to liaise with the delivery team, and if necessary, escalate issues to senior management.

At project kick-off our Agile Delivery Manager will facilitate the collaborative development of a “Ways of Working Charter”, accessible to all delivery team members, key stakeholders, and management. A process of backlog building is then carried out with the customer to expand high level deliverables into detailed Agile stories. Furthermore, a Mobilise Account Manager will be appointed to provide regular reviews and check-ins with the customer to ensure the smooth delivery of milestones, procurement details and service reviews.

Offboarding

Mobilise has experience building sustainable capabilities and handing over operations to government departments through our Offboarding Transition Plan.

Service transition to internal/supplier resources is considered throughout delivery to reduce pressures/workloads during handover. Mobilise ensure

- Technical documentation is up to date/quality assured during delivery and incorporated into the “definition of done” during sprints,
- Technical requirements are continually baselined with customer engagement,
- Architecture, Elasticity, Deployments, Operations, RTO & RPO procedures, Monitoring and Alerting, are all quality assured,
- Sprints include standardisation tasks; monitoring, alerting, disaster-recovery etc. So that support transition can be simplified towards the end of the project and tooling is interoperable.

During handover, Mobilise would collaboratively develop a transition plan including testing, contingency, knowledge-transfer (paired programming of changes/incident-resolution, knowledge transfer workshops, wiki knowledge base updates) and stakeholder communication & escalation.

A phased approach to support allows customer resources to shadow Mobilise engineers on incident & change management whilst quality assuring documentation. Next, customer resources take lead on incident & change management with close support from Mobilise engineers before Mobilise finally transitions to a 4th line service before exiting the contract.

Service Migration

To transition services either across technologies and environments to cloud platforms or into the Mobilise managed service, Mobilise would work with our customers using the following 5-phase plan.



Mobilise Engagement leads would conduct stakeholder mapping understanding roles, responsibilities, and escalation paths before planning transition milestones and reporting cadences. Technical Architects would carry out a Discovery reviewing documentation, code repositories and deployments establishing a baseline before a risk register and detailed transition plan are produced. Mobilise would expect to have access to

- Code Repositories,
- Design Documentation,
- Wiki/Technical Operational Documentation,
- Cloud Environments (Read-Only Audits),
- CI/CD, Logging & Management Environments,
- Agile Backlogs,
- Collaboration Channels (Slack/Teams etc.)

Technical Architects would then brief Engineering teams taking on support during the Delivery phase and organise knowledge transfer sessions with ECS/Incumbent supplier. Quality assurance is performed against documentation with shortcomings and perceived risks raised. Paired programming commences with deployment dry runs, rebuilds and disaster recovery testing. 'Validation and Testing' ensures Mobilise works with our customer to remedy items that failed to meet requirements.

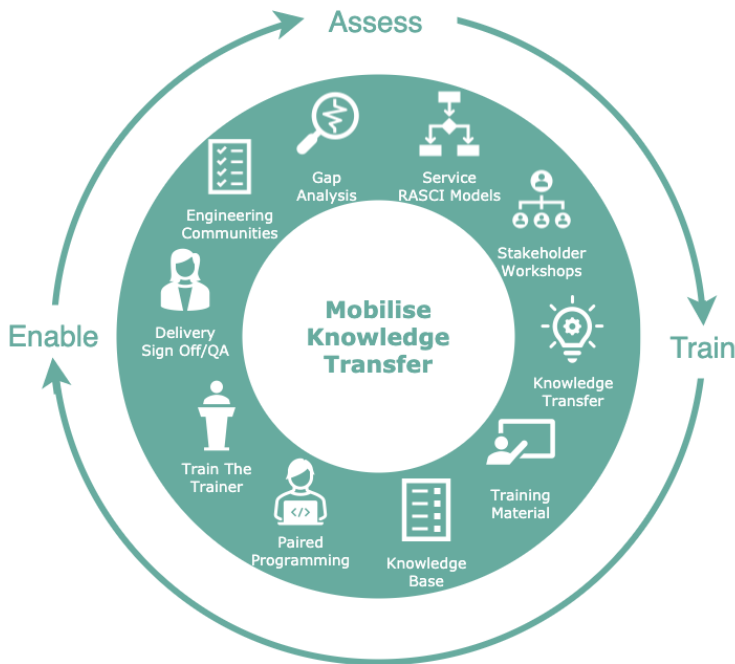
Once documentation has been signed off, an Intensive Care phase starts with lead/senior engineers taking frontline positions on incident & change management, whilst introducing any additional monitoring and alerting, optimisations & automations and establishing strong relationships with stakeholders. As service transitions into BAU, SLAs are implemented, and regular cadence reporting established.

Training

Mobilise utilises our Knowledge Sharing Framework to enable and upskill customer resources and leave them with a sustainable capability to both develop and support any delivered solution.

This is a continual process that is agreed upon during onboarding and implemented from day one to ensure that knowledge transfer is an ongoing process and not an afterthought towards the end of delivery. Our most effective technique is paired programming, where Mobilise certified experts work through changes and incidents with customer resources to give them hands-on experience in a safe environment, coupled with an

extensive wiki knowledge base containing customer quality assured reference material on common technical operational tasks.



Assessment: Analyse existing skills/capabilities – comparing them to industry standards needed to support such a solution (Gap Analysis), allowing Mobilise to tailor training material and documentation.

Training: Develop custom training material through recorded presentations, demonstrations, and documentation developing a comprehensive Knowledge Base. ‘Definition of Done’ on user

stories ensures technical documentation is updated continuously. Paired programming enables customer resources direct, practical experience working on changes/incidents with certified experts.

Enablement: Ensure any documentation is quality assured and signed off. By identifying key subject matter experts or stakeholders, Mobilise can 'Train the Trainer' to ensure we leave our customers with a sustainable, supported solution.

Implementation Plan

Mobilise Agile Delivery Managers will work closely with our Architecture team and the customer to develop a detailed implementation plan that ensures user needs are met and existing live services adhere to their SLAs.

Mobilise can utilise our existing collaboration tooling to build out backlogs, roadmaps, and detailed delivery tasks to give our customers a flexible approach to delivery, or we can adopt our customers collaboration tooling.

A detailed implementation plan can be provided to the buyer on request.

Service Management

Mobilise maintains ISO-9001, ISO-27001 & Cyber Essentials accreditations, independently scrutinised by third-party auditors. These standards have been deeply ingrained into our standard

working practices and culture ensuring quality and security standards are adhered to in all engagements.



Resource Management

Our ISO20000-aligned Service Management System is responsible for ensuring all Mobilise resources are highly performant and following the Ways of Working Charter aligning with our customers' policies, whilst also supporting the drafting and management of statements of work. The Customer Obsession capability handles direct communication with our customer senior stakeholders.



Resource quality is maintained through an exclusive use of carefully selected, experienced, certified, high-calibre staff. At Mobilise we pride ourselves in employing experienced, certified, SC-cleared, permanent members of staff - investing in their skills

to build an expert consulting capability. Mobilise puts an emphasis on recruiting people with the right attitude who are self-accountable and can be trusted whilst also wanting to challenge, develop and improve themselves.

Incident & Change Management

A Mobilise managed service offering seeks to cover infrastructure, application and data components ensuring critical business services remain available whilst delivering value for money and allow the client to focus on its core business.

Our ISO27001, SC-Cleared Support Desk offers an omnichannel experience to customers (Email, Phone, Web-Portal) to raise and query existing tickets. Mobilise utilise next generation monitoring and alerting to automate the raising of tickets and call-out of engineers through tooling such as PagerDuty to ensure an engineer is always available (using dual rotas and escalation paths).

A tailored managed service will cover:

- ITIL Aligned Service Desk
- Change and Release Management
- Problem Management
- Incident Management
- 24x7 Monitoring
- Capacity Management
- Security Management
- Backup and Recovery Management
- Cost Management
- Patch Management

- Application Monitoring and Management
- Bug Fixing
- Service Transition/Enablement
- CI/CD Pipeline Tooling
- Engineering and Application Development*

* As part of our managed service offering, Mobilise can include additional days per month that can be drawn down on to improve existing services, perform small changes etc.

Reporting

Mobilise provides monthly service review meetings with your dedicated Mobilise account manager and supporting engineers to review the previous months performance, highlight any risks or issues, identify areas for improvement through automation or optimisation, and introduce cost saving measures.

Service Constraints

Mobilise provides varying levels of service to provide our customers with flexibility when tailoring a managed service. Platinum, Gold, Silver, Bronze etc.

Mobilise offers four levels of support with the following support hours:

1) Platinum: Full 24*7 support services suitable for the most business-critical applications.

- 2) Gold: On-call 24*7 support service appropriate for public facing applications that are utilised 24*7.
- 3) Silver: 8am to 6pm Monday to Friday, excluding public holidays. These extended hours model is targeted at customers requiring cover for a flexible working day.
- 4) Bronze: 9am to 5pm Monday to Friday excluding public holidays.

The Mobilise Service Desk is contactable from 8am to 6pm on UK working days.

The Service Desk responds to questions depending on the Severity Level of the call as follows:

- a) Severity Level 1 (Critical) - the reported problem causes a halt to the client's core business processes and no workaround is available.
- b) Severity Level 2 (Major) - the reported problem causes degradation of the client's core business processes and no reasonable work-around exists.
- c) Severity Level 3 (Intermediate) - the reported problem impacts the client's operational environment but does not affect core business processes. A work-around is available.
- d) Severity Level 4 (Minor) - a non-critical problem is causing some disruption, but with little or no impact on the client operation.

Service Levels

Our Service Levels can be tailored to our customer, below is an example of our standard offering.

Classification	Description	Response and correction times	Nature of support
Priority 1	<i>The whole (or a material part) of the Managed Services are not able to be accessed and/or used</i>	<i>The Supplier shall acknowledge the fault or request for support within 30 Minutes during Service Hours and correct the problem as soon as possible and in any event within 4 hours.</i>	<i>Support to be provided both by telephone and onsite at the Customer premises where required. Priority 1 errors, faults or incidents logged during Service Hours to be worked on until resolved provided that this may require the Supplier to work outside of Service Hours where reasonable to do so.</i>
Priority 2	<i>Severe degradation in ability to use or access to the Managed Services</i>	<i>The Supplier shall acknowledge the fault or request for support within 1 hour during Service Hours and correct the problem as soon as possible and in any event within 8 hours.</i>	<i>Support to be provided both by telephone and onsite at the Customer premises where required. Priority 2 errors, faults or incidents logged during Service Hours to be worked on until resolved during Service Hours</i>

<i>Priority 3</i>	<i>Degradation of some non-essential components of Managed Services, but can still use main key components</i>	<i>The Supplier shall acknowledge the fault or request for support within 1 Business Day during Service Hours and correct the problem as soon as possible and in any event within 5 Business Days.</i>	<i>Priority 3 errors, faults or incidents logged during Service Hours to be worked on until resolved during normal business hours.</i>
<i>Priority 4</i>	<i>Degradation of non-essential components of Managed Services, which has minimal impact on overall functionality and usability</i>	<i>The Supplier shall acknowledge the fault or request for support within 2 Business Days during Service Hours and correct the problem as soon as reasonably possible.</i>	<i>Priority 4 errors, faults or incidents logged during Service Hours to be worked on until resolved during normal business hours.</i>

Outage and Maintenance Management

Mobilise implements a multi-approach strategy to ensure high availability and quality of services; continual risk management, well architected designs, account management, and robust monitoring and alerting.

Risk Management

Mobilise adopts a transparent risk management approach using established collaboration tooling to record risks, issues, actions, and dependencies.



Our risk management approach follows a series of steps to ensure risks are removed or mitigated with maximum effect.

- *Identification* - Risks are identified based on their category; hazard, operational, financial, or strategic – predominantly identified during operations reviews or from Mobilise’s experience with similar managed services.
- *Assessment* - risks are assessed based on their impact to delivery and their likelihood to occur – a collaborative process between Mobilise and our customers.
- *Treatment* - A joint decision between our customers and Mobilise will identify the corrective action; avoid, transfer, mitigate or accept – based on the assessment of the risk – determining if a new story needs to come into

the sprint or added to the backlog for future development.

- *Monitoring* - Risks will continue to be tracked for the life of the project – continually re-assessed unless it is resolved.
- *Reporting* - an open and transparent report (RAID log complete with supplementary documentation and engineer/architectural insight into the risk) will be continuously published during every review.

Well Architected Designs

All our design work is completed in alignment with the Azure Well Architected Framework to ensure that solutions are resilient, performant, cost-effective, secure, and operationally excellent. Using this framework in conjunction with GDS Service Standard and the Technology Code of Practice ensures that risks surrounding the availability of services are mitigated.

Monitoring and Alerting

All solutions delivered incorporate threshold and anomaly detection-based alerting, which send automated alerts to either the customer or the Mobilise Managed Service Desk when issues arise. This allows for the immediate notification of problems, and using a two phased approach, the first phase of alerts will be configured to provide warnings of potential issues before they become problems.

Account Management

Our account management function will measure the performance and success of the delivered solution through

service metrics made available from the underlying platform. These will be used to compare SLAs surrounding service availability. Furthermore, our account managers will utilise solutions and features deployed across our external customers to strengthen and innovate our existing solutions.

Financial Recompense Model for not Meeting Service Levels

In the event that our service does not meet the agreed Service Levels, Mobilise have the following financial recompense model in place.

1. If a fault is not fixed in accordance with the timings as set out in the Service Level Agreement, the customer shall be entitled to a service credit equivalent to 5% of the monthly service fee.
2. This shall only apply to Priority 1 and Priority 2 categories.
3. If more than one Service Level Default occurs in a single month, the Service Credits to be credited in respect of that month shall be the aggregate of each of the Service Credits.
4. In no event shall the amount of Service Credits credited to the Customer with respect to all Service Level Defaults occurring in a single month under this agreement exceed, in total, 20% of the monthly fee.

Provision of the service

Customer Responsibilities

More detailed information and responsibilities will be identified during the contracting process, generally Mobilise would expect the following from our customers.

- Stakeholder support and availability,
- Sufficient access to any existing systems needed to perform the tasks at hand,
- Access to customer engineering and development resources to support delivery

Technical Requirements and Client-Side Requirements

These items will be agreed and documented in the Order Form as agreed between both parties and may include for example

- Networking constraints,
- Data integration requirements,
- Data handling requirements,
- Level of commitment to knowledge sharing and enablement.

Outcomes/Deliverables

This service will deliver the following outcomes

- Detailed Design Document of the proposed solution,
- Supporting Technical Operational Documentation,
- Data platform meeting the requirements outlined in the Order Form,

- Any underlying Infrastructure as Code used to build the solution,
- Where appropriate, version-controlled source code used to deploy artefacts,
- Knowledge Transfer using supporting documentation, training materials and workshops.

After-sales Account Management

Mobilise assigns an account manager to each customer to manage the delivery of the solution, understand our customers future needs, and support a long-term business relationship. Our account managers are focused on ensuring customer satisfaction through regular service review meetings and growing a business partnership.

Termination Process

Upon termination of this Agreement for convenience the Customer shall pay the Supplier the following termination costs:

Effective date of termination	Any time within Initial Period	Any time within 12 Month Extension Period
Termination costs payable	50% of outstanding total agreed charges for the whole of the Initial Term	50% of outstanding total agreed charges for the whole of the Extension Period

Our experience

Case Studies

Building DVLA's Cloud Centre of Excellence

With over 5,000 employees, and over £9 billion in annual revenues, the Driver, and Vehicle Licence Agency (DVLA) is an enterprise user of IT services. After moving to an insourced IT service (from a long-term outsourced contract) they had the ambition to put cloud-based services at the heart of their transformation journey to deliver new digital services.

Mobilise were selected as a partner to ensure the successful adoption and implementation of cloud services – enabling the progression from initial ‘quick wins’ to becoming an exemplar of cloud delivery with their own 24/7 support capability underpinning the work of their award-winning multi-squad agile project teams.

Migration

Mobilise helped the agency to migrate over 600 servers, 60TB of storage and all public facing systems from an internal private cloud to AWS, without any service interruption. The platforms were converted to code-based deployments (IAC: Terraform) which streamlined application delivery, ensured environments were consistent and provided a rapid recovery to a platform ‘known-state’ should there be a failure scenario. Migrating to

this platform resulted in a considerable savings and delivered a 4 month return on investment.

A great migration project delivered on time and generated the expected returns”, Daniel Came (Delivery Manager)

Cost Management and FinOps

Mobilise helped establish a central cloud function to perform IAM governance and cost management across AWS, and Azure clouds. A central governance process established ‘joiners and leavers’ processes, powered by automation. Microsoft Power BI Dashboards were created to simplify billing across both clouds and allow DVLA to chargeback to specific delivery teams. As the service matured, cost savings such as reserved instances, shutdown scheduled, and enforced tagging policies were introduced.

DevOps Enablement

To accelerate delivery across DVLA and standardise build, deployment, and support technologies and techniques – the DVLA required a new CI/CD platform. Collaborating in multi-disciplinary teams, Mobilise designed, built, and supported new CI solutions utilising DevSecOps pipelines to build, and deploy digital services across AWS and Azure on Virtual Machine, Serverless, and Containerised architectures. CI/CD pipelines automatically validated code, vulnerability scanned libraries, built applications, automatically deployed to near live environments, and performed routine operational tasks.

Application Modernisation

To standardise support capabilities, consolidate resources, eliminate technical debt, and improve monitoring – DVLA needed to modernise applications running on traditional virtualised infrastructure, whilst standardising cloud architecture.

Collaborating in multi-disciplinary teams, Mobilise designed, and built multiple Kubernetes platforms across AWS and Azure deploying thousands of microservices across multiple environments. Mobilise worked to Replatform 5+ major services from VMs to containerised architectures, deployed to the new flagship Kubernetes platform.

We wanted to ensure we had the most agile technical platform so that we could deliver our new services at pace, the Mobilise team delivered”, Matt Lewis (Chief Architect)

Monitoring and Alerting

To consolidate monitoring and alerting across DVLA for Windows and Linux operating systems across AWS, Azure and On-Premise, DVLA required a centralised logging solution.

Collaborating in multi-disciplinary teams, Mobilise designed, and built an Elasticsearch (ELK Stack) platform to aggregate, index, and perform search, and data analytics across system, and application logs. Developers across 15+ delivery teams conducted incident support using least privilege access to the multi-tenancy platform. Alerting configured on application logfiles triggered automated, immediate alerts to centralised ops capabilities.

Furthermore, the Elastic SIEM capability was utilised by DVLA Cyber Security to capture security events and perform threat detection.

Agile Delivery

To accelerate delivery of digital services, Mobilise Agile Delivery Managers led multi-disciplinary teams to deliver infrastructure, and application projects. Working with stakeholders and Agile coaches, Mobilise ADMs helped improve Agile processes, develop cross-cutting communities, and assist in portfolio management across 15+ delivery teams.

CCOE Delivery

To ensure that the DVLA had a sustainable cloud capability once Mobilise exited the contract, Mobilise assisted in building DVLA's Cloud Centre of Excellence.

Working in multi-disciplinary teams, Mobilise helped establish governance policies across AWS, and Azure utilising automation to enforce security, and housekeeping policies. Dynamically provisioned environments helped foster a culture of innovation whilst minimising cloud spend, engineering communities shared innovations and new concepts between previously siloed delivery teams, and a cloud academy ensured a steady stream of trained, DVLA-aligned resources.

Support

Mobilise provided 24x7x365 support across AWS, and Azure for DVLA's flagship digital services across containerised, virtualised, and serverless architectures – supporting thousands of

microservices. Utilising our ISO 27001, SC-Cleared Service Desk – immediate automated alerts triggered PagerDuty to automatically call out certified engineers.

Supporting infrastructure, data, and application workloads, Mobilise performed monthly service reviews including how services could be automated and optimised.

We've had a great engagement with the Mobilise team, and have delivered an end to end project that has resulted in us being fully enabled and self-sufficient", Louise Pierpoint (Cloud Engineering Product Manager)

The ambition within the DVLA to undertake an organisation wide transformation has delivered a range of new digital services and reduced operational costs. Working together with Mobilise the DVLA has transformed its cloud delivery and operations capabilities, becoming self- sufficient 'cloud natives'.

Designing, building, and supporting such a range of services across multiple architectures and technologies has been a challenging and rewarding transformation for Mobilise, where we have seen a complete re-architecture of digital services, the 24x7x365 support of DVLA's flagship platform processing £9BN in annual payments, and a collaborative stakeholder engagement to transform team capabilities and processes.

Mobilise are pleased to have helped the DVLA to deliver their 'Cloud Centre of Excellence' and look forward to seeing the DVLA continue to deliver new digital services at pace.

Clients



College of Policing



NRS



Ministry of Justice



Home Office



NDA
Nuclear Decommissioning Authority



Driver & Vehicle Standards Agency



Department for Transport



Department for Environment Food & Rural Affairs



Driver & Vehicle Licensing Agency



THE
NATIONAL
ARCHIVES



Office for National Statistics



NHS



Special EU Programmes Body
Comhlacht na gClár Speisialta AE
Special EU Schemes Board



Office for Students



OfS



Llywodraeth Cymru
Welsh Government



S4C



Dŵr Cymru
Welsh Water



JNCC
Joint Nature Conservation Committee

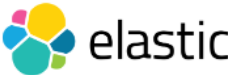
Accreditations and Partnerships



- Public Sector
- Immersion Day
- Solution Provider
- Amazon EKS Delivery
- Amazon Connect Delivery
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