

Enabling Delivery Performance using DevSecOps

Service Definition Document
Sopra Steria



Contents

1 About Sopra Steria..... 2

1.1 Overview 2

1.2 Our Cloud Capability..... 2

1.3 Our Credentials 3

2 Service Overview 4

2.1 Service Description..... 4

2.2 Features 4

2.3 Benefits 4

2.4 Our Approach 4

2.5 Inputs..... 6

2.6 Outputs & Deliverables..... 6

3 Pricing 7

4 Next Steps 7

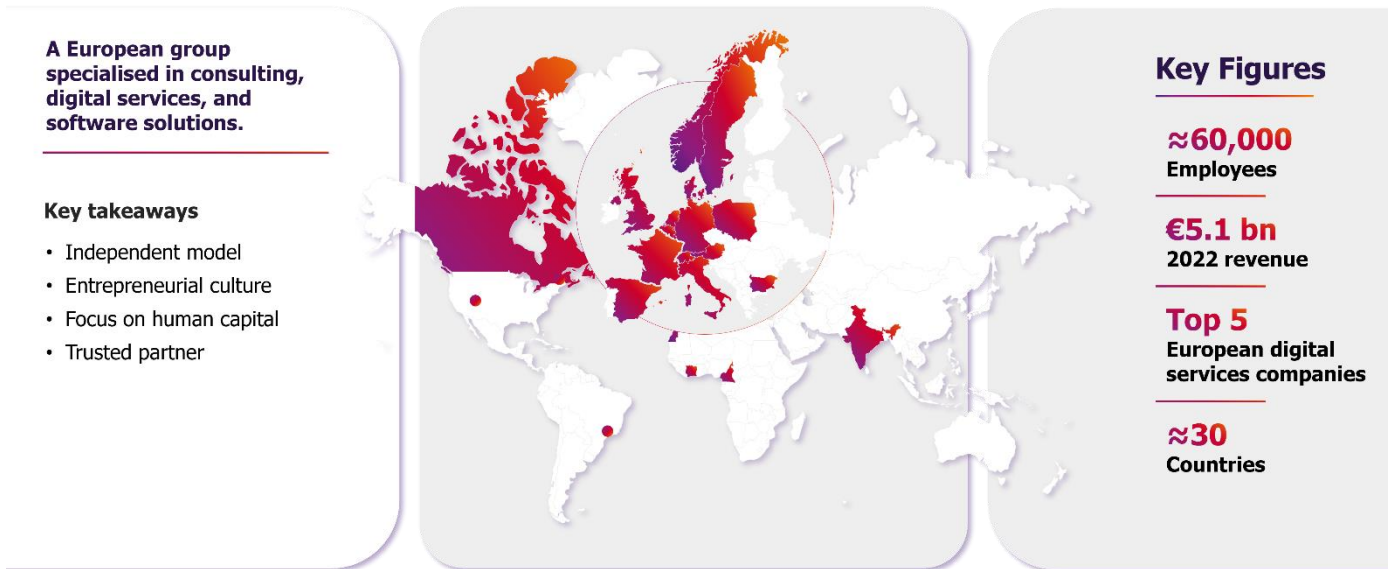
4.1 Contact..... 7

4.2 More Information 7

1 About Sopra Steria

1.1 Overview

Sopra Steria is a European tech leader recognised for consulting, digital services, and software development, helping our clients drive digital transformation to obtain tangible and sustainable benefits. We provide end-to-end solutions to make organisations more competitive by combining in-depth knowledge of a wide range of business sectors and innovative technologies with a fully collaborative approach. Sopra Steria places people at the heart of everything we do and is committed to making the most of digital technology to build a positive future for our clients. Our reach is illustrated below:

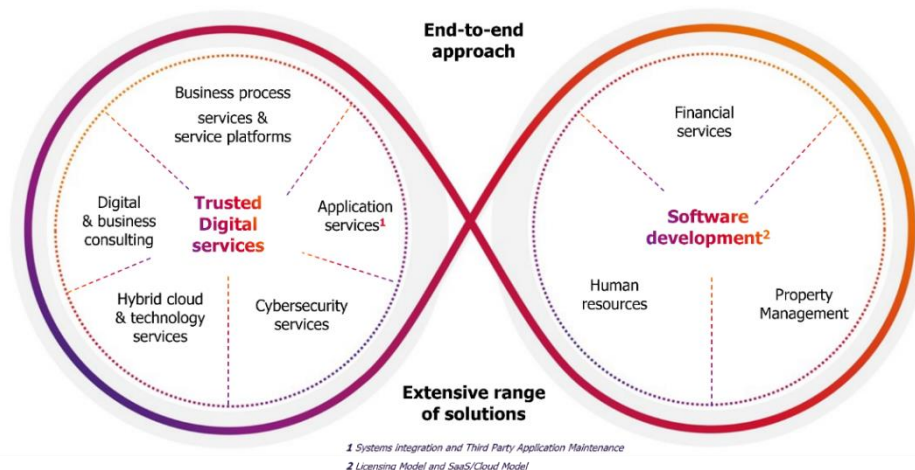


Making a difference is central to what we do and how we support our clients, and in turn, citizens. We reshape public services, making them more efficient to deliver and more accessible for the people that need them, across central and local government, devolved governments, and the wider public sector.

1.2 Our Cloud Capability

Our Cloud Centre of Excellence and cloud-enabled Practices serve clients across the public sector, delivered by a global team of cloud practitioners, with certified resources in AWS, Microsoft Azure, Google Cloud, and Oracle Cloud.

Sopra Steria offers a comprehensive end-to-end offering, comprising trusted digital services and software development:



1.3 Our Credentials



Cybersecurity

Leader "Cyber resiliency services"
(NelsonHall)



Cloud

Large account (best category >\$250m)
in the "Public Sector Industry Cloud Landscape"
(Forrester)

Leader "Cloud public in Europe" (ISG)
Leader "Cloud Native Application" & "Application
Transformation Services" (Quadrant)



IA

Leader "Intelligence Process Automation" (Quadrant)
Major player "European Professional Services for Data-
Drive" (IDC)

Major contenders "AI services" & "Intelligent Process
Automation services" (Everest)



Digital twins

Industrial metaverse

Partnership with Nvidia & SkyReal

Major Contender "Digital twin Services" (Everest)



IT for Green

Best in class "consulting and digital services for
sustainable development" (PAC Innovation Radar)

Major Contender "NetZero Consulting Services"
(Everest)



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2 Service Overview

2.1 Service Description

DevSecOps enablement services are designed to help organisations accelerate delivery performance for software solutions. Our structured, data driven approach provides a roadmap of improvements. Building on DevOps techniques combined with a secure development lifecycle helps teams establish an efficient, safe, and lasting product delivery culture.

2.2 Features

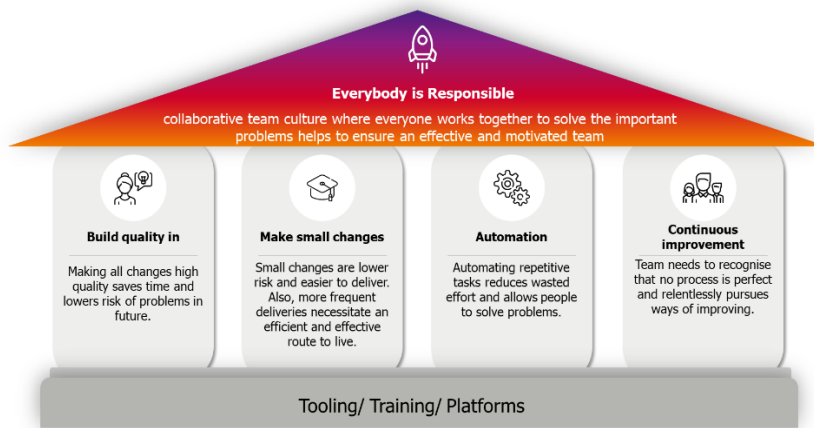
- Structured process providing clarity about current process and needs
- Removal of wasted effort through Lean thinking
- Provides baseline understanding upon which incremental improvements are made
- Data driven continuous improvement process underpinned by DORA metrics
- Enabling higher performance through adoption of DevSecOps good practice
- Culture shift with continuous improvement, fail fast, innovation and agility
- Empowering team using expert coaching and engineering guidance
- Enhancing team deliver culture through skills transfer from experienced practitioners
- Reduced cyber-security business risk through automated security assurance
- Support building of a collaborative and generative culture

2.3 Benefits

- Improved value through faster feedback from production
- Reduced time to deliver changes through lifecycle optimisation
- Lower change failure rates and time to fix and recover
- Lower cost through effective automation
- Outcome assurance through enhanced delivery activity and issues reporting
- Reduced cyber-security business risk through automated security assurance
- Improved staff satisfaction and talent retention and attraction
- On going optimisation and improvement of process and practise
- Improved product development and product lifecycle management
- Access to subject matter experts to augment existing teams

2.4 Our Approach

We believe that at its heart DevOps and DevSecOps brings together the different roles involved with creating and operating software systems. This covers development activities which are designed to introduce change with operational activities which are designed to maintain stability of the service. Working together this "single team" adopts practices which solve the problems of being able to create changes and deliver value quickly and safely.



- **Everyone is responsible:** Our approach to DevSecOps starts with the people. We have a highly inclusive culture where everyone matters and contributes to a successful outcome.
- **Build quality in:** A key focus of the team is how to build quality into the solution. Our consultants have wide experience of different ways to help do this.
- **Make small changes:** Encouraging teams to make small changes will reduce the risk of change as well as needing the team to focus on an efficient delivery process.
- **Automation:** Central to the philosophy of DevSecOps is the use of tools to automate repeatable processes. Our consultants have experience with a wide range of modern automation tools and have access to the wider Sopra Steria group experiences when needed.
- **Continuous improvement:** Central to our enablement approach is to establish an effective continuous improvement process for the team allowing them to target areas which need improvement as well as providing the knowledge about how to improve.
- **Technical capabilities, training, tooling, and platforms:** Underpinning our enablement approach are a wide range of industry standard capabilities and technologies which have been proven to support higher performance development and operation.

Our approach considers the whole value stream from initial requirements through to operation within a live service. Taking a holistic view allows us to identify where the main bottlenecks are and supports the team in identifying the highest priority improvements which provide the largest return.



Our Methodology

We have developed a 3-step approach for enabling projects and believe this provides the most effective way to support teams and enable effective improvements.

• Step 1: Health check

This is a short, focused piece of work which allows our consultants to understand context, identify improvement goals and agree a scope of work. As part of this we use questionnaires and interviews to perform a maturity assessment covering as is processes and technology. This provides a snapshot view of current state highlighting both strengths and weaknesses and is a useful tool to support building a business case.

• Step 2: Baseline

Once the scope of work is agreed we will work with your team to map out the complete value stream. This is done through a series of collaborative workshops with the team to identify key activities and metrics. As part of this we also expand on the findings of the maturity assessment to consider how problems might be addressed. The key output of this stage is a value stream map which allows a team to visualise how work is delivered. This forms the basis for ongoing improvement discussions and is refined throughout the process.

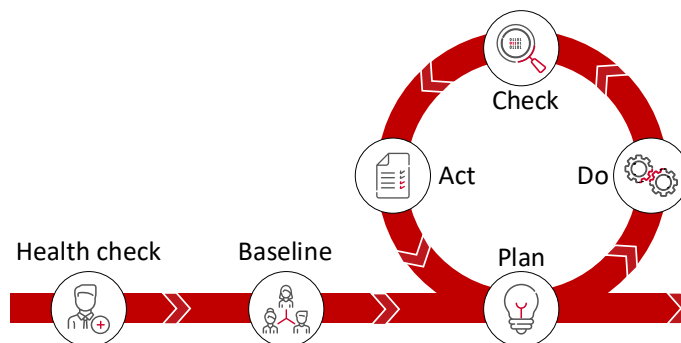
- Step 3: Structured continuous improvement process

At the heart of any DevSecOps enablement process is a continuous improvement process. This is an incremental process which regularly allows the team to pause, consider problems they have experienced and develop solutions to address. This is guided by our consultants and can either use an existing improvement process or establish a new one such as Plan, Do, Check, Act.

- Plan: allows the team to identify which are the main problems to solve, identify changes to address and define how success is measured
- Do: provides time for team members to implement the improvements
- Check: allows the team to review the outcomes of the change
- Act: covers activities to embed the change into updated ways of working

- Step 4: Optional enablement support

Our approach is designed to support and guide existing teams. However, there is sometimes value in bringing in specialist help to fast-track key improvements. This might be to address gaps in automation, review and mature the design or to help address technical debt. Sopra Steria teams have a wide range of knowledge and experience and where gaps are identified can provide an effective way to enable faster improvements.



2.5 Inputs

We would expect the following inputs from you as part of this service:

- Information about your business need and vision
- Information to support the scope of work including how much of the process to cover
- Organisation and team structure relevant to the scope of work
- Access to people knowledgeable about the existing process who are able to respond to questionnaires
- Regular access to the team as part of a continuous improvement process

This is a high-level list and is not exhaustive. If you cannot provide all of these inputs, then we can discuss altering our approach to accommodate your situation.

2.6 Outputs & Deliverables

Some of the outputs and deliverables generated from the service are identified below:

- Maturity assessment with report to explain current state
- Value stream map with initial ideas for improvement
- Expert support and coaching for your team

This is a high-level list and is not exhaustive.

Your Commitment

- Providing visible senior leadership to drive change
- Make time available to help us map out the current process
- Providing information about the current end to end process
- Providing a team which has the time and commitment needed to drive improvements
- To contract separately if you need additional specialists to help address particular problems

3 Pricing

Please refer to the Pricing Document for this Service.

4 Next Steps

4.1 Contact

Please contact us if you would like to know more about this service or any of our listings on G-Cloud.

Email: soprasteria-gcloud@soprasteria.com

As all of our G-Cloud enquiries initially come into a single contact, please remember to tell us:

- Your name, your organisation name and contact details
- Which service you are enquiring about
- A brief summary of your requirements or problem statements that you would like support to address.

4.2 More Information

More information about our services and capabilities can be found on our website [here](#).

