

# Secure Cloud and Platform Delivery Services

Service Definition  
G-Cloud 14 2024

# Service Overview

## Secure Cloud and Platform Delivery Services

BetterGov designs, builds and operates secure, resilient and scalable cloud platforms for public sector organisations. Our service combines cloud engineering, automation, security assurance and compliance-aligned delivery to enable rapid, safe adoption of cloud technologies. We ensure platforms are robust, cost-efficient and optimised for mission-critical services across Government and Defence environments.

We provide support as a Delivery Partner and/or managed service for platform migrations, implementations and systems replacement. Our consultants have experience of Microsoft Azure, Dynamics, AWS, Google, Oracle, Salesforce, Netcall, Granicus and low-code Outsystems, Pega and Appian. We are proficient at process automation (BPA, RPA, IPA, DPA, ITPA) and case management implementation.

Significant GDS and DSSS experience with industry standard certifications such as Cyber Essentials Plus. All of our staff are BPSS and SC cleared.



# About BetterGov

- Founded in 2016, specialist consultancy supporting UK Public Sector in delivering modern, efficient, and user-centred services
- Operating under the ethos: Digitally Driven, Socially Empowered
- Aligns with GDS, DSS, DSSW standards, the Technology Code of Practice, and Cloud First principles
- Cyber Essentials Plus certified, ICO registered, and operating documented QMS/ISMS aligned to ISO 9001/27001
- Works collaboratively with client teams to deliver measurable outcomes and transfer knowledge
- Financial Times Management Consultancy Award from 2022 - 2026

## Our Values

BetterGov started out as system implementation experts in Local Government and now support some of the largest Central Government Departments in delivering cloud and transformation programmes. We are user-focused, results-driven and Agile. We have experienced teams which can embed seamlessly with your existing people, deliver as a stand-alone teams or work to enhance your existing capabilities through training, coaching and mentoring.

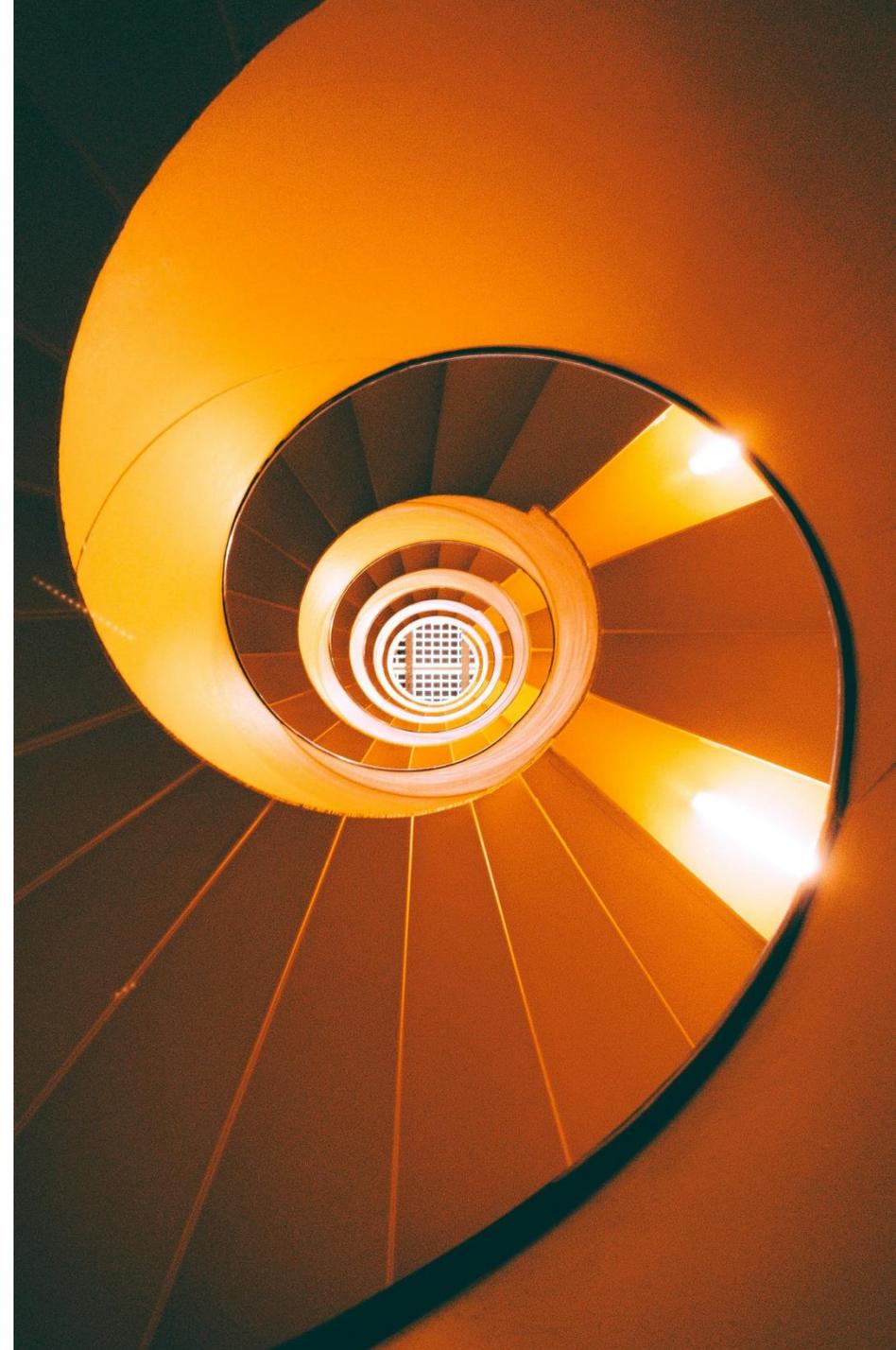
## Our Commitment

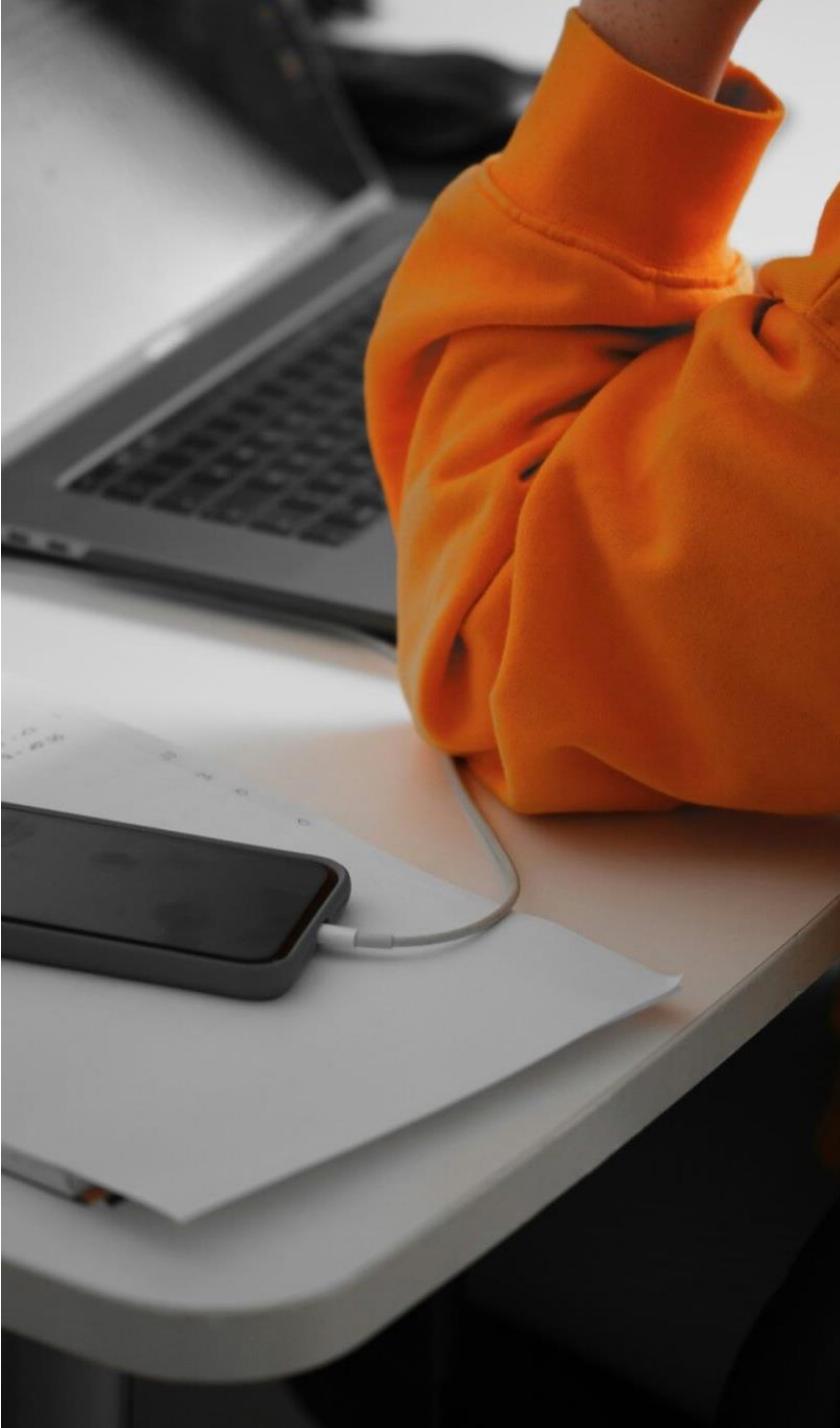
We leave every organisation stronger than we found it. We transfer knowledge, build capability, and align with public sector digital standards including GDS, DSS and DSSW. We engage flexibly through fixed-price, capped T&M, and results-based models to suit your procurement needs.



# Services We Provide

- Digital Transformation - Designing and implementing user-centred digital services that improve citizen experience
- Secure Cloud Services - Migration, optimisation, and support for cloud-based applications and infrastructure
- Programme & Project Management - Agile delivery across discovery, alpha, beta, and live stages
- Systems Implementation - Expertise in Social Care, Education, HR & Finance, Health.
- Technology Consulting - Independent, technology-agnostic advice for bespoke requirements
- Capability Building - Coaching, mentoring, and training to upskill internal teams
- Service Design & User Research - Applying user-centred design principles for accessible, inclusive services



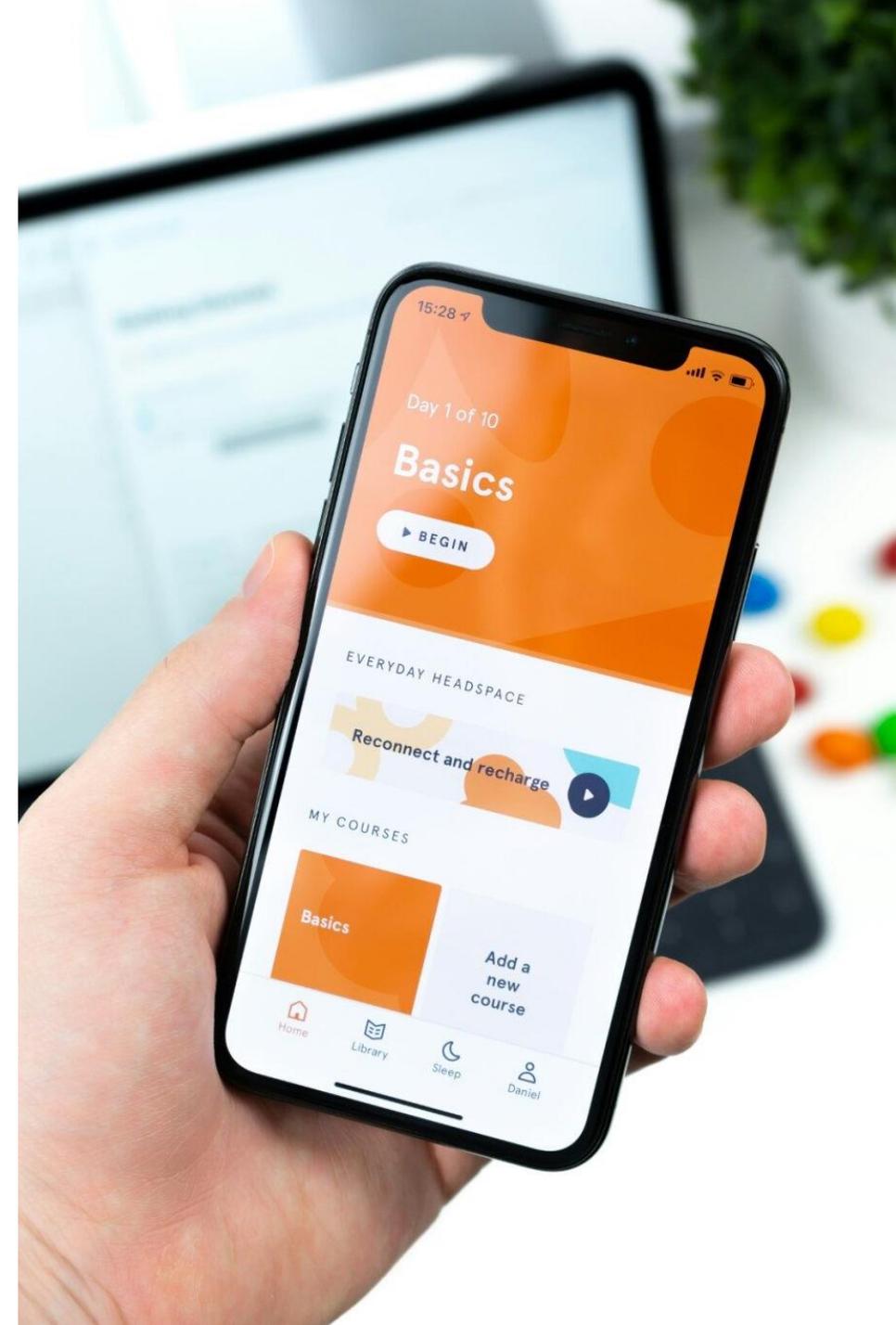


# Scope of Service

- Assessing existing environments, defining cloud architectures, and designing secure, scalable platforms
- Building and configuring cloud environments using automated, repeatable patterns
- Security controls, identity integration, monitoring and operational tooling embedded from the outset
- DevOps enablement, CI/CD pipeline implementation, environment provisioning and resilience planning
- Data, application and workload migration including dependency analysis and risk-managed execution
- Governance, assurance and accreditation including security reviews and architectural alignment
- Cost, performance and maintainability optimisation with knowledge transfer and documentation

# Features

- Discovery service to understand the as-is infrastructure to migrate
- Technical: System Testing, Reporting, Migration and Development
- Migration Project and Programme Management, Business Analysis and Change Management
- Systems Integration, Interfaces, Interoperability, Automation & Digital Transformation
- Migration Techniques: ReHost (Lift and Shift), Refactor, Replatform, Repurchase, Reengineer
- DevOps automation support with CI/CD pipeline implementation
- User-centred design (UCD) aligned service standards - GDS, DSSS, DSSW
- Low-code, no-code platforms – outsystem, pega, apian, Microsoft, AWS, Salesforce
- NCSC-aligned approach for secure design, build and data transfer
- Tooling includes: Azure Migrate, AWS Migration, CloudSphere, Terraform, PostgreSQL, Kubernetes
- Platform engineering capability using automated, repeatable patterns
- Resilient architecture planning and environment provisioning
- Identity integration support using modern access management solutions
- Operational readiness checks and security assurance reviews
- Performance optimisation and cloud cost efficiency
- Knowledge transfer and collaborative engineering throughout delivery



# Benefits

- Improved service security through embedded controls from the outset
- Greater platform resilience with tested recovery and continuity plans
- Lower operational risk via compliant, governance-driven delivery
- Faster cloud adoption with automated, repeatable infrastructure patterns
- Reduced downtime incidents through proactive monitoring and alerting
- Better cost efficiency with optimised cloud platform management
- Simplified platform operations through knowledge transfer and documentation
- Enhanced compliance posture aligned to UK government standards
- Stronger service reliability and post-live support coverage
- Future-ready cloud capability with a sustainable, scalable foundation
- Compliant with Government Technology Code of Practice
- Identifies and drives savings to maximise return on investment (ROI)
- Agile delivery approach maximises customer collaboration, reduces and mitigates risks
- Upskill and train internal resources using BetterGov Knowledge Transfer Framework
- Provides continuity in programme delivery and post go-live support
- Increased efficiency using repeatable and reliable Infrastructure as Code (IaC)
- Build a Cloud Centre of Excellence (CCOE) ensuring sustainable handover



# Service Delivery

## Operating Model

- Agile delivery (Scrum/Kanban) with iterative planning and transparency
- ITIL-aligned service management for incident, change and problem
- Governance and reporting to track milestones, risks, and performance

## Delivery Approach

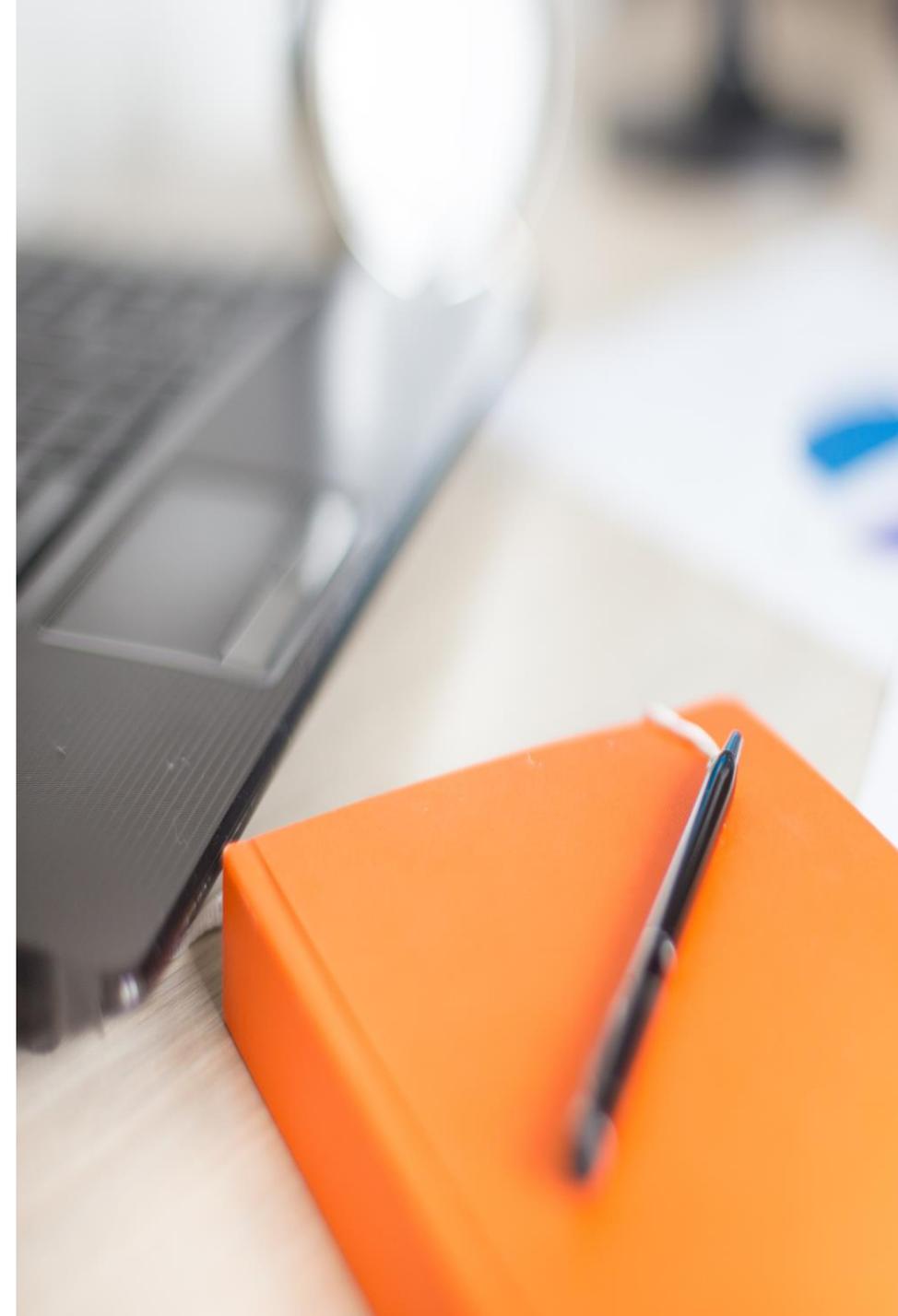
- Remote-first delivery leveraging secure collaboration tools
- On-site support for critical workshops and discovery sessions
- Hybrid delivery where a blend of remote and in-person engagement is required

## Tooling

- Azure DevOps / Jira / Trello / Confluence / Microsoft Teams / Miro / Power BI / Azure Migrate, AWS Migration, CloudSphere, Terraform, PostgreSQL, Kubernetes
- Frameworks: Agile (Scrum/Kanban), PRINCE2 governance, ITIL service management

## Delivery classifications and vetting

- By default, work is delivered on systems classified as OFFICIAL. For systems above OFFICIAL, we agree and apply additional security controls as required. All staff hold at least **BPSS** clearance, confirmed during onboarding. Where higher levels are needed, we can provide vetting up to the highest level to meet government security requirements.





# Service Management

- Dedicated Engagement Lead and Director oversight for every project
- Defined roles and responsibilities for delivery, QA and stakeholder engagement
- Agile delivery aligned with GDS, DSSW and Digital Scotland Service Standards
- Proactive risk and issue management to maintain service continuity
- Formal change control process for managing scope and objectives
- Weekly/fortnightly status reports covering progress, risks, issues and milestones
- Scheduled governance meetings with KPI and SLA performance reporting
- Comprehensive closure report at project completion with lessons learned

## Escalation Path

- Level 1: Project Manager | Level 2: Account Director | Executive: Director/Sponsor
- Escalation Timelines: Each escalation level includes defined response times, agreed during onboarding, to ensure prompt resolution.
- Documentation and Communication: All escalations are logged, tracked, and communicated to stakeholders through governance reports and meetings.

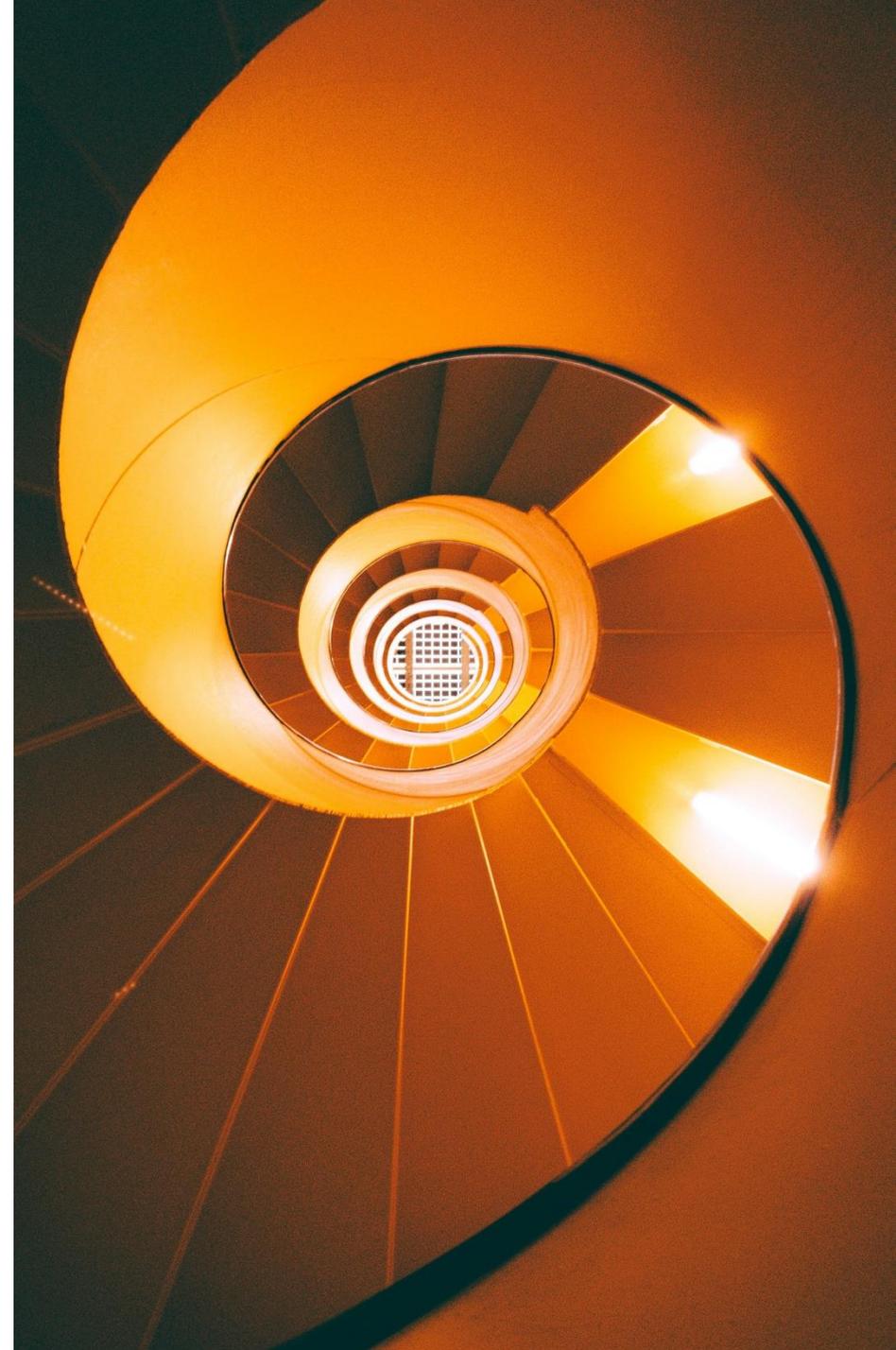
## Quality and Security Management

- BetterGov is Cyber Essentials Plus certified and operates documented QMS/ISMS aligned to ISO 9001/27001 principles (policy set, risk register, internal audits, corrective actions, management review). We are ICO registered for data protection

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# Security and Compliance

- Cyber Essentials Plus certified (renewed annually)
- Operating documented QMS/ISMS aligned to ISO 9001 and ISO 27001 principles
- ICO registered for UK data protection compliance
- All staff hold minimum BPSS clearance; SC and DV vetting available
- Work delivered on OFFICIAL classified systems by default
- Additional security controls applied for systems above OFFICIAL classification
- All customer data stored in UK-based data centres
- Fully aligned with UK GDPR requirements including data subject rights management
- Data processing agreements available upon request
- Encryption of data in transit and at rest; access controls and regular security audits



# AI and Automation

- AI and automation used only to support analysis and operational efficiency
- All decisions, recommendations and outputs reviewed and owned by named consultants
- No autonomous actions — human-led decision making on all outputs

## Intelligent Analytics

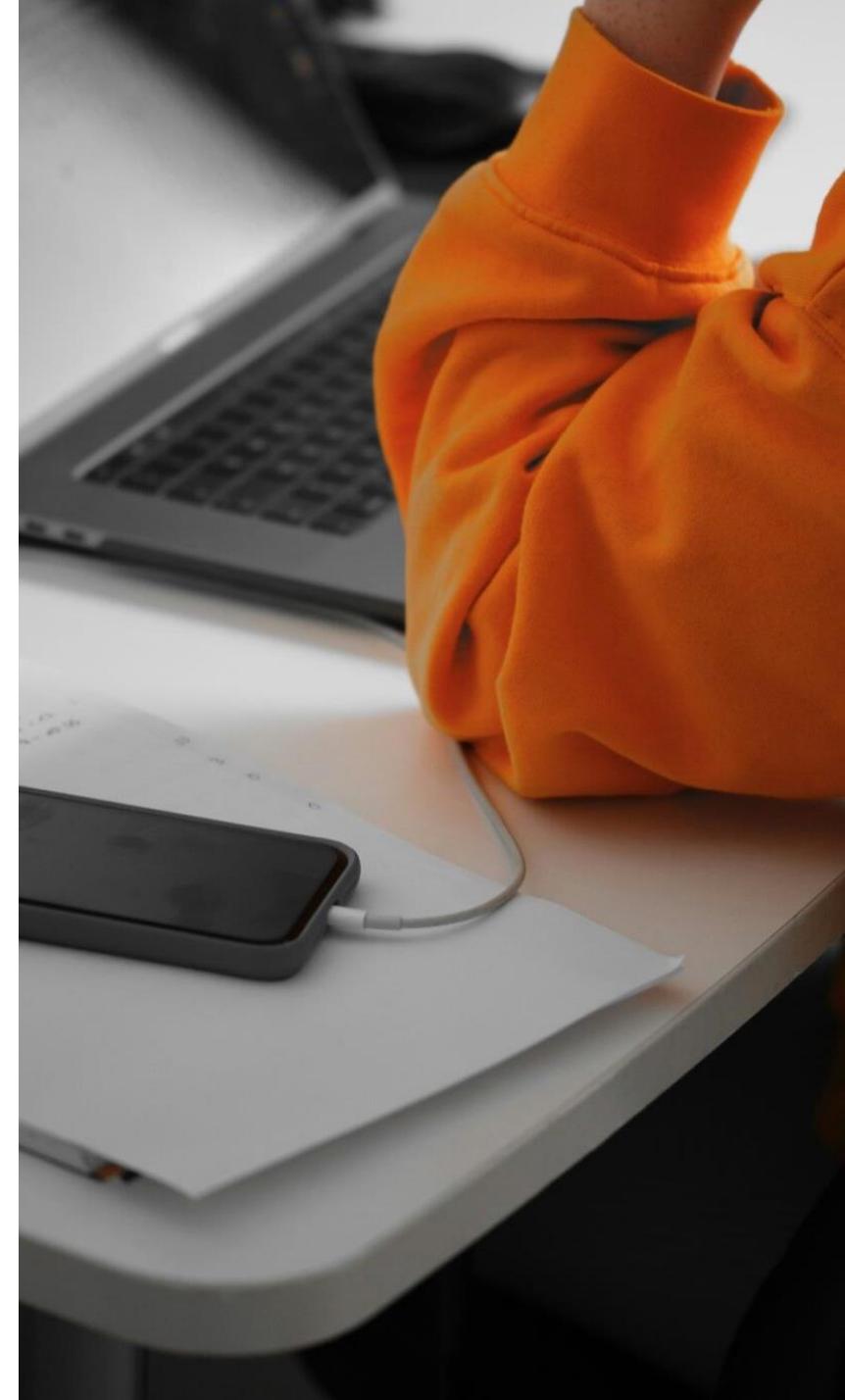
- AI-powered dashboards support insight generation; human analysts interpret and validate findings

## Process Automation

- RPA reduces manual effort by up to 60%; all automation is auditable and reversible

## AI Strategy

- Advisory services for responsible AI adoption aligned with government frameworks
- Governance and explainability before deployment; AI is optional — never required for service delivery



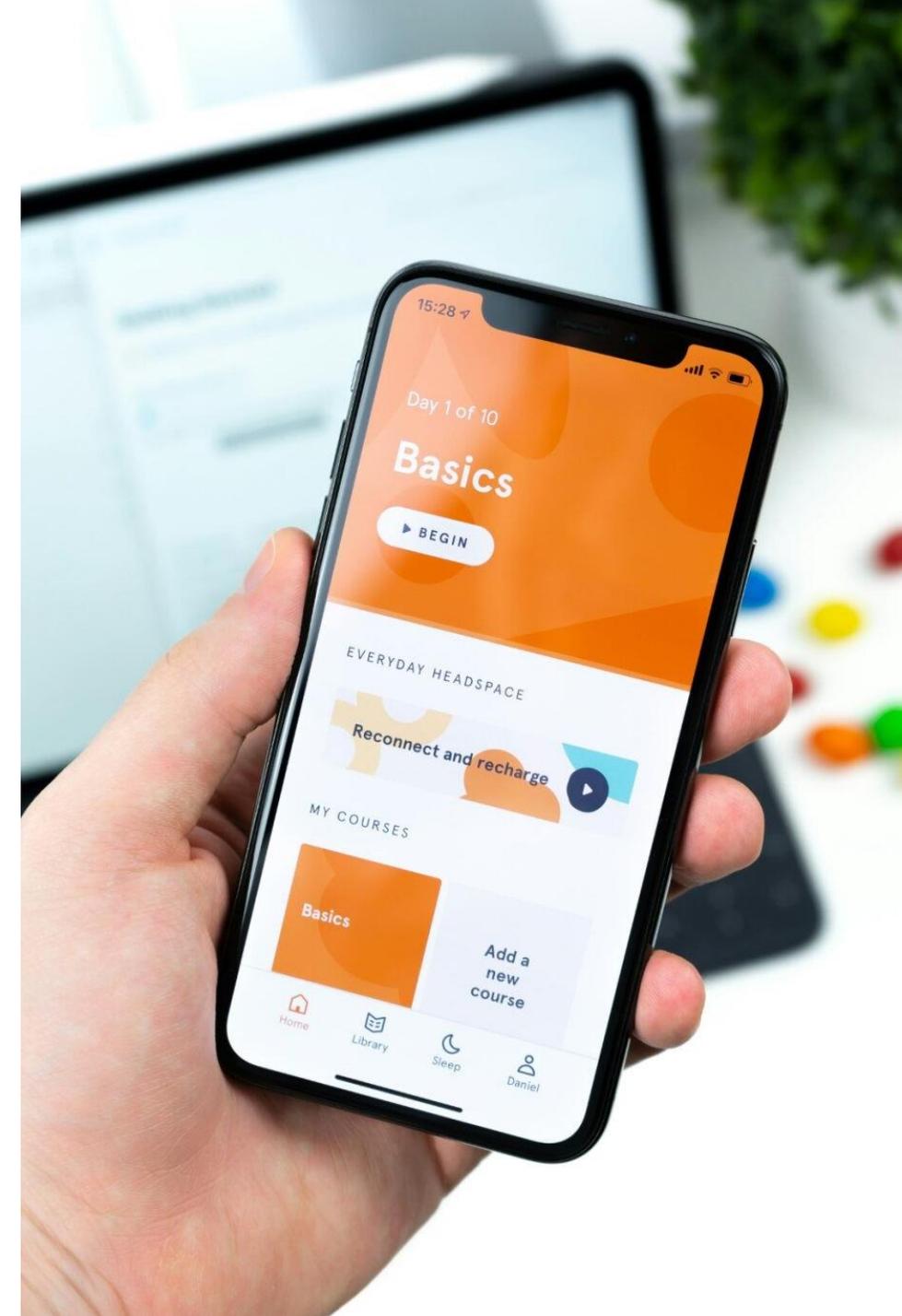
# Accessibility and Service Levels

## Accessibility Commitment

- Compliance with WCAG 2.1 AA; adoption of WCAG 2.2 patterns where feasible
- Accessible documentation formats available: HTML, accessible PDF, large print, Easy Read

## Standard SLA Commitments

- Initial enquiry response: within 4 working hours
- Proposal submission: within 5 working days of requirements clarification
- Resource mobilisation: within 10 working days of contract signature
- Issue escalation response: within 24 hours (4 hours for critical issues)
- Status reporting: weekly
- Service credits agreed on individual contractual basis; defined in the Call-Off Contract



# Onboarding and Offboarding

## Mobilisation

- Kick-off meeting to agree scope, milestones and deliverables
- Access provisioning, tooling setup and delivery timelines defined in Statement of Works
- Risk assessment, mitigation plan, security and compliance checks

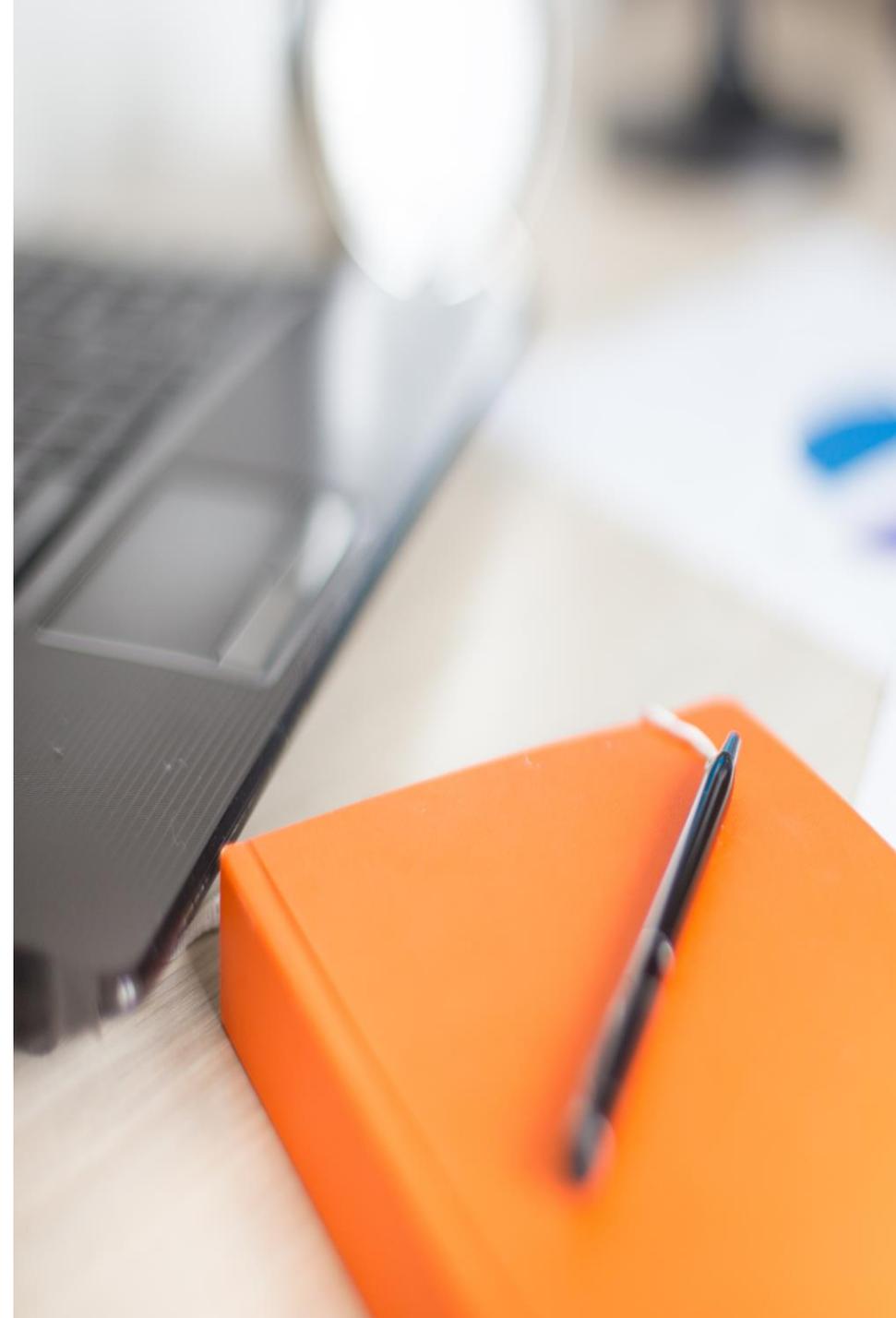
## Exit Process

- Formal sign-off of deliverables and milestones
- Knowledge transfer sessions for continuity
- Secure export of all customer data in agreed formats
- Access termination and final closure report
- Working artefacts retained for 90 days post-closure then securely deleted



# Customer Responsibilities

- Supply necessary information, documentation and approvals in a timely manner
- Ensure timely access to relevant systems, environments and personnel
- Adhere to legal, regulatory and security requirements throughout the engagement
- Maintain responsibility for data ownership and UK GDPR compliance
- Ensure infrastructure, connectivity and prerequisite licences are in place
- Provide secure network access and any required VPN/authentication credentials
- Nominate a primary point of contact for communication and decisions
- Respond promptly to queries and requests for clarification
- Ensure availability of customer resources during onboarding and throughout the contract
- Timely coordination with operational third-party services and integrations

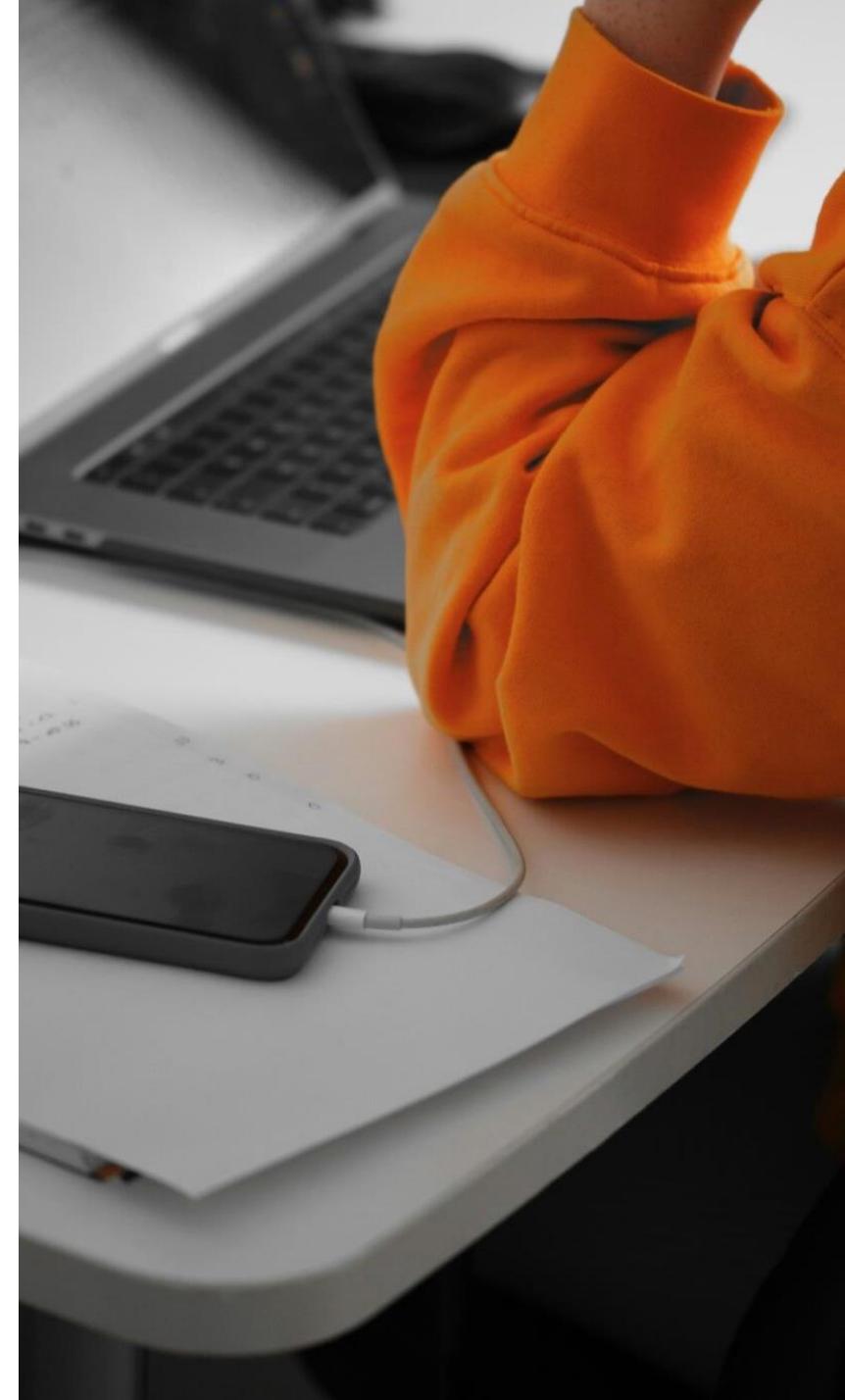


# Social Value Commitment

- Committed to UK Government Social Value Model and PPN 06/20
- Assignment-specific commitments aligned to client objectives and community needs
- Economic Impact: prioritise local supply chains; create opportunities for SMEs and VCSEs
- Skills and Employment: knowledge transfer, mentoring and training to upskill client teams
- Environmental Responsibility: sustainable practices aligned with Net Zero objectives
- Community Engagement: local initiatives, volunteering and charitable contributions
- Equality, Diversity and Inclusion: inclusive working practices across all engagements

## Measurement and Reporting

- SME/VCSE supplier metrics, CO2e reduction measures, local employment hours, EDI training





# Pricing and Ordering

## Pricing Model

- Flexible pricing based on scope and complexity of each engagement
- Time and materials, fixed-price, or blended arrangements — agreed in the Call-Off Contract
- All rates comply with G-Cloud framework; no hidden costs
- Pricing aligns with the SFIA rate card published with our G-Cloud services

## Ordering via G-Cloud

- Buyers place orders via the Public Procurement Gateway (PPG) using Contract Award Service (CAS)
- Select BetterGov's service, confirm scope and pricing, raise a call-off contract per CCS guidance

## Billing and Payment

- Invoices issued monthly in arrears; payment due within 30 days of invoice date
- BACS bank transfer accepted; charges based on agreed rate card and Call-Off Contract

# Data Protection (UK GDPR)

- Fully committed to UK GDPR and Data Protection Act 2018 compliance
- BetterGov acts as Data Processor, handling data only per client instructions
- Designated Data Protection Officer (DPO) overseeing compliance
- ICO registered; all staff trained in data protection principles
- Encryption of data in transit and at rest; role-based access controls
- Regular security audits and vulnerability assessments
- Support for data subject rights: access, rectification, erasure, portability
- Immediate breach notification to clients; incident response aligned to UK GDPR
- Data retained only for duration of engagement; securely deleted on completion





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