



G-Cloud 14

Cloud Operational Excellence

Kubrick

Service Definition

Lot 3 - Cloud Support

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Introduction

Company Overview

Kubrick is a UK-based company founded in 2016 by CEO Tim Smeaton and CCO Simon Walker to address the growing digital skills gap across Cloud, Data, AI, and next-generation technologies. We have built a unique consulting model consisting of our own workforce of consultants, trained in-house by our expert professionals and Principal Consultants across our growing disciplines within the Cloud space that can be complimented by:

- Data Engineering
- Machine Learning Engineering
- AI Engineering
- Data Governance & Management
- Data Products and
- Business Analytics to name a few.

With a curated team of professionals, we deliver to your project plan and allow you to retain the talented core team. Over the years, we have trained over 2,000 professionals and have supported over 160 different clients across various industries. Our mission is to increase accessibility and improve diversity in Data, AI, and Cloud by hiring all trainees in a salaried role and encourage professionals from all backgrounds. We offer comprehensive cloud transformation and deployment services, focusing on agility, resilience, and operational efficiency.

Value Proposition

We understand that a modern cloud environment must be reliable, durable, resilient, scalable and secure in order for customers to confidently rely on these environments to run value adding and business critical workloads.

Our approach to Cloud Operational Excellence draws on our deep experience and know-how of running cloud environments and workloads. We recognise the value in adopting industry best practices such as Site Reliability Engineering (SRE) and Devops. We believe an application or workload only truly adds value to its intended audience where there is maximum confidence in its reliability and ability to consistently serve its user base in the manner required. This is why our service emphasises the importance of engineering automations which provide consistent and reliable mechanisms which give true 360 degree

observability and traceability to cloud based environments and workloads. Our approach to cloud Operational Excellence is holistic and considers the full spectrum of need from proactive workload monitoring, incident response management and postmortem, real time security and threat detection and automated response time evaluation against Service Level Objectives to name a few. We leverage deep expertise in cloud native environments and tooling to enable these.

What the Service Provides

Our service solves the problem of enhancing the software development lifecycle and ensuring operational stability in the public sector. With our CI/CD and SRE services, we refine DevOps processes, enabling quicker and more reliable updates. By integrating Continuous Integration and Continuous Deployment, we streamline the deployment of cloud-hosted applications. Our use of GitOps and Kubernetes ensures effective container orchestration. Additionally, our Site Reliability Engineering ensures system reliability, incident management, and adherence to SLAs. This service guarantees service reliability and availability, enabling you to deliver efficient and reliable cloud-based applications.

Social Value

Reduce the disability employment gap:

Our workforce reflects the world around us, and our culture enables all employees to thrive in a respectful environment. From an employee's first day we emphasise our zero-tolerance approach to non-inclusive behaviour. Additionally, we support managers implement reasonable adjustments and accommodations to ensure everyone has individualised support to thrive in the workplace. We are an official partner of Neurodiversity in Business, an industry group sharing good practice on neuro-inclusive recruitment, retention and empowerment, and we amplify voices of neurodivergent guest speakers as well as storytelling from our team on our Diversifying Data Podcast. Our efforts are paying dividends. Our latest companywide survey showed over 85% of employees believe diversity and inclusion is valued at Kubrick, with 13.5% considering themselves to have a disability and 12.2% self-identifying as neurodivergent.

Tackle workplace inequality:

Learning critical technological skills should be open to all, not just those that can afford private training or bootcamps, therefore training is accessible to those with non-STEM backgrounds and degrees, with socio-economic barriers reduced by paying our consultants during training. We partner with Women in Data, which aims to redress the gender imbalance in data, and Black Girls in Tech, which aims to increase representation of Black women in technology. We recently welcomed 10 interns from 10,000 Black Interns, who provide paid internships for Black and disabled students. We also launched TrailBlazeHER,

an accelerator programme for women and non-binary employees, to provide aspiring leaders with commercial knowledge and career development tools. We are proud of our employee networks; ELEVATE for women and non-binary people; our LGBTQ+ community; our Working Parents Network; and our Diversity Champions, who advocate across the wider organisation. Any cases of modern slavery or human trafficking identified in our supply chain or business are not tolerated, and our whistleblowing policy sets out how to raise concerns.

Overview of the G-Cloud Service

The service comprises:

- Implementing SRE principles in every aspect of what we deliver, for example engineering in observability from day 1. This provides the groundwork, workloads and applications to respond quickly if scaling or performance needs change for example.
- Cost optimisation is achieved through continual evaluation of the compute demand and footprint for cloud environments and workloads. This provides the assurances that cloud resources are running efficiently using only the compute that they require to satisfy the SLAs.
- Plan and evaluate each and every environment and workload against throughput requirements to establish scaling needs, applying native autoscaling solutions where appropriate.
- Plan and incorporate modern automation concepts such as Continuous Integration, Continuous Delivery / Deployment and GitOps. We deliver robust release engineered pipelines which are fully automated to minimise the time to market for new features and critical updates thus maximising value for user audiences.
- Architect and implement both 3rd party and native cloud monitoring (i.e. AWS CloudWatch, Azure Log Analytics etc.) and alerting tooling to the application landscape, this also extends to disciplines such as active threat detection and vulnerability scanning (i.e. Azure Defender for Cloud) and full workload observability.
- Identify and implement self-healing capabilities into environments where possible to achieve durability and resilience (i.e. Kubernetes) ensuring consistent user experiences.
- Performance monitoring and optimisation through application telemetry collection and analysis (i.e. Prometheus) enabling early warning and fast incident response.
- Define Application Service Level Agreements including Service Level Objectives and Service Level Indicators to define acceptable tolerances. We effectively model your

applications and workloads as services and define what high quality looks like, how to maintain and how to improve it continuously.

Associated Services

The service primarily focuses on operationalizing cloud environments and workloads within those cloud environments. This encompasses design, implementation and testing of capabilities needed to meet requirements within that scope. These services can be provided in a complementary fashion to other services we provide such as Cloud Design & Deployment, Cloud Migrations, FinOps and Sustainability and Cloud Security and Compliance within wider programmes of work.

Data Protection

Information Assurance

As Kubrick Group consultants work on our clients systems, equipment, and network we do not store, process, transfer, or manage any client data within Kubrick Group. Our consultants will adhere to the standards set by the client

We have achieved Cyber Essentials certification, which verifies that we have implemented essential security controls to protect against common cyber threats.

Data Back-Up and Restoration

As Kubrick Group consultants work on our clients systems, equipment, and network we do not store, process, transfer, or manage any client data within Kubrick Group. Our consultants will adhere to the standards set by the client

Business continuity statement/plan

Kubrick Group has a business continuity plan that would allow us to continue providing our consulting services should there be an unplanned interruption. As a consultancy we do not host, transfer, store, or collect any data as part of the services that we provide so we do not have a customer facing continuity plan.

A more detailed business continuity plan can be provided upon request, however as a consultancy our services can be provided remotely if necessary.

Privacy by Design

Kubrick Group is committed to privacy by design and adheres to the requirements of the EU General Data Protection Regulation (GDPR). We have been proactive in integrating privacy considerations into our service from the initial design phase. Our service incorporates privacy-enhancing features and controls to ensure the protection of citizens' data. We implement robust data security measures, such as encryption and access controls, to safeguard personal information. Additionally, we conduct privacy impact assessments to identify and mitigate any potential privacy risks. By prioritizing privacy by design, we ensure that our service meets the highest standards of data protection and compliance with the GDPR.

Using the service

Ordering and Invoicing

Our services are typically procured under a statement of work that will set out the consultants who will undertake the work, the objectives of the engagement, and an estimated engagement time. You can reach the team at Kubrick by contacting speaktous@kubrickgroup.com for a non-committal chat to discuss Cloud Operational Excellence.

Our engagements are flexible with a 30-day notice period at any time, and they can be extended continuously to meet your needs.

Invoices are generated at the end of the calendar month with 30 day payment terms.

Availability of Trial Service

We provide 2-week Accelerators as part of our service; this acts as a proof of concept options for clients who want to test the feasibility and effectiveness of our service in their specific environment or which to trial a specific solution. The details of these trial services, discretionary usage, and proof of concept options can be discussed and agreed upon with our team to ensure alignment and suitability for your organization.

There is no obligation to continue with paid services beyond an initial POC.

On-Boarding, Off-Boarding, Service Migration, Scope etc.

As a next-generation consultancy, we are technology agnostic and will work to our clients' working patterns whether hybrid, remote, or on-premise. We have consultants based across the UK with geographic flexibility a priority for us to service the Public Sector effectively.

To start any engagement with Kubrick, we would typically require an overarching niche consulting or time and materials services-based agreement that can be evergreen or can last the duration of a particular programme work work, that allows you to generate a Statement of Work (SOW). An SOW will name the individuals of the team, state the intended length of time they will be engaged on the project, the absolute maximum spend on the team if they were to work every day, and if appropriate can include objectives.

All our SOWs, regardless of their length, will include a 30-day notice regardless of the length of the SOW as this can be as short as 1-month to 24-months. This is to give our Public Sector clients the flexibility required to scale the team up or down if required, or to stop the work completely if there is a change of direction.

Our consultants should be onboarded as you would any other employee into the team. They should receive the appropriate equipment, induction, and access to complete their duties safely and effectively while working with you.

As a consultancy, the implementation of tools or applications that we provide will be dependent on supplier selection. However, we have strategic partnerships and provide migration services for Microsoft, AWS, GCP, Databricks, Snowflake, Neo4j and many others as we grow our technology partnerships.

There is no minimum spend associated with have an agreement with Kubrick and all billing is based on time & materials as recorded by timesheets signed by onsite managers.

Training

As a consultancy, Kubrick Group do not provide external training as part of our services.

Our trainers and principal consultants provide additional layers of support that is bespoke to each consultants' technical requirements. Where appropriate consultants are able to lean on the expertise of our Associate Principal and Principal consultants to provide additional technical expertise to the benefit of our clients.

The training team also offer an 'open-door' policy allowing consultants to book time with them either virtually or at our offices to work through technical challenges to the benefit of our clients.

Implementation Plan

Our consultants should be onboarded as you would any other employee into the team. They should receive the appropriate equipment, induction, and access to complete their duties safely and effectively while working with you. Our consultants will work in a pre-agreed pattern whether onsite, remote (UK based), or hybrid.

As a consultancy, the implementation of tools or applications that we provide will be dependent on supplier selection. However, we have strategic partnerships and provide migration services for Microsoft, AWS, GCP, Databricks, Snowflake, Neo4j and many others as we grow our technology partnerships.

In summary, an implementation plan is unique to each of our clients and can be provided to the buyer following a consultation/scoping.

Service Management

Our consultants will work under the client's direction to deliver the services however should you require a delivery focused approach we have a delivery capability through our Kubrick Advanced part of the business. They oversee the onsite activities, ensuring that projects are delivered on time and according to the agreed-upon scope. Kubrick Advanced services are pre-agreed and stated on the SOW, all Kubrick Advanced prices are included in the more senior levels (4-7) of the SFIA rate card.

They can provide regular progress reports to our customers, keeping them informed about the status of their projects. These reports include key milestones, achievements, and any potential risks or issues that may arise.

By leveraging the right mix of people, we ensure the effective management of our Cloud Transformation & Deployment service, delivering high-quality results to our clients.

Service Constraints

Our consultants will work our standard business hours Monday – Friday 8:30 – 17:30. Escalations can be made to the Account manager, Account Director, Kubrick Advanced Delivery Leads or the Success Manager who you will be typically introduced to during the first month of the engagement. Any questions or escalations should be made to the account manager first via email or phone call who will provide the appropriate support.

Service Levels

We are open to discussing and agreeing upon appropriate service levels with our customers before placing an order. This allows us to tailor our service to meet your specific needs and ensure a mutually beneficial partnership.

Outage and Maintenance Management

As we provide a consulting service, we will work under the client's direction to deliver this service. Any outage or maintenance should be planned and managed with the appropriate internal stakeholders who can help to support the business.

Financial Recompense Model for not Meeting Service Levels

As we work on a time and materials basis, we do not provide financial recompense for not meeting SLAs. Our consultants will work under the direction of the customer, any issues that arise can be escalated through the account manager and/or success team via email or phone call.

Where appropriate we can include immediate termination clauses for any material breaches of the contract and additional clauses relating to performance management.

We operate with a 30-day notice period throughout the entirety of the engagement for peace of mind.

Provision of the service

Customer Responsibilities

To ensure the success of partnership with Kubrick Group, we have a few obligations of our clients. These may include:

1. Providing the scope and direction of the project: we would expect the overall project deliverables to be set by the client and for relevant team members to collaborate with our team and provide necessary information or throughout the project.
2. Providing Access to IT Systems and IT equipment: As we work entirely within your systems to protect your data and IP, you will need to grant access to your IT systems and/or

infrastructure to facilitate the implementation and integration of the cloud transformation solution. It is also imperative that IT equipment is provided to ensure that we your organisations data stays safe.

3. Collaboration: It is important for you to actively participate in defining and communicating your requirements, goals, and expectations for the project team. This collaboration ensures that the solution aligns with your specific needs and any issues are communicated or escalated effectively so they can be rectified.

4. Timesheet sign off: In order to make sure that we are able to invoice accurately, we need timesheets to be signed off in a timely manner.

5. Engagement in feedback sessions: as part of our commitment to develop our consultants, we hold structured checkpoints with the success team and relevant managers during their respective 8 and 16 month tenures to provide feedback and set SMART goals for them to excel during their time with our clients.

By fulfilling these responsibilities and actively participating in the project, you contribute to its success, the success of the people in the team, and help us deliver the desired outcomes efficiently.

Technical Requirements and Client-Side Requirements

Ahead of any engagement commencing, we would discuss the access needs of the scope of work and gain commitment for this. We will always work under the customers direction and using their own IT equipment, hardware, and software while following their security measures, In order for a successful engagement, this will need to be provided to all Kubrick consultants engaged on the project. Our main requirements are:

1. Non-solicitation: due to our unique consulting model, we ask that our consultants are not solicited during their 24-month development term. Post this time, they are absolutely welcome to be converted into a permanent employee should you wish, for no additional costs. This date is set out clearly in any SOW that we generate for the work. Our Kubrick Advanced team (also clearly stated in the SOW) are not available for solicitation at any time.

2. Provision of IT and systems access: in order for our consultants to effectively do their duties, they will need IT hardware to ensure data security and access to all the relevant systems to complete their work.

Any additional requirements can be discussed and would be explicitly communicated prior to any engagement.

Outcomes/Deliverables

Cloud Operational Excellence delivers the following outcomes and deliverables to our clients:

- Identification and assessment of the client's current cloud architecture and future needs.
- Delivery of a refined test and delivery plan, including technical instrumentation and testing phase.
- Inception session to refine project scope, constraints, measures of success, and communication strategies.
- Prioritized plan addressing areas of greatest value and/or risk.
- Documentation of session outcomes and showcase to validate decisions.
- Access to systems and people required for productive work.
- Enhanced software development lifecycle through CI/CD and SRE services.
- Quicker and more reliable updates through Continuous Integration and Continuous Deployment.
- Effective container orchestration using GitOps and Kubernetes.
- System reliability, incident management, and SLA adherence through Site Reliability Engineering.
- Enhanced service reliability and availability in cloud-hosted applications.

Our aim is to provide tangible and valuable deliverables that improve operational stability and drive excellence in cloud operations.

After-sales Account Management

To build and maintain customer relationships, we prioritise a collaborative and inclusive approach to our services. Our approach includes:

1. Relationship Management: Your Account Management team is typically made up of an Account Manager and an Account Director/Head of to ensure the ongoing success of the partnership and serve as the primary point of contact for our customers. They proactively engage with customers, manage any change in requirements or scope, address any concerns, and hopefully build a truly collaborative partnership
2. Consultant Success: To help manage the team of consultants onsite we provide a dedicated success team at no extra cost.

The success team at Kubrick have an 'open door' policy enabling them to provide on demand support, tailored professional development & coaching in order to accelerate consultant's development and provide an additional layer of support for managers. Each client has a team who works closely with the Account Director/Manager with weekly internal touchpoints to ensure that the long-term benefits of the Kubrick model are realised

such as speedier onboarding, better consultant performance onsite, higher retention, better conversion rates, and ensuring that any performance/personal issues are dealt with quickly and effectively.

The key responsibilities of this team are to:

- Onboard consultants to client placement (incl. client line manager service introduction sessions)
- Support and navigate of consultants through their Kubrick placement, providing professional & personal development coaching, and promoting openness around mental health & wellbeing
- Promote regular and honest communication with clients to foster collaboration
- Facilitate performance reviews with our clients and consultants focused on performance and continued development aligned to client priorities
- Manage account reviews focused on successful outcomes through best practice adoption of Kubrick's services
- Partner with line management and central workforce strategy functions to deliver solutions to data talent transformation programmes
- Inform consultants of ongoing Kubrick news and additional opportunities for them to explore e.g. volunteering, becoming a guest on the podcast, invitation to conferences etc.

3. Additional technical support: We also provide an additional line of technical support, also at no extra cost for ad hoc support, where consultants are able to lean on the expertise of our Associate Principal and Principal consultants to provide additional technical expertise.

The training team also offer an 'open-door' policy allowing consultants to book time with them either virtually or at our offices to work through technical challenges to the benefit of our clients.

Termination Process

In the event of termination, our approach is to ensure a smooth and fair process for both parties. The specific clauses, rights, obligations, and responsibilities related to termination will be outlined in the contract agreement. This includes provisions for early termination of a Statement of Work by invoking a 30-day notice period. We understand that unforeseen circumstances may arise, and we are committed to working collaboratively to find a mutually agreeable solution. Our goal is to minimise any disruption and ensure a transparent and respectful termination process that protects the interests of both the customer and our company.

Our experience

Case Studies

Kubrick Case Studies

The Challenge

- Small Financial Services client needed to replace retiring Cloud/DevOps SME who was single source of information
- Outdated, difficult to maintain infrastructure and deployments in ARM templates
- Data Platform required deployment and design of Azure Data Factory as Infrastructure as Code to improve reliability
- No Disaster Recovery model in place for Databricks in event of Azure UK West Outage

The Solution

- Blended Squad of two CE consultants and KA squad lead, acting as sub-team to Data Platform
- Architect cross-Azure tenancy networking between on-prem data sources as Azure Data Factory Linked Services
- DevOps/Cloud knowledge augmentation, including documenting composite development and deployment processes, creating Knowledge Shares, and ensuring new DevOps/Cloud hires can maintain infrastructure
- Redesign Infrastructure as Code patterns from ARM templates to human-readable Terraform scripts through highly regulated environments
- Support Databricks failover from UK West, including consideration of GRS Delta Tables

The Results

In 4 months, the team of Kubrick consultants, with the support of a Kubrick Advanced Squad Lead went on to:

- Successfully deployed Azure Data Factory
- Consolidate DevOps/Cloud knowledge within the team to ensure longevity after departure of SME
- Create a Business Proposal to Group Architecture Board for ARM to Terraform conversion via Azure Terrafy, complete with guide to implement and security risk analysis
- Develop an approved Disaster Recovery model for Databricks to ensure fail over to skeletal infrastructure in West Europe, with Delta Deep Clone

Client List



- | | | |
|----------------------|--------------------------------|------------------------|
| • AbbVie | • Great Portland Estates | • RWE Group |
| • Ageas | • Haleon | • Sage |
| • Aon | • Hastings Direct | • Shell |
| • Arch Insurance | • IG Index | • Sony |
| • AXA UK | • International Airlines Group | • Spire Healthcare |
| • BBC | • John Lewis | • Sporting Index |
| • Beazley | • Kingfisher | • St. James's Place |
| • Belron | • LGIM | • Syngenta |
| • BNY Mellon | • Lloyds Banking Group | • The AA |
| • BT | • M&G | • The Guardian |
| • Canopus | • News UK | • The Pensions Regular |
| • Compare the Market | • Paysafe | • TUI Group |
| • Convex | • Quilter | • Virgin Atlantic |
| • Danon | • Ralph Lauren | • Wesleyan Bank |
| • DNA Payments | | • White and Case |
| | | • Zurich |

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