



Software Engineering

Service Definition Document

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4 pages including cover

Software Engineering

Service Description

Daintta provides software engineering and design capability that enable organisations to build cloud, on-premise and hybrid solutions at scale including Critical National Infrastructure (CNI). Daintta's specialisms include full-stack development, DevSecOps, IP Networking, 5G, Machine Learning, AI, and high-performance computing.

Service Features

- Specialised coding for high-performance and near real-time applications
- Requirements based elaboration of designs into modular systems
- IP Networking experience including ground-up design of CNI deployments
- DevOps and DevSecOps skillset and approach supporting agile deployment
- Providing a CI/CD driven approach including associated tooling
- Coaching and guidance for growing software engineering capability within organisations
- Driving of design activities ensuring aligned approach
- Experience in tooling applied across software lifecycle
- Significant experience in programming languages including Java, C++ and Python
- Unit through system-level testing expertise

Service Benefits

- Focussed engineering to meet the most demanding non-functional requirements
- Interface driven approach to reduce development and integration effort
- Clear and cost-effective network solutions aimed at minimising complexity
- Reducing cost through mitigating siloed project knowledge
- Reducing deployment and issue identification times and associated costs
- Supporting longer term sustainability of systems developed
- Recognising the importance of upfront design to reduce rework cost
- Clear reporting and tracking of activities and associated prioritisation
- Minimising cost through having means to select appropriate languages
- Reducing cost through up-front test strategy and execution

Annex 1 – standard Daintta services

Below is a list of standard Daintta services that apply to all GCloud services Daintta provides.

Planning

Daintta works with Clients to ensure projects and programmes have the appropriate planning in place to drive successful implementation. These services are flexible to fit into our client's existing delivery lifecycle and include:

- Define vision and mission of project with leadership and stakeholders
- Strategy (e.g. business, technical, architecture and data) and business case creation
- Agile led cloud planning and delivery
- High level and low-level planning control
- Risk, issue and dependency management
- Business analysis (data and user centric design)
- Operating model development
- Manage benefits across the full project lifecycle
- Backlog management and refinement services

Set-up and Migration

Daintta offers a range of services to help organisations setup a cloud capability, cloud migration and/or retirement. These services cover the full services lifecycle, they include:

- Strategy (e.g. business, technical, architecture and data) and business case creation
- Analysis and assessment of as-is and desired to-be state
- Selection of best suited delivery methods, people, technology, processes and data
- Full deliverables of required artefacts, depending on need (e.g. planning, risks and mitigation, architecture, testing, training, service management)
- Execute service setup and/or migration
- Monitoring and continuous improvements

Daintta brings extensive and proven experience in delivering complex technological projects to agreed time, cost and quality whilst managing risks. This covers planning, delivering, migrating and implementing cloud-based capabilities via appropriate people, processes, technologies and delivery methods (e.g. Waterfall, Agile, Iterative).

Quality Assurance and Performance Testing

Daintta works with Clients to ensure appropriate quality assurance is established and performance testing is achieved. Daintta helps Clients develop strategies and deliver tests for quality assurance and performance testing. Daintta's testing approach covers all variations of testing including system integration testing, operational acceptance testing and user acceptance testing.

Daintta utilises a risk-based approach to quality assurance and testing, mitigating risk early through appropriate, proportional use of the testing resource. Early detection and mitigation of defects in the lifecycle, saves time, improves quality, reduces risk and maximises return on investment.

Training

Daintta offers a range of flexible training services appropriate to our offerings. Daintta offers the option for bespoke training tailored to our Client's specific training needs. Additionally, Daintta offers shadowing and mentoring to Client staff.

Daintta follows a structured approach to learning and training development that include:

- Engage directly with end users follow a user centric approach to training
- Perform Training Needs Analysis (TNA) and assessment
- Develop training roadmap and curriculum relevant to training needs
- Define individual and generic training plans
- Flexible to accommodate group and individual training and learning
- Train the trainer options to scale training within our Client's organisation
- Gamification training techniques

Support Services

Support services are flexible options available to Daintta's Clients. Daintta have two key areas of contact: Email and Phone. This is a standard support service which is shared across multiple clients. Every organisation will have a technical account manager assigned. If clients require dedicated support or support from specific locations this can be provided.

Security Services

Daintta provides a range of security services including, but not limited to:

- Security strategy
- Security risk management
- Security design
- Cyber security consultancy
- Security audit services