



ITNextGen Limited
Digital Technology Specialists

G-Cloud 14 Service Definition Document DevOps Services - Cloud Support

ITNextGen Limited

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Service Overview:

ITNextGen offers comprehensive DevOps services to enable clients to streamline their software development processes, enhance collaboration between development and operations teams, and achieve continuous integration and delivery and reduced deployment and release time.

DevOps services Scope:

Continuous Integration (CI): Automating the process of code integration, testing, and deployment to ensure that changes are frequently and consistently merged into a shared repository.

Continuous Deployment (CD): Automating the deployment of code changes to production environments after passing automated tests, thus enabling rapid and reliable software releases.

Infrastructure as Code (IaC): Managing infrastructure through code to automate the provisioning, configuration, and management of infrastructure resources, leading to greater consistency and scalability.

Containerization and Orchestration: Utilizing containerization technologies such as Docker and orchestration tools like Kubernetes to package, deploy, and manage applications and their dependencies in a scalable and efficient manner.

Configuration Management: Automating the configuration and maintenance of infrastructure and application components to ensure consistency and reliability across environments.

Monitoring and Logging: Implementing robust monitoring and logging solutions to track application performance, detect issues, and facilitate troubleshooting and optimization.

Security and Compliance: Integrating security practices and compliance requirements into the development and operations processes to ensure that applications and infrastructure are secure and meet regulatory standards.

Service Features:

- Onboarding Process
 - Initial consultation to understand client requirements and objectives.
 - Assessment of existing infrastructure, processes, and tools.
 - Development of a tailored DevOps strategy and roadmap.
- Implementation Phase
 - Configuration and setup of CI/CD pipelines.
 - Implementation of infrastructure automation using IaC tools.
 - Integration of monitoring, logging, and security solutions.
 - Training and knowledge transfer to client teams.
- Ongoing Support and Maintenance
 - Monitoring and optimization of DevOps processes and tools.
 - Regular updates and enhancements to CI/CD pipelines.
 - Troubleshooting and resolution of issues.
 - Adherence to service level agreements (SLAs) and compliance requirements.

Service Benefits:

- Accelerated software delivery cycles.
- Improved collaboration and communication between teams.
- Increased reliability, scalability, and efficiency of infrastructure.
- Enhanced visibility into application performance and system health.
- Reduced risk through automated testing and compliance enforcement.