Title: DGM Agility – Cloud Support Service Definition Document

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Document Distribution & Approval

Name	Role	Signature	Date	Issue

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Architecture as a Service

At DGM Agility we believe in great outcomes for our customers, which is why we are perfectly positioned to provide Architecture as a Service no matter the size and complexity.

Our Architecture Team has over 25 years' experience providing Architecture services within disparate environments.

As part of AaaS offering we provide the following services:

- Architecture Governance
- Solutions Architecture
- Application, Data and Security Architecture
- Infrastructure design and optimization,
- Software development
- Data management
- Security, and risk management.
- Compliance with industry standards, best practices, and regulations.

DGM AaaS is a cost-effective solution for businesses of all sizes to adopt architecture practices and improve their IT capabilities.

Business Architecture

DGM Agility has developed a framework that defines the structure of an organisation in terms of its capabilities, people, processes, and technology including information, providing a blueprint for how an organisation will operate.

Business Alignment

Aligns the organisation to the business goals and objectives, providing a clear understanding of the organisation structure and how they interact. It also provides a common language to ensure complex discussions and communications are understood.

Change Management

Business Architecture provides a structured approach to assessing the current business landscape and how a new structure may work and identifying, risk within a full impact assessment, enabling better decision making.

Streamlined Process

Business Architecture also allows the business to identify where processes can be further streamlined and optimising resourcing.

Service Features

The following service features are included:

- Aligning the business to the organisation
- Document Business Goals and Objectives
- Defining the organisational structure
- High Level Target Operating Model
- Assessing the current business landscape

- Streamline business processes

Service Benefits

The following benefits are derived:

- Aligns the business to the organisations goals and objectives
- Providing clear understanding of the organisation structure
- Provides a common language across the organisation
- Identifies risks with impact assessment
- Enabling better decision making
- Optimising business processes

Service Approach

Our approach to planning involves:

- Establishing the vision and objectives for the organisation
- Scoping the activities required to achieve the objectives
- Defining the success criteria an agreed definition of done
- Carryout risk and impact assessment.

DGM Agility has developed a framework that defines the structure of an organisation in terms of its capabilities, people, processes, and technology including information, providing a blueprint for how an organisation will operate.

Aligns the organisation to the business goals and objectives, providing a clear understanding of the organisation structure and how they interact. It also provides a common language to ensure complex discussions and communications are understood.

Business Architecture provides a structured approach to assessing the current business landscape and how a new structure may work and identifying, risk within a full impact assessment, enabling better decision making. Business Architecture also allows the business to identify where processes can be further streamlined and optimising resourcing.

Quality Assurance

We help by mapping out processes within an organisation, Quality Assurance ensures that these processes meet defined standards and specifications.

Performance Testing, also, assesses the efficiency and effectiveness of these processes, ensuring they perform optimally. integrating various systems and technologies within an organization, QA ensures that these integrations are seamless, functional, and error-free.

Performance Testing ensures that the integrated systems perform well under various conditions, such as load testing to ensure they can handle expected levels of traffic In organisations where products or services are developed, Business Architecture plays a crucial role in defining the structure and relationships between various components. QA ensures that these products or services meet quality standards and specifications. Performance Testing ensures that the products or services perform well under different conditions and loads Business Architecture often involves implementing changes within an organization, whether it's restructuring processes, introducing new technologies, or launching new products or services.

Enterprise Architecture

Enterprise Architecture overlaps with Business Architecture but is more focused on translating the business Goals and Objectives into technical vision and requirements surrounding the organisations people, processes, and technology.

Business Alignment

Enterprise architecture helps align IT initiatives and investments with the organisation's strategic goals and objectives. Enterprise Architecture ensures that technology decisions support business priorities and value creation.

Change Management

Enterprise Architecture is typically the owner of the technical roadmap of transition from the current to future state. It also works with stakeholders to ensure a smooth transition is possible.

Streamlined Process

In the same way as Business Architecture, Enterprise Architecture looks at the risk and impact to individual departments and works with the stakeholders to find mitigations.

Service Features

The following service features are included:

- Aligning IT initiatives with the organisation strategic goals and objectives
- Ensures that technology decisions support business priorities
- Owner of the technical roadmap
- Risk and impact to individual departments
- Initiates value creation
- Works with stakeholders to find mitigations
- Manages the transition from the current to the future state

Service Benefits

The following benefits are derived:

- Translates the business strategy into a technical strategy
- Owner of the technical roadmap
- Tracks risk and carries out impact analysis
- Enabling better decision making
- Optimising business processes

Service Approach

Our approach to planning involves:

- Gaining a deep understanding of the organisations business strategy, goal, objectives and key drivers.
- Engage with business leaders and stakeholders to understand their priorities and challenges.
- Perform an assessment of technical landscape including, people, processes and technology.
- Define a future state vision that aligns to the business strategy, goals, principles, standards, and guidelines for better decision making.

- Create a detailed roadmap outlining the steps and milestones required to transition form the current to future state.
- Engage with stakeholders to communicate and gain buy in for the planed change.

Enterprise Architecture can effectively plan and execute initiatives that support the business objectives, drive innovation and enable organisational success. DGM Agilities has a proven and well understood approach to meet your needs and ensures that any future state is compliant.

Quality Assurance

Our Enterprise Architects define architecture principles, standards, and best practices that govern the development and implementation of IT solutions within the organization. These standards encompass various aspects, including design patterns, coding conventions, testing methodologies, and performance guidelines. By promoting consistency and adherence to best practices, EA helps ensure that QA and performance testing activities are conducted effectively.

Enterprise Architects collaborate with business stakeholders to identify and define non-functional requirements, including performance, reliability, scalability, and security requirements. These requirements serve as the basis for QA and performance testing efforts, guiding test planning, execution, and evaluation.

Our Enterprise Architects promote a culture of continuous improvement by capturing lessons learned from QA and performance testing activities and incorporating feedback into architectural guidelines and standards. They analyse testing results, identify areas for improvement, and propose architectural enhancements to address quality and performance concerns proactively.

Solutions Architecture

The main focus of the Solutions Architect is to translate business technical requirements into technical specifications and designs, which enables the right product selection for the organisation. The Solution Architect oversees the implementation of the solution.

Business Alignment

The solution Architect ensures that any chosen solution is aligned with business requirements, by understanding the business context and needs, the solution architect can design solutions that deliver value and support to the organisations goals.

Change Management

The Solution Architect assess and mitigates risk associated with a particular solution or solutions which includes security, compliance, data privacy and solution reliability. They also ensure that the organisation can make informed decisions about technology investment considering cost, scalability, interoperability and supportability.

Streamlined Process

The solutions Architect addresses the challenges of integration by designing solutions with interoperable interfaces and standardised technology ensuring systems and business processes are optimised.

Service Features

The following service features are included:

- Analysis of business requirements
- Ensures that the solution addresses the organisations specific needs
- Creating detailed design of the solution architecture
- Designing software components, data models, interfaces and infrastructure
- Defining functional and non-functional requirements
- Designing for scalability and performance
- Incorporating security measures and compliance controls to protect sensitive data
- Mitigate risks and ensure regulatory compliance
- Defining testing strategies and quality assurance

Service Benefits

The following benefits are derived:

- Ensures the solution is aligned with the organisations business strategy
- Adapt the solution to changing business requirements
- Provides a common language across the organisation
- Identifies and mitigates risks associated with the solution
- Provides stakeholders with accurate information supporting better decision making
- Promotes a culture of continuous improvement
- Provide a structured approach to designing and implementing solutions

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Service Approach

Our approach to planning involves: A Solution Architect plays a crucial role in delivering cloud hosting software services by designing the architecture and providing guidance throughout the development, deployment, and operation phases.

- Requirements gathering by working closely with stakeholders to understand their requirements, including scalability, performance, security, and compliance.
- Based on requirements, we evaluate different cloud providers and recommend an approach based on the right provider for the right workload.
- Through architecture design we will describe the cloud architecture taking into consideration scalability, reliability, security and cost-effectiveness
- Our Solution Architect will oversee the deployment of the service on to the cloud platform ensuring correct configuration, setup and provisioning of resources.
- During and after migration a Solution Architect will continuously evaluate the cloud hosting environment and architecture to identify opportunities for optimisation.

By leveraging their expertise in cloud technologies, architecture design, and best practices, our Solution Architects will play a critical role in delivering cloud-hosted software services that are scalable, secure, reliable, and cost-effective. They ensure that the cloud architecture meets the organization's requirements and enables the successful delivery and operation of the software service in the cloud environment.

Quality Assurance

Solution architects play a significant role in impacting quality assurance (QA) and performance testing by providing guidance, designing architectures that support testing requirements, and ensuring that the systems being developed or migrated meet quality and performance standards.

Here's how solution architects impact QA and performance testing Solution architects design architectures with testability in mind, ensuring that systems are modular, decoupled, and have well-defined interfaces they define clear boundaries between components, making it easier for QA teams to isolate and test individual units or modules.

Solution architects collaborate with stakeholders to define non-functional requirements related to performance, scalability, reliability, security, and recommend and evaluate testing tools and technologies that align with the architecture and meet the needs of QA and performance testing. Our Solution architects collaborate with QA teams to gather feedback from testing activities and identify opportunities for architectural improvements.

By actively involving solution architects in QA and performance testing activities, organisations can ensure that systems are thoroughly tested, meet quality and performance standards, and deliver value to stakeholders.

Domain Architecture

A domain Architect is a specialised role that focuses on a specific domain such as, Technology, process, data, security, applications and infrastructure including cloud services. They have overall responsibility for their domain of expertise.

Business Alignment

The domain architect ensures that their domain aligns to the broader business goals and objectives.

Change Management

Domain architects continually assess and adapt to their domain architecture to meet the new challenges and opportunities, enabling organisations to respond effectively to markets, regulations and internal needs.

Streamlined Process

The Domain Architect is critical in defining a more streamlined process facilitating data exchange and collaborative communications across the organisation.

Service Features

The following service features are included:

- Domain Architects possess expertise and understanding of specific domain
- Specialising in networking, data management, security or application development
- Address the unique challenges and objectives of their domain
- Provide technical leadership and guidance to development teams
- Identify potential risks and challenges within their domain
- Evaluate new technologies, tools, and frameworks within their domain
- Make recommendations on technology selection
- Define quality assurance processes, best practises specific to their domain
- Conduct architecture reviews and assessments to validate compliance

Service Benefits

The following benefits are derived:

- Bring specialised expertise and knowledge to their designated domain
- Provide tailored solutions that address unique technical challenges
- Provides a common language across the organisation
- Apply domain specific best practises and standards
- Streamline the design and development process by providing guidance and standards
- Optimising business processes
- Identify reusable components specific to their domain
- Accelerating time to market for new products and services
- Produce risk assessment and mitigation strategies
- Contribute to the continuous improvement of architecture practises

Service Approach

Our approach planning with a focus on understanding the specific requirements, challenges, and objectives within the designated domain. The planning process involves thorough analysis,

collaboration with stakeholders, and strategic decision-making to ensure that solutions align with business goals and technical standards.

A domain is identified as but not limited to Cloud, Security, Data, Application, and infrastructure which includes networking.

We start by gathering requirements from stakeholders within the domain, including business users, project managers, and technical teams. Taking time to Analyse the current state of the domain, including existing systems, processes, and technologies.

We Identify key challenges, pain points, and opportunities for improvement within the domain, considering factors such as scalability, performance, security, and compliance. By engaging stakeholders and establish open communication channels and build strong relationships with stakeholders to foster collaboration and trust throughout the planning process.

We make informed decisions based on requirements analysis and stakeholder feedback, we design solutions and architectures that address the identified needs and challenges within the domain.

We continuously evaluate and refine the planning processes based on lessons learned and feedback from stakeholders.

Quality Assurance

We play a crucial role in ensuring quality assurance (QA) and performance testing within a specialized domain. We start by understanding the quality and performance requirements specific to the domain.

We collaborate with stakeholders to define quality metrics, performance targets, and testing criteria. Based on requirements analysis, we design test strategies and plans that address quality assurance and performance testing.

We evaluate and select testing tools and technologies that are suitable for QA and performance testing taking into consideration factors such as functionality, compatibility, scalability, and integration capabilities when choosing testing tools.

We collaborate closely with QA teams to ensure that QA and performance testing activities align with architectural standards and requirements.

We leverage domain expertise to conduct performance modelling and analysis, define realistic scenarios, workload profiles, and performance metrics for performance testing.

We integrate security considerations into QA and performance testing and collaborate with QA teams to define security testing requirements.

We continuously evaluate and improve QA and performance testing processes, gather feedback, analyse testing results, and identify opportunities for optimization and enhancement over time.

By actively involving Domain Architects in QA and performance testing activities, meet quality and performance standards, mitigate risks, and deliver value to stakeholders

Software Development

DGM Agility has over 25 years' experience working across multiple domains and services including MoD, NHS, and other Local and Central Government bodies as well Financial Services and other private sector industries.

We work with our customers either providing a DGM fully managed team to deliver specific outcomes or provide individuals and / or small teams of developers to work within your existing teams.

Secure by Design Principles

At DGM Agility we have adopted the secure by design 10 principles into our DNA, where each line of code written within each development cycle has security at its core. This approach not only ensures our development teams are placing security and the forefront of everything they to it also ensures better outcomes for our customers by reducing risks and the right controls are in place for continuous improvement throughout the life of the product.

- Create responsibility for cyber security risk.
- Source secure technology products.
- Adopt a risk-driven approach.
- Design useable security controls.
- Build in detect and respond security.
- Design flexible architectures.
- Minimise the attack surface.
- Defend in depth.
- Embed continuous assurance.
- Makes changes securely.

Service Features

The following service features are included:

- Agile software development and techniques (TDD/BDD, CI/CD)
- Software Development: Microservices, Webservices, RESTful API and platform integration
- Configuration automation: Terraform, Kubernetes, Ansible, CloudFormation
- CI/CD: Circle-CI, GitHub, BitBucket, GitLab, Azure DevOps
- PaaS platforms: Heroku, ElasticBeanstalk, Google AppEngine, CloudFoundry, Azure
- Front-End software development (AngularJS, NodeJS, JavaScript, HTML5, CSS, JQuery)
- Back-End software development (Java, C#, .Net, Ruby, Python, PHP)
- Database (mongoDB, Hadoop, noSQL, Oracle, SQLServer, Postgres, MySQL)

Service Benefits

The following benefits are derived:

- Adherence to principles and standards e.g., SOLID/DRY, GDS-Service Standards
- Independent Quality Assurance and automated testing
- Open-source Software Development to eliminate vendor and platform lock-in
- Accelerated prototype and MVP development
- Full cloud coverage: Google Cloud, AWS, Azure, Heroku
- Automated regression testing to speed up major release cycles

- Minor changes continuously tested and delivered using fully automated pipelines
- We can embed programmers or provide outcomes based delivery

Service Approach

Our approach to planning involves:

- Establishing the vision and objectives for each engagement
- Scoping the activities required to achieve the objectives
- Defining the success criteria an agreed definition of done

We use Agile tools and techniques in the form of Daily Stand-ups, Sprint Planning Meetings, Team reviews (show and tells), Retrospectives meetings, End-of-phase retrospectives, User stories, Backlog refinement and Team Walls.

Discovery: before we commit to building a service, we establish a joint understanding of the problem that needs to be solved.

Alpha: here we try out different solutions to the problems that we learnt about during discovery.

Beta: is where we take the best idea from alpha and start building it for real. It also involves thinking about how the service will integrate with (or start to replace) existing services and preparing for the transition to live.

Live: The live phase is about supporting the service in a sustainable way and continuing to iterate and make improvements.

Quality Assurance

We take an agile approach to QA and test using Test Driven Development (TDD), Acceptance Test Driven Development (ATDD) and Behaviour Driven Development (BDD).

We use TDD as an advanced technique of using automated unit tests to drive the design of software and force decoupling of dependencies.

We use ATDD to examine externally visible effects from a users point of view, such as specifying the correct output of a system given a particular input. BDD provides a suite of unit tests for constant feedback that each component is still working. The unit tests act as documentation that cannot go out-of-date, unlike separate documentation, which can and frequently does. We have technical experience of a wide range of testing tools including: Jira, JMeter, Selenium, Zephyr, Pivotal Tracker, Appium, TestOps, QMetry, qTest Scenario, SoapUI, SpecFlow, Behat, and Practitest.

Software Languages Supported:

Python | Java | JavaScript | PHP | Ruby | C++ | C# | Swift | Golang | Kotlin | Rust | Scala

Web Development Frameworks Supported:

Laravel | Spring | Angular | React | Express | Django | Next.Js | JQuery

Agile Methodologies and Frameworks used:

SCRUM | Kanban | Lean Development | SAFe

System Integration:

REST | SOAP | GraphQL | Webhook

Tooling:

Git | Jira | Maven | Gradle |Apache ANT| SE | Junit | Jenkins | Puppet | Chef | SALTSTACK | Ansible | New Relic | SENSU | Nagios

Digital Health Software Development

DGM Agility has over 25 years' experience working across multiple domains and services including MoD, NHS, and other Local and Central Government bodies as well Financial Services and other private sector industries.

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- Defend in depth.
- Embed continuous assurance.
- Makes changes securely.

Service Features

The following service features are included:

- Agile software development and techniques (TDD/BDD, CI/CD)
- Software Development: Microservices, Webservices, RESTful API and platform integration
- Bespoke software design and development
- Clinical UX/UI
- Digital Technology Assessment Criteria (DTAC) compliant as standard
- Multi-platform (web / native) capability
- Unique and scalable software architecture
- NHS-ready Interoperability capabilities

Service Benefits

The following benefits are derived:

- Adherence to principles and standards e.g., SOLID/DRY, GDS-Service Standards
- Independent Quality Assurance and automated testing
- Accelerated prototype and MVP development
- Full cloud coverage: Google Cloud, AWS, Azure, Heroku
- Develop bespoke innovation, built with the UK NHS in mind
- Gain complimentary clinical insights and support

- Smart scaling servers (load balancers) increase/decrease based on demand
- NHS regulatory compliance from the outset

Service Approach

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Agile Methodologies and Frameworks used:

SCRUM | Kanban | Lean Development | SAFe

System Integration:

REST | SOAP | GraphQL | Webhook

Tooling:

Git | Jira | Maven | Gradle |Apache ANT| SE | Junit | Jenkins | Puppet | Chef | SALTSTACK | Ansible | New Relic | SENSU | Nagios

Software Testing

DGM Agility will configure testing to your specific needs. Our teams can follow a Test-Driven Development (TDD) methodology where development teams write the tests before any code is implemented. This enables early detection of any bugs and design flaws giving confidence that any changes implemented haven't introduced regressions or broken existing functionality.

Our testing teams collaborate with the developers to ensuring a solid testing process is in place and that independent testing can be carried out assessed and assured later in the cycle, typically at Systems Integration.

Our Teams will adopt this approach as default but are equally able to follow your methodology and practices.

Service Features

The following service features are included:

- Functional Software Testing, planning and execution
- Performance testing of software
- Test automation and regression testing
- Test capacity planning and management
- Test tools selection and application
- Test audits and areas for improvement
- Test Programme management
- Testing strategy and review
- Testing and Dev Ops support
- Provision of On-site and Off-site testing resources

Service Benefits

The following benefits are derived:

- Cost saving through modern and cost effective test practices
- Cost saving through improved test capacity and usage
- Improve the effectiveness and efficiency of the testing process
- Reduce business risk through expert testing
- Reduce business risk through strong testing advocacy

Service Approach

Our approach to planning involves: Planning for the testing of the solutions, against the business requirements.

Plan for testing the data migration and software features. We develop a comprehensive test plan document that outlines the approach, scope, resources, schedule, and activities of how testing will be carried out for a specific project. It will identify functional and non-functional testing along with test entry and exit criteria. It will also identify any risks, contingencies and over all test approach.

DGM Agility has extensive experience with testing best practices and can help in the following areas:

Test Policy

DGM can develop a test policy which is a high-level document that defines the overall approach and principles guiding the testing activities within an organization or project, and contains the following information:

- Objectives and scope
- Roles and responsibilities
- Testing standards and processes
- Test environments and infrastructure.
- Test Data Manager including the creation, storage, and usage of data.
- Defect Management defines the capture, reporting and prioritization of defects.
- Test automation guidelines along with metrics and reporting.
- Identify supporting documentation.

Test Plan

We can develop a comprehensive test plan document that outlines the approach, scope, resources, schedule, and activities of how testing will be carried out for a specific project. It will identify functional and non-functional testing along with test entry and exit criteria. It will also identify any risks, contingencies and over all test approach.

This is a critical document for software testing and execution within the testing cycle and can serve as a reference point for key stakeholders. It ensures that testing is conducted systematically, thoroughly and in accordance with the identified project requirements.

Test Automation

DGM Agility has extensive experience with test automation using specialised tools to automate the execution of tests and automatically comparing test outcomes against the expected results. We are also increasingly making use of AI to help:

- Threat detection by identifying and responding to security threats in real-time while predicting security vulnerabilities to measure and mitigate risk
- Faster development time by optimizing CI/CD pipelines automating code testing and deployment processes.
- AI can assist with code reviews identifying code issues, bugs and potential security flaws.
- Scale to handle larger data volumes and tasks.
- Continuous monitoring responding to security threats.
- Assist with ensuring testing practices adhere to industry specific compliance standards and regulations.

We provide knowledge share sessions to our customers on how to adapt AI into their standard practices and take advantage of its feature rich capabilities.

Test Analyses / Audit

As part of the DGM Agility offering we can provide an independent Quality Assurance role where our teams will review all aspects of your testing approach, including Test Policy, plans, and automation to ensure best practices are followed and artifacts meet predefined standards helping to deliver higher quality software products to end users.

DGM Agility has extensive working knowledge in this area and often carries out independent testing within the financial services to meet payment and regulatory standards.

- Test Analysis – Involves the examination of testing requirements, test cases, and test design to ensure that they are well defined, comprehensive, and aligned with a project's objectives and requirements. It also ensures testing effort is focused in the right areas, that test cases cover the relevant aspects of the software, and that the testing process is well planned and executed.
- Test Audit – Involves a systematic review and evaluation of testing processes, practices, and artifacts to verify compliance with established testing standards, policies, and guidelines. It identifies areas for improvement, ensuring adherence to best practices and overall effectiveness.

Quality Assurance

Being a niche provider of performance testing and test automation.

We provide independent risk analysis to determine the level of testing required to reach SLAs and achieve optimum performance before executing and reporting on performance testing.

We performance test mobile, desktop and web applications. Our automated testing greatly reduces the time manual testing requires and therefore greatly reduces costs whilst providing an easily maintained repeatable set of automated tests.

We are tool agnostic and are familiar with all the industry leading tools as well as open source tools. Not all tests are suitable for automation and we can help you determine the ROI.

We can help establish which applications or systems are most at risk according to business use and prioritise which should be performance tested.

We deliver this by four clear stages - Discover, Build, Execute and Report. Our consultants are able to tease our functional /non-functional requirements from the business, ensuring they are built into the test plan. Non-functional software quality the key is infrastructure as code so that all the test environments, including integration, performance and security are identical to production, meaning the risk of introducing new defects is significantly reduced and replication production issues easier.

DevSecOps Consultancy

DGM Agility has been developing a best practices framework since 2019. DevSecOps is a methodology that integrates security practices into the DevOps (Development and Operations) process. It aims to ensure that security is treated as a priority throughout the software development lifecycle, rather than being added as an afterthought.

Service Features

The following service features are included:

- Secure by Design
- Automation of security processes
- Continuous monitoring and feedback
- Collaboration across teams
- Shift-Left Security
- Compliance Regulatory Alignment
- Automating the provisioning of on site offsite resourcing

Service Benefits

The following benefits are derived:

- Improved Security Posture
- Faster Time to Market
- Cost Saving of Repeatable Process
- Continuous Improvement
- Increased trust and satisfaction
- Prioritises Security without Compromising Agility
- Build and deliver secure software more efficiently, effectively and reliably

Service Approach

Our approach to planning involves: Assessing the current state, by understanding the organisation current development and operations and security processes.

Define and document clear goals and objectives.

Establish cross functional teams that includes members from Development, Security and Operations to encourage collaboration and communication.

Educate and train teams on DevSecOps on core principles and secure by design practices. Implement continuous monitoring to monitor applications, infrastructure and networks for security threats in real-time.

Ensure compliance and regulatory alignment implementing controls and processes to maintain compliance with standard's such as GDPR, PCI-DSS, NCSC Develop continuous improvement and practices throughout the teams based on feedback, lessons learned and changing security threats.

Assessment

Our approach is to design projects to take into account client requirements and environments, focussing on outcomes and minimising risks.

- Initiation session – aimed at understanding the business, its processes, strategic objectives and current data governance frameworks
- Identification of Information Assets – using representatives from across the organisation, identifying and assessing information assets
- Information Security / Data Governance Awareness interviews
- Gap Analysis and Outline Assessment of current compliance
- Risk Register with key prioritised risks faced by the organisation
- Action Plan based on priorities
- Establishment of Data Governance framework and supporting governance structures to underpin digital transformation and cloud service delivery

Implementation

DGM provides a number of sub-services which support the overall service, each of which can be delivered as a stand-alone work package, or be grouped with other services as required.

- Risk Assessment – working with the organisation identifying its business needs and providing an assessment of its significant risks and recommended actions to mitigate those risks
- Policy Review – reviewing current policies in place, assess their relevance and applicability and analyse gaps, provide updates and implement new policies based on outcomes

Review

To ensure that our objectives have been met we address the following:

- Post Implementation Reviews – assess the success or otherwise of the project or programme of work and whether the objectives have been met. Identify areas for improvement and perform lessons learned.

The data governance services enable an organisation to deliver a range of structures, processes and people to manage the governance of an organisation's information assets.

Quality Assurance

Quality assurance (QA) and performance testing are critical components of a service desk migration to ensure that the new environment meets functional requirements, performance expectations, and user needs.

Functional Testing: Verify that all core functionalities of the service desk platform are working as expected, including ticket creation, assignment, escalation, resolution, and closure. Test service desk workflows, processes, and automation rules to ensure they operate correctly in the new environment.

Validate integration points with other IT systems, such as asset management, monitoring, and reporting tools, to ensure data consistency and interoperability.

User Acceptance Testing (UAT): Involve end users, support personnel, and other stakeholders in UAT to validate that the new service desk platform meets their needs and expectations.

Test common user scenarios, such as submitting tickets, tracking ticket status, accessing knowledge base articles, and communicating with support agents.

Gather feedback from UAT participants on usability, functionality, and any issues encountered during testing.

Cross Device Testing: Test the service desk platform across different web browsers, operating systems, and devices to ensure compatibility and consistency in user experience. Verify that the platform functions correctly and displays content properly across a variety of browsers, screen sizes, resolutions, and devices.

DevSecOps Testing

DGM Agility DevSecOps team is responsible for implementing and managing DevSecOps practices placing security, automation, and continuous improvement at the heart of everything they do.

The ability to deploy cloud infrastructure as part of DevSecOps continuous integration / continuous development (CI/CD) pipelines is critical to achieving full stack deployment particularly in the context of modern, dynamic cloud platforms.

Infrastructure as Code (IaC) can help streamline your operations, reduce manual errors, and enhance security and compliance. You will also achieve greater resilience and scalability with managing IT resources.

Service Features

The following service features are included:

- Functional Software Testing, planning and execution
- Performance testing of software
- Test automation and regression testing
- Test capacity planning and management
- Test tools selection and application
- Test audits and areas for improvement
- Test Programme management
- Testing strategy and review
- Testing and Dev Ops support
- Provision of On-site and Off-site testing resources

Service Benefits

The following benefits are derived:

- Cost saving through modern and cost effective test practices
- Cost saving through improved test capacity and usage
- Improve the effectiveness and efficiency of the testing process
- Reduce business risk through expert testing
- Reduce business risk through strong testing advocacy

Service Approach

Our approach to planning involves: Planning for the testing of the solutions, against the business requirements.

Plan for testing the data migration and software features. We develop a comprehensive test plan document that outlines the approach, scope, resources, schedule, and activities of how testing will be carried out for a specific project. It will identify functional and non-functional testing along with test entry and exit criteria. It will also identify any risks, contingencies and over all test approach.

Assessment

DGM can carry out extensive assessments of your existing development, security and operational processes and identify where best practices can be more closely followed. Any assessment performed will be followed up with a report and detailed actionable recommendations.

Implementation

DGM can design and implement a tailored framework aligned to your current environment and ways of working with seamless integration into existing workflows while introducing Artificial Intelligence (AI) where needed.

Training

DGM can carry out informative bite size workshops and training sessions for your teams empowering your staff with the knowledge and skills to succeed.

Test Policy

DGM can develop a test policy which is a high-level document that defines the overall approach and principles guiding the testing activities within an organization or project, and contains the following information:

- Objectives and scope
- Roles and responsibilities
- Testing standards and processes
- Test environments and infrastructure.
- Test Data Manager including the creation, storage, and usage of data.
- Defect Management defines the capture, reporting and prioritization of defects.
- Test automation guidelines along with metrics and reporting.
- Identify supporting documentation.

Test Plan

We can develop a comprehensive test plan document that outlines the approach, scope, resources, schedule, and activities of how testing will be carried out for a specific project. It will identify functional and non-functional testing along with test entry and exit criteria. It will also identify any risks, contingencies and over all test approach.

This is a critical document for software testing and execution within the testing cycle and can serve as a reference point for key stakeholders. It ensures that testing is conducted systematically, thoroughly and in accordance with the identified project requirements.

Test Automation

DGM Agility has extensive experience with test automation using specialised tools to automate the execution of tests and automatically comparing test outcomes against the expected results. We are also increasingly making use of AI to help:

- Threat detection by identifying and responding to security threats in real-time while predicting security vulnerabilities to measure and mitigate risk
- Faster development time by optimizing CI/CD pipelines automating code testing and deployment processes.
- AI can assist with code reviews identifying code issues, bugs and potential security flaws.
- Scale to handle larger data volumes and tasks.

- Continuous monitoring responding to security threats.
- Assist with ensuring testing practices adhere to industry specific compliance standards and regulations.

We provide knowledge share sessions to our customers on how to adapt AI into their standard practices and take advantage of its feature rich capabilities.

Test Analyses / Audit

As part of the DGM Agility offering we can provide an independent Quality Assurance role where our teams will review all aspects of your testing approach, including Test Policy, plans, and automation to ensure best practices are followed and artifacts meet predefined standards helping to deliver higher quality software products to end users.

DGM Agility has extensive working knowledge in this area and often carries out independent testing within the financial services to meet payment and regulatory standards.

- Test Analysis – Involves the examination of testing requirements, test cases, and test design to ensure that they are well defined, comprehensive, and aligned with a project's objectives and requirements. It also ensures testing effort is focused in the right areas, that test cases cover the relevant aspects of the software, and that the testing process is well planned and executed.
- Test Audit – Involves a systematic review and evaluation of testing processes, practices, and artifacts to verify compliance with established testing standards, policies, and guidelines. It identifies areas for improvement, ensuring adherence to best practices and overall effectiveness.

Quality Assurance

Being a niche provider of performance testing and test automation.

We provide independent risk analysis to determine the level of testing required to reach SLAs and achieve optimum performance before executing and reporting on performance testing.

We performance test mobile, desktop and web applications. Our automated testing greatly reduces the time manual testing requires and therefore greatly reduces costs whilst providing an easily maintained repeatable set of automated tests.

We are tool agnostic and are familiar with all the industry leading tools as well as open source tools. Not all tests are suitable for automation and we can help you determine the ROI.

We can help establish which applications or systems are most at risk according to business use and prioritise which should be performance tested.

We deliver this by four clear stages - Discover, Build, Execute and Report. Our consultants are able to tease our functional /non-functional requirements from the business, ensuring they are built into the test plan. Non-functional software quality the key is infrastructure as code so that all the test environments, including integration, performance and security are identical to production, meaning the risk of introducing new defects is significantly reduced and replication production issues easier.

Information Security Risk Assessment

DGM Agility offers experienced information security services that regularly interface with large organisations and have a proven record of achievement in managing and defining every aspect of an information security project or programme of work

Definition of responsibilities and governance controls are essential within our management framework, and it is in the management and governance of complex risk assessments which will help an organisation to put in place the correct controls.

Service Types

The following service types are offered:

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

Service Features

The following service features are included:

- Gap Analysis
- Data classification / Information Asset Register
- Risk assessment
- Risk Management
- Information Security Roadmap
- Control Implementation Support
- Ongoing Analysis and Support

Service Benefits

The following benefits are derived:

- Assurance to DSO and senior management that organisation is secure
- Holistic understanding of organisational information security
- Drive compliance with policy
- Identify gaps and weaknesses to address
- Take a proactive approach to information security
- Best practice
- Information Security risk management without following prescribed framework
- Significant ROI

www.dgmagility.com | Company Number: 12240183 | ICO ZA891606 | Financial Conduct Authority FRN: 948594

Service Approach

Our services are designed to help organisations in all aspects of Cyber Security and develop their maturity, irrespective of where they are in the journey, from assessing, planning to designing, implementing and supporting operationally.

We offer a number of services designed to help buyers to plan, implement and manage security and protect data within cloud hosting or software services.

Each engagement is treated as a bespoke requirement to ensure planning for onboarding, through life management and offboarding works for our customers unique requirements.

Assessment

Our approach is to design projects to take into account client requirements and environments, focussing on outcomes and minimising risks.

- Initiation session – aimed at understanding the business, its processes, strategic objectives and current data security operations
- Risk Identification Workshop – using representatives from across the organisation, identifying and assessing risks and threats to their areas
- Information Security Awareness interviews
- Gap Analysis and Outline Assessment of current compliance
- Risk Register with key prioritised risks faced by the organisation
- Action Plan based on priorities
- Areas of focus for improvement to ensure compliance with ISO27001 Standards

Implementation

DGM provides a number of sub-services which support the overall service, each of which can be delivered as a stand-alone work package or be grouped with other services as required.

- Risk Assessment – working with the organisation identifying its business needs and providing an assessment of its significant risks and recommended actions to mitigate those risks
- Policy Review – reviewing current policies in place, assess their relevance and applicability and analyse gaps, provide updates and implement new policies based on outcomes

Review

To ensure that our objectives have been met we address the following:

- Post Implementation Reviews – assess the success or otherwise of the project or programme of work and whether the objectives have been met. Identify areas for improvement and perform lessons learned.

Quality Assurance

We perform rigorous quality assurance and performance testing during our implementation and planning phases, prior to the go live date. Our internal Total Quality Management System defines the control system and quality procedures used, ensuring we provide excellent quality of service.

Our comprehensive quality assurance is offered through the lifecycle of product development, providing our clients with robust and scalable solutions to meet their requirements. Specific requirements are agreed for each engagement. A dedicated named specialist is assigned as a single point of contact for each engagement.

Cyber Security Risk Assessment

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Data and Information Governance

DGM Agility offers experienced data governance services that regularly interface with large organisations and have a proven record of achievement in managing and defining every aspect of a data governance framework project or programme of work.

Definition of responsibilities and governance controls are essential within our framework and it is in the management and governance of complex risk assessments which will help an organisation to put in place the correct controls.

Service Features

The following service features are included:

- Understand how data governance can help your organisation
- Understand the maturity of information governance in your organisation
- Develop a data and information governance framework
- Design target data & information governance framework for your organisation
- Implement your data & information governance framework

Service Benefits

The following benefits are derived:

- Develop a strategic data and governance roadmap
- Improve information governance maturity by strengthening data management capability
- Improve data quality and data management practices
- Deliver more effective and efficient regulatory compliance, e.g. GDPR

Service Approach

Many organisations will operate in a multi-modal landscape as they migrate to the cloud, programmes and projects will iterate cloud services. At the same time, legacy IT estates still provide the organisation's core data.

Each activity requires a different approach and skill set, from investment cases, development teams and security through to license and subscription models and operational service management.

We provide a comprehensive service that supports organisations adapt to the needs of their users. From Discovery to Live, we enable you to understand your user needs and business requirements.

We can help you establish scalable, agile delivery environments that give you the best chance of success. Through collaboration, we create teams and ways of working that deliver sustainable change at all levels of an organisation, typically starting with the creation of a roadmap that covers skills development and service migration.

The focus is on the end-user, defining solutions that are secure, scalable and supported with organisation design and culture that's adaptable to the changing needs of users. From roadmaps to delivery, we will help you manage the dependencies and conflicting priorities across your organisation, helping ensure that the migration to cloud services is properly planned out and executed.

Assessment

Our approach is to design projects to take into account client requirements and environments, focussing on outcomes and minimising risks.

- Initiation session – aimed at understanding the business, its processes, strategic objectives and current data governance frameworks
- Identification of Information Assets – using representatives from across the organisation, identifying and assessing information assets
- Information Security / Data Governance Awareness interviews
- Gap Analysis and Outline Assessment of current compliance
- Risk Register with key prioritised risks faced by the organisation
- Action Plan based on priorities
- Establishment of Data Governance framework and supporting governance structures to underpin digital transformation and cloud service delivery

Implementation

DGM provides a number of sub-services which support the overall service, each of which can be delivered as a stand-alone work package, or be grouped with other services as required.

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To ensure that our objectives have been met we address the following:

- Post Implementation Reviews – assess the success or otherwise of the project or programme of work and whether the objectives have been met. Identify areas for improvement and perform lessons learned.

The data governance services enable an organisation to deliver a range of structures, processes and people to manage the governance of an organisation's information assets.

Quality Assurance

We perform rigorous quality assurance and performance testing during our implementation and planning phases, prior to the go live date. Our internal Total Quality Management System defines the control system and quality procedures used, ensuring we provide excellent quality of service.

Our comprehensive quality assurance is offered through the lifecycle of product development, providing our clients with robust and scalable solutions to meet their requirements. Specific requirements are agreed for each engagement. A dedicated named specialist is assigned as a single point of contact for each engagement.

Service Desk and Support

DGM Agility has provided Service Desk and Support since 2019. Our Service Desk is a centralised point of contact that handles inquiries, incidents, service requests. It serves as a single point of contact for users to report issues, and request assistance.

Service Features

The following service features are included:

- Centralised ticketing system tracking incidents and enquiries
- Log, categorize, prioritize, and resolve incidents reported by users
- Troubleshooting technical issues, diagnosing root causes, and implementing corrective actions
- Knowledge base, FAQs, rouble shooting guides
- Service level agreement (SLA) management
- Provide mechanisms for escalating tickets to higher-level support groups
- Multiple communication channels, including email, phone, chat, and self-service portals
- Enable seamless communication between users and support personnel
- Insights into service desk performance, ticket trends, user satisfaction levels

Service Benefits

The following benefits are derived:

- Improved User Satisfaction
- Efficient Issue Resolution
- Enhanced Productivity
- Proactive Problem Management
- Compliance and Governance
- Cost Optimization
- Continuous Improvement
- Delivering high-quality IT support services

Service Approach

Our approach to planning involves:

Planning service desk support for a customer involves understanding the customer's needs, defining service levels, establishing support processes, and ensuring adequate resources and capabilities to meet those needs effectively.

Conduct an initial assessment to understand the customer's business objectives, IT environment, user base, and specific support needs.

We will then define the scope of service desk support offerings based on the customer's requirements, such as incident management, request fulfilment, knowledge management, and escalation procedures.

Negotiate and document service level agreements (SLAs) with the customer, specifying response times, resolution targets, escalation procedures, and other performance metrics.

Develop standardised processes and workflows for incident management, request fulfilment, problem resolution, and other support activities. Provide comprehensive training and onboarding for service desk staff to ensure they understand their roles, responsibilities, and the customer's expectations.

Conduct testing and validation exercises to ensure service desk processes, tools, and communication channels are functioning as intended. Regularly review service desk performance, SLA compliance, customer feedback, and incident trends to identify areas for improvement.

Assessment

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Review

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- Post Implementation Reviews – assess the success or otherwise of the project or programme of work and whether the objectives have been met. Identify areas for improvement and perform lessons learned.

The data governance services enable an organisation to deliver a range of structures, processes and people to manage the governance of an organisation’s information assets.

Quality Assurance

Quality assurance (QA) and performance testing are critical components of a service desk migration to ensure that the new environment meets functional requirements, performance expectations, and user needs.

Functional Testing: Verify that all core functionalities of the service desk platform are working as expected, including ticket creation, assignment, escalation, resolution, and closure. Test service desk

workflows, processes, and automation rules to ensure they operate correctly in the new environment.

Validate integration points with other IT systems, such as asset management, monitoring, and reporting tools, to ensure data consistency and interoperability.

User Acceptance Testing (UAT): Involve end users, support personnel, and other stakeholders in UAT to validate that the new service desk platform meets their needs and expectations.

Test common user scenarios, such as submitting tickets, tracking ticket status, accessing knowledge base articles, and communicating with support agents.

Gather feedback from UAT participants on usability, functionality, and any issues encountered during testing.

Cross Device Testing: Test the service desk platform across different web browsers, operating systems, and devices to ensure compatibility and consistency in user experience. Verify that the platform functions correctly and displays content properly across a variety of browsers, screen sizes, resolutions, and devices.

Support Options

Key features of Support

Support Options	Basic 9-5	Enhanced 9-5	Premium 9-5 (or outside normal hours)
Email Support	✓	✓	✓
Chatbot Support	✓	✓	✓
Telephone Support	✓	✓	✓
Basic MI Reporting	✓	✓	✓
Enhanced MI Reporting	✗	✓	✓
Service Desk Access	✗	✗	✓

Table 1

First Line Issue Resolution: Designed to efficiently handle and resolve issues. Making use of DGM ticketing systems to track the progress of each request, ensuring that all issues are addressed in a timely manner.

Knowledge Management: DGM provide a store of information about common issues, solutions, and best practices. This knowledge base can be a valuable resource to support you and your end-users, helping to resolve issues more quickly and efficiently.

Compliance and Reporting: Helps you track and analyse support activities. This can be valuable for compliance purposes, as well as for identifying areas for improvement in your processes.

Service Levels

DGM Agility will respond to tickets within agreed Service Level Agreements (SLAs). Any response times will depend on the urgency and priority classification. Typically, as follows:

- P1 – 15 minutes
- P2 – 30 Minutes
- P3 – 60 Minutes

Key Performance Indicators (KPIs)

KPIs are an essential part of assessing DGM Agility's performance against the service it provides to our customers. Not only does it set out clear service goals it also helps DGM to continually improve by holding DGM to account and benchmark against industry and our competitors to ensure you are receiving an excellent standard of service.

KPI	Name	Description	Pass Fail	Criteria
1	Incident Resolution	Responding and resolving unplanned maintenance events, faults and defects.	Pass	90% of all Incidents resolved within the Priority Time Scales
			Fail	<90%
2	Planned Maintenance	Quantity of planned maintenance activities carried out.	Pass	95% of all Planned Maintenance completed on time
			Fail	<95%
3	Referral of non-platform issues	Referral of non-platform issues back to Service Centre.	Pass	>=90% of all issues identified as not platform related referred back to Service Centre within the response times detailed in the table below.
			Fail	<90%
4	Quarterly Review	Service Provider senior attendance at the quarterly operational board.	Pass	Attend 100%
			Fail	<100%
5	Statement of Work (SoW)	Response to Statement of Work (SoW)	Pass	Response received within 10 working days
			Fail	< 10 working days
6	Service Availability (Core Hours)	Platform availability	Pass	>99.95%
			Fail	<99.95%
7	Service Availability (non-core hours)	Platform availability	Pass	>99.5%

Table 2

Our Approach

DGM Agility reviews are undertaken by highly experienced technology consultants and focus on three key aspects of IT.

- Architecture and Control
- IT Systems, Infrastructure, and tools
- IT Staffing, Support and Management

DGM Agility will take the following stepwise approach which breaks down the problem in to easily definable and manageable sections.

- Understand Strategic and IT Priorities
    - Understand the organisations direction, both current and future requirements
    - Identify and prioritise key business requirements
- Review current status of arrangements and services
    - Review current systems and services topology
    - Review Project Support and Management
    - Investigate governance and policies
    - Assess strengths and weaknesses of existing services and infrastructure
- Evaluate project / programme options
    - Define and assess options including
    - Business systems and infrastructure
    - Hosting arrangements
    - Remote access / mobility
    - IT operations
    - Cloud based delivery of services
- Define governance framework recommendations
    - Define recommendations covering
    - Governance and controls
    - Systems Infrastructure and tools
    - Risk and threat management
    - Business continuity
    - Implementation plan and objectives

Deliverables and outcomes

The deliverables of this service will depend on the client requirements, scope of the project and work packages required. These will be clearly documented in the Service Request and will include;

- Project requirements and work definitions
- Action and delivery plans
- Commercial and technology strategies
- Indicative budgets and timescales for delivery
- Implementation and delivery plan

Responsibilities

DGM Agility services are designed to be delivered with you rather to you. In order for the strategy to be delivered successfully, we have assumed that you will be able to make the following commitment to the project.

We recognise that not all organisations are able to commit to this level of resource, and are flexible and able to offer a range of options which may suit the customer better. We would be happy to discuss how we can alter our approach to suit your needs.

- Make available the time of stakeholders and decision makers to attend meetings and workshops during the project
- Provide visible and tangible leadership, to enable and to drive delivery of the project across the business
- Provide access to latest and best information on current and future plans and strategies
- Provide information about business needs and corporate strategy
- Provide information on business requirements, priorities and context to inform the project strategy
- Provide organisational information, e.g. roles, responsibilities, skills, capabilities and organisation structures
- Provide dedicated resource to the project to allow DGM staff to work collaboratively to achieve the best results for the project
- Provide suitable joint working space for staff and members of the project
- Any software, hardware or technology solutions provisioned will need to be contracted and licensed separately

Service Costs

Pricing

Chargeable Services

Daily rates are based on the following assumptions:

- Consultants Working Day is 8 hours exclusive of travel and lunch
- The working week is Monday to Friday excluding national holidays
- Office hours are 09:00 to 17:00 Monday to Friday
- Travel and subsistence is included for the day rate for work outside the M25
- Travel and subsistence inside the M25 is payable at contractors standard T&S rates inside M25
- Mileage is charged as per the standards for Travel and Subsistence
- Professional Indemnity Insurance is included in the daily rates

Chargeable Services can be purchased on demand at the standard DGM Agility day rates as detailed in the Pricing Document.

Alternatively blocks of days can be purchased in advance at reduced rates agreed on a case by case basis with the customer.

Rate Card

To be provided

How to Order

To contact us and discuss or order a service

- Call your DGM Agility representative
- Send an email to Info@dgmagility.com containing the following information:
    - Your organisation name
    - Your name and contact details
    - The name of the service you wish to discuss/order
    - Any service requirements you wish to discuss

The ordering process is described in Schedule 3 of the Framework Agreement called Call-Off Ordering Procedure. Further information is available on the Digital marketplace and can be provided by you DGM Agility contact:

Invoicing

We will agree the most suitable invoice arrangement with you when finalising the order. Invoice options include:

- Invoice full amount on completion
- Invoice in monthly arrears based on days worked in that financial month
- Invoice in quarterly arrears based on days worked in that financial month
- Invoice at pre-determined key milestones based on an agreed invoice schedule

Normal Business Hours

DGM Agility Normal Business Hours are 09:00 to 17:00 Monday to Friday excluding.