(Cloud) Engineering Advisory Security

GCloud 14 Cloud Support
Service Descriptions
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Cloud-Dog Solutions

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Mission Statement

Deliver IT enabled Change, in Automation, Agility, Strategic Planning and cloud delivery. Make the changes needed to improve your security posture. Reach internationally recognised levels of quality (GDPR, ISO27k, ISO20000) to meet your compliance obligations. Integrate your Service Operations, Security and Compliance, to enable quality delivery.

Cloud Strategy

Cloud Strategy

Service Description Develop your Cloud Strategy to enhance scalability, flexibility, and cost-efficiency in your organisation and service goals. Our Cloud Strategy service includes key activities: stakeholder engagement, current state assessment, and strategic planning to optimise architecture and adoption of distributed cloud based solutions, for business continuity, robust security and compliance.

Features

- Drive your cloud strategies to align with business visions/goals.
- Design robust cloud architectures that support long-term IT infrastructure needs.
- Align Operating Model to meet Strategy, Vision and goals.
- Manage cloud initiatives to ensure alignment with strategic goals.
- Enhance data protection/Cybersecurity to comply with regulations through cloud design
- Align Cloud KPIs, reporting and delivery to meet risk, governance,Goals.
- Business case development that supports new and transformed services.
- Reduce costs and dependencies on expensive proprietary products/services.
- Manage organisational change to support change adoption smoothly.
- Understand Skills, Capabilities and Capacity, and plan to meet delivery

Benefits

- Align cloud strategy with overarching business objectives and visions.
- Develop cloud architecture to support scalable, long-term IT needs.
- Optimise operating models to enhance business strategy alignment.
- Ensure strategic goals are met through meticulous cloud management.
- Bolster cybersecurity and compliance with tailored cloud solutions.
- Develop cloud KPIs to enhance risk management and governance
- Support business case production to promote innovative, transformed services.
- Cut costs by reducing reliance on costly proprietary technologies.
- Facilitate smooth organisational adaptation to new cloud environments.
- Match cloud skills and capabilities with delivery requirements.

Overview

Our Cloud Strategy service is designed to refine and realign your cloud infrastructure to meet strategic business objectives. By engaging stakeholders and assessing the current state, we tailor cloud architectures to enhance scalability, flexibility, and cost efficiency, ensuring alignment with your long-term IT needs. This service facilitates robust security measures and compliance, optimises operating models, and supports comprehensive governance through strategic KPIs. Ideal for projects requiring integration of cloud solutions into diverse organisational frameworks, it offers expert guidance to reduce dependencies on costly proprietary technology while fostering a smooth transition and adaptation to open cloud solutions.

Service Features

The Cloud Strategy service provides a comprehensive set of capabilities designed to align your cloud delivery with overarching business goals. It helps agencies and departments to optimally blend efficiency, flexibility, and compliance. We outline some of the key features this service provides:

- **Strategic Alignment:** Working closely with stakeholders to align cloud strategies with business visions and goals. This is designed to ensure the cloud architecture and delivery plan supports both current and future business needs.
- **Cloud Architecture Design**: Expert design for reliable, resilient and scalable cloud solutions that cater to the specific demands of your services. This involves selecting the most suitable cloud models (IaaS, PaaS, SaaS) and deployment strategies (public, private, hybrid, multi-cloud, sovereign) to create a resilient and flexible environment that supports your business operations.
- **Operational Model Optimization:** Aligning the service, delivery and security operating model to enhance business delivery and agility is a key feature. We help refine your operational processes to better leverage cloud technologies, improving service delivery and helping to drive greater business value.
- **Cloud Initiative Management:** We can help you manage your cloud portfolio to ensure they are in sync with other programmes and strategic organisational goals: project management, resource allocation, and timeline scheduling, milestone tracking, risk management etc.
- **Enhanced Data Protection and Cybersecurity**: Integrating the right cybersecurity measures and delivering compliance with regulations such as DPA, CE+, NCSC. This service can help you to reduce risks in your cloud environment and reduce potential threats. This includes the deployment of both technical and administrative controls, as well as providing regular audits to demonstrate the safeguarding of sensitive data.
- **KPIs and Risk Management:** By developing and aligning Cloud KPIs and KRIs, we provide a clear mechanism for senior stakeholders to track progress and manage risks effectively. This allows for continuous performance evaluation and helps in making informed decisions to steer the cloud programme towards successfully achieving its set of objectives.
- **Cost Management:** Assisting you to achieve the more efficient solution, managing costs associated with expensive proprietary solutions, closed licences or hard-to-kind skills. We advocate for the use of open-source technologies and cloud-native tools that reduce total cost of ownership, simplify delivery and increase return on investment.
- **Change Management:** To support smooth organisational change, This service includes comprehensive planning and support for adopting new digital solutions. Change management strategies to address stakeholder resistance and ensure a seamless transition to new solutions.
- **Skill and Capacity Planning:** Understanding and planning for the required skills and capabilities to effectively deliver cloud solutions is another key way that can help you; ensuring that your team is equipped with the necessary knowledge and tools to develop, maintain and enhance your cloud environment.

Key Outcomes

Our Cloud Strategy service delivers transformative outcomes for organisations and senior stakeholders, focusing on enhancing digital success.

- **Alignment of Objectives:** Align cloud, business, service, and security objectives, ensuring that every aspect of your cloud strategy is geared towards achieving your overarching business goals. This holistic alignment enables demonstrating compliance, and meeting policy. It enables the organisation to demonstrate that it can achieve its strategic outcomes efficiently.
- **Operating Model:** By developing digital, service, and security operating models, we can help ensure that delivery is efficient, agile and de-risked. This then enables the efficient and secure deployment of solutions throughout the delivery lifecycle, enhancing operational agility and reducing strategic operational and tactical issues.
- **Governance and Accountability:** Establish clear roles and responsibilities, creating accountability structures across the programme and its operation. Build governance structures, that ensure stakeholders are clear on their duties and the expectations placed upon them, a more transparent delivery and operational environment.
- **Strategic Portfolio Management:** Gain a comprehensive understanding of your portfolio landscape and its alignment with your strategic vision. We can help you to develop an enterprise-level delivery plan, complete with KPIs and milestones that are directly tied to key business capabilities, ensuring that your programme(s) contribute directly to the business vision.
- **Harmonised Enterprise Cloud Architecture:** Help you to build a harmonised, efficient, and resilient enterprise cloud architecture, with its corresponding delivery map, that meets business, operational and security needs. Ensure that it is aligned to not only current operational requirements but also scales to meet future demands, ensuring long-term sustainability and the ability to leverage change
- **Optimised Cloud Delivery**: We help you ensure the architecture of your cloud environment is optimised for efficient resource use, supporting scalability and reducing waste, leading to lower operational costs and a more responsive platform capable of adapting to changing demands.

How our Service can help you.

This service provides a comprehensive suite of benefits specifically designed to support CIOs, senior stakeholders, executive boards, programme boards, and investment committees in enhancing their cloud programme delivery and digital portfolio management. We outline some of the top benefits here.

- **Compliance and Obligation Fulfilment:** Provide a simple framework, with standards/guidance to help you identify and track your cloud initiatives, to ensure they comply with all applicable obligations, regulations, and policies. This will help demonstrate a strong compliance position during reviews, reassuring governance activities that programmes are not only aligned with organisational goals but are also operating efficiently and meeting obligations.
- **Financial Assurance**: Our strategic planning processes help you align financial expenditure with project benefits, enabling clear value for money aligned to business capabilities. This transparency supports executive decisions by illustrating a direct correlation between investment in cloud services and the tangible benefits realised, supporting the generation of business case(s), and thereby assisting in securing ongoing funding.
- **Sustainable Planning**: Create sustainable plans that connect approvals with actual delivery and organisation capacity and capability, ensuring that every phase of your cloud programme is backed by solid planning, resources, skills and all important executive sponsorship. This approach minimises risks and ensures that strategic initiatives are sustainable and scalable.

- **Risk Management Insights**: Equip the leadership with architecture, delivery, and compliance risk information, facilitating informed risk-based decisions throughout the cloud programme lifecycle. This enables the SRO to make timely adjustments based on accurate and comprehensive risk assessments, enhancing the overall agility and resilience of your cloud portfolio.
- **Expertise and Skill Enhancement:** Augment the team with experienced professionals who bring deep expertise in cloud strategy and implementation. By infusing your delivery with our skills, we not only elevate the capabilities of your teams but also help drive excellence in the delivery of cloud services, ensuring that the programme is well-equipped to navigate the complexities of modern digital portfolio delivery.

Our Cloud Strategy service assists in enhanced decision-making capabilities, improved compliance adherence, and a strategic advantage in cloud programme management.

Supported Roles

The following roles help deliver the Cloud Strategy process, and Digital Portfolio Management, and are aligned to this service offering.

- **Cloud Strategist (SFIA: Strategy and Architecture, GDS: Strategy Consultant):** Leads the development and execution of comprehensive cloud strategies that align IT infrastructure with business objectives, ensuring that all cloud initiatives support long-term organisational goals.
- **Enterprise Architect (SFIA: Strategy and Architecture, GDS: Technical Architect):** Designs and guides the overall enterprise architecture to ensure that cloud solutions integrate seamlessly with the business's broader IT environment and strategic needs.
- **Programme Manager (SFIA: Change and Transformation, GDS: Programme Manager):** Oversees the cloud transformation programmes, ensuring they are delivered on time, within budget, and meet strategic business objectives. This role coordinates multiple project streams to ensure cohesive delivery.
- **Portfolio Manager (SFIA: Change and Transformation, GDS: Portfolio Manager):** Manages the portfolio of cloud projects, aligning initiatives with business strategy and managing the investment in cloud technology to maximise returns and strategic impact.
- **Cloud Security Architect (SFIA: Security, GDS: Security Architect):** Ensures that all cloud designs incorporate robust security frameworks that meet compliance requirements and protect enterprise data across cloud environments.
- **Operating Model Designer (SFIA: Business Change, GDS: Business Analyst):** Develops and refines the operating models to support the agile, flexible delivery of cloud services, ensuring that the organisational structure and processes are optimised for cloud efficiency and scalability.

Mapping to SFIA

Summary of the key SFIA Skills that align to this service.

Role	SFIA Skill Group	Likely SFIA Grade Range
Cloud Strategist	Strategy and Architecture	Grades 6-7
Enterprise Architect	Strategy and Architecture	Grades 6-7
Programme Manager	Change and Transformation	Grades 6-7
Portfolio Manager	Change and Transformation	Grades 6-7
Cloud Security Architect	Security	Grades 5-6
Operating Model Designer	Business Change	Grades 5-6

For the SFIA roles and grade ranges included in the table, please refer to the official Skills Framework for the Information Age (SFIA) guidelines. More details and descriptions can be found at SFIA Foundation. Copyright Notice: © Skills Framework for the Information Age Foundation. All rights reserved. The use of information provided in this document should be in compliance with the guidelines established by the SFIA Foundation at sfia-online.org.

Scenarios

We consider a few scenarios/projects where this service could support agencies and departments with their cloud portfolio delivery and cloud strategy:

Business Transformation for Digital Capability Enhancement: A government agency is initiating a business transformation program to enhance how it delivers services to citizens. The program requires the development of a comprehensive digital capabilities framework.

- Critical Roles: Cloud Strategist develops a strategic vision aligning cloud technology with business goals. Portfolio Manager crafts a portfolio plan that synchronises cloud initiatives with business outcomes.
- Benefits: The service ensures a cohesive strategy and resourced execution plan that supports a robust business case, paving the way for transformative digital service delivery.

Departmental Merger and Cloud Strategy Alignment: Two government departments are merging, necessitating the harmonisation of their cloud strategies, operational procedures, and security frameworks to improve efficiency and service reliability.

- Critical Roles:Enterprise Architect designs a unified cloud architecture that supports the merged entity's needs. Programme Manager oversees the integration of cloud and operational changes, establishing new governance aligned with merged goals.
- Benefits: Strategic realignment and efficient resource management foster enhanced reliability and confidence, enabling a smooth merger and clear accountability structures.

Revitalization of a Stalled Cloud Program: An existing cloud program has stalled, failing to deliver expected agility or benefits and losing confidence from the executive board.

- Critical Roles: Cloud Consultant evaluates the current program, identifying gaps in alignment with strategic goals. Change Manager implements a revamped governance and assurance framework to realign the program.
- Benefits: This service revitalises the program by clarifying strategic alignment, improving governance, and bolstering board confidence. It ensures the program is set to meet its objectives within budget and on schedule, providing clear, measurable outcomes.

Key Service Processes

The service will look to adopt and utilise, as appropriate, a number of guiding and supporting frameworks, that provide industry and market best practice in this area.

Framework / Methodology	Description	Usage	Reference
ITIL (Information Technology Infrastructure Library)	A set of practices for IT service management focusing on aligning IT services with business needs.	Applied to manage service transition and ensure continuous service improvement in cloud strategy.	ITIL Official Site
TOGAF (The Open Group Architecture Framework)	A framework for enterprise architecture providing an approach to design, plan, implement, and govern enterprise IT architecture.	Used to design cloud architectures aligned with business objectives and integrate cloud services strategically within the organisation's architecture.	The Open Group TOGAF
Agile Methodology	Practices for software development that promote development iterations, teamwork, collaboration, and process adaptability throughout the life-cycle of the project.	Facilitates flexible and iterative decision making in cloud strategy projects to improve adaptability and responsiveness.	Agile Alliance Resource
Prince2 (Projects in Controlled Environments)	A process-based method for effective project management.	Manages cloud strategy projects to ensure they are delivered on time, within budget, and within scope. Defines clear roles and responsibilities.	Prince2 Official Guide
GDPR (General Data Protection Regulation)	EU regulation on data protection and privacy for all individuals within the European Union and the European Economic Area.	Ensures that cloud strategies involving personal data processing comply with data privacy standards.	EU GDPR Portal
NIST Cybersecurity Framework	A framework for improving critical infrastructure cybersecurity by the National Institute of Standards and Technology, U.S. Department of Commerce.	Guides the integration of robust cybersecurity measures into cloud architecture, enhancing security posture.	NIST Framework

COBIT	A framework for IT management and governance created by ISACA to help businesses develop, organise, and implement strategies around information management and governance.	Assists in aligning IT processes and IT governance with business objectives, enhancing strategic alignment in cloud strategy.	ISACA COBIT
IT4IT Operating Model	A reference architecture and standard for managing the business of IT, developed by The Open Group.	Provides a blueprint for managing IT as a business, enabling effective management and operation of IT services, including cloud services.	The Open Group IT4IT
ValuIT: Benefits Management/Model	A framework focusing on maximising the business outcomes of IT investments and ensuring that the potential benefits are realised.	Used to ensure that investments in cloud strategies are aligned with business goals and their benefits are maximised.	ISACA ValuIT
ISO27001	An international standard on how to manage information security.	Applied to cloud strategy to ensure information security management best practices are integrated, enhancing security compliance.	ISO27001 Standards
Cyber Essentials	A UK government-backed scheme that outlines basic controls all organisations should implement to mitigate the risk from common internet-based threats.	Ensures basic cybersecurity controls are integrated into cloud strategies, particularly for organisations looking to mitigate prevalent threats.	Cyber Essentials
Managing Successful Programmes	A methodology for the management of large-scale change programs, designed to align organisational strategies with project outcomes.	Assists in aligning cloud strategy projects with broader organisational change initiatives, ensuring strategic coherence and successful delivery.	MSP Guide
NCSC Cloud Security Guidance	Guidelines provided by the UK's National Cyber Security Centre, offering best practices for securing cloud environments.	Used to ensure that cloud strategies comply with the latest security practices and guidelines, reducing security risks.	NCSC Cloud Security

Management of Risk/Orange Book	A guide to risk management, sometimes referred to as the "Orange Book", which provides a systematic approach to risk assessment and management.	Helps in identifying, assessing, and managing risks associated with cloud strategies, ensuring comprehensive risk mitigation measures are in place.	[Orange Book](#)
Infrastructure and Projects Authority: Assurance Review Toolkit	A toolkit used by the UK government to provide structured guidance for project assurance and risk management.	Supports the assessment and review of cloud strategy projects to ensure they are on track to meet their objectives and are being implemented securely and efficiently.	[IPA Assurance Toolkit](#)

Cloud Support Service Details

Cloud Support Service Details

Planning

How the planning service works: Our services include comprehensive planning capabilities, to assist in the implementation of your hosting and software solutions. Our services encompass business analysis, solution design, and security architecture, to ensure a thorough preparation phase for implementing the right solution(s). We believe in a collaborative approach, acting as a 'critical friend' to guide, advise, and share our deep experience throughout the planning and implementation phases.

Adopting an agile, risk-based methodology, we will follow an iterative planning approach, using standard tools/frameworks to ensure transparency, effective communication, and confidence in the implementation process. Our strategy aligns with the Government Digital Service (GDS) Service digital lifecycle, covering Discovery, Alpha, Beta phases. This model focuses on user-centric, outcome-based, agile delivery, working closely with client teams to achieve common objectives.

Each project is supported by a dedicated account lead and project manager, along with highly skilled technical skills tailored to your project's needs. This structure is designed to maintain focus, provide leadership, and support your organisation through the intricate processes of design, delivery, implementation, and adoption.

These planning services extend across all of our cloud offerings, providing a holistic support framework designed to facilitate a smooth transition to cloud technologies, ensuring objectives are met efficiently and securely.

Setup and migration

How the setup or migration service works: Our cloud service facilitates a smooth migration to your preferred cloud environment, be it public, private, or sovereign. Led by expert cloud architects and engineers, we begin with a detailed setup phase, analysing your current infrastructure to identify and mitigate risks for a seamless transition.

We employ the Government Digital Service (GDS) Design Approach, moving through Discovery, Alpha, and Beta phases, guided by the GDS Technology Code of Practice. This ensures a well-planned migration. Our methodology includes the Proof of Concept (POC), Pilot, and Minimum Viable Product (MVP) approach, allowing us to identify and solve issues early on, ensuring quality and continuity during delivery.

We assign a dedicated account/solution lead and a technical specialist as your single point of contact during delivery. These key team members collaborate closely with your team, offering guidance, confidence and facilitating knowledge transfer to ensure the success of your migration. Our personalised approach aims to not just transition but transform your journey to the cloud, equipping you for success in the digital age.

Quality assurance and performance testing

How the quality assurance and performance testing works: Our services include integral and comprehensive quality assurance and performance testing capabilities. Our approach is grounded in Agile methodologies, ensuring that our services not only meet but exceed the key technology, security and public sector standards , ensuring alignment with frameworks such as Cyber Essentials, CIS, and NIST 800-53 as required. Our risk-based strategy in design, build, and delivery phases guarantees that the solutions adhere to business, service, data protection, and security requirements efficiently and effectively.

In our delivery process, we will follow an agile methodology to foster visibility, and velocity, enabling delivery teams to work closely with stakeholders. This collaborative approach ensures that requirements are met, quality is maintained, risks are mitigated, and user needs are understood. Our Continuous Integration/Continuous Delivery (CI/CD) practices employ a test-driven approach to platform, solution, and application development, incorporating Compliance-as-Code to enhance quality and ensure successful delivery.

At the core of our service delivery is our monitoring system that ensures all functional and non-functional requirements are tracked and correctly prioritised. Using shared tooling, stakeholders and managers can monitor delivery, using a comprehensive testing approach, providing clients with confidence that their cloud solutions are reliable, secure, and aligned with their specific needs and objectives.

Training

How the training service works: Our cloud services encompass a comprehensive range of training options, designed to support client needs throughout the design, build, deploy, testing and assurance phases. Utilising a DevOps / DevSecOps approach, our training is geared towards enhancing understanding and proficiency to help drive compliance and meet regulation needs through practices like Infrastructure as Code or a test-based development approach. Training delivery is tailored to the project and client needs, offering flexibility through various formats such as remote/distance learning, webinars, computer-based training, or traditional lecture/theatre-style presentations. This flexibility ensures that participants receive training in a manner that best suits their learning preferences and logistical requirements. Our service(s) are aligned with the platforms and solutions we offer, covering critical areas such as Platform Hardening, Boundary Controls, Network Design, Data Protection and Assurance (covering data at rest and in transit), Identity and Access Management & Authentication, Continuous Compliance, and Platform as Code. This ensures that training is not just about theoretical knowledge but is deeply connected to the practical applications and real-world solutions, empowering participants to effectively apply what they have learned in the delivery of the services.

Ongoing support

How the support service works: Our comprehensive support for cloud hosting and software services is designed to meet the diverse needs of our clients across the various platforms, applications, and user needs. We offer a tailored support structure, encompassing 1st, 2nd, and 3rd line support options, leveraging both UK/Sovereign and offshore capabilities to ensure optional global coverage and expertise. Our flexible model includes on-site support where necessary, ensuring that we can meet the specific requirements of each client.

Support availability ranges from standard working hours to extended coverage, including both a "10x6" and "24x7" support models. Clients can access support through a variety of channels, enabling them to choose the most convenient and effective method for their situation. We also offer integrated support options, allowing for seamless collaboration within a multi-cloud, multi-vendor landscape, whether as part of an integrated resolver group or within a federated Service Integration and Management (SIAM) structure.

Our ITILv4 service design is focused on delivering the highest quality of service management and availability. By understanding the unique challenges and objectives of each solution, we tailor our support service to provide reliable, efficient, and effective solutions to our clients, ensuring reliability, and efficiency from their hosting and software services.

Service scope

Service constraints: Cloud Support Services will be delivered both locally and remotely as required to meet the goals. To facilitate better understanding, and improve knowledge transfer, we will always look to ensure a significant component of the services are provided on site, and Face-to-face where possible/appropriate. Delivery will normally be delivered during normal working hours, with skilled experienced staff, with appropriate vetting to meet business needs. Extended support capabilities are available on-request.

User support

Support response times: Three levels of support are provided; UK working Hours, extended - "6x12", and "24x7". 1st-Line queries raised by registered users by email, web-chat, directly via portal/phone. 2nd line support responses provide support to named staff /incident agents . 3rd Line support queries raised by named support agents, with an additional option to enable direct contact to engineers if required. P1 & P2 incidents have an SLA to be assessed and responded to within 30mins of notification/alert. The SLA for P3 & P4 incidents is 4 hours to confirm assessment/scheduling. P5 or Change Requests are responded to within 2 working days.

Phone support availability: 9 to 5 (UK time), Monday to Friday

Web chat support availability: 24 hours, 7 days a week

Support levels: Our cloud support includes an Account Manager as your Single Point of Contact (SPOC) for efficient escalation. We offer three support levels tailored to your needs: standard, extended, and 24/7 coverage, with P1/P2 incidents receiving 24/7 response, ensuring urgent issues are promptly addressed. Users can report 1st Line support issues through email, web-chat, the portal, or phone. 2nd Line support, for more complex issues, is accessible to support staff via the same channels. 3rd Line support, for the most technical challenges, is available to named agents with the option for direct engineer contact. We prioritise incidents based on severity: P3 and P4 within four hours for triage, and P1 and P2 incidents are responded to within 30 minutes. P5 incidents or change requests are addressed within two working days. A named Solution or Technical Lead complements the Account Manager, ensuring comprehensive service delivery. Our incident response framework is clearly defined from P1 to P5, designed for rapid and effective resolution. For detailed information on support options and pricing, please refer to our Service Pricing Document.

Social Value

Fighting climate change

Our cloud services are meticulously designed to support the government's social value agenda, especially in the battle against climate change. Recognising the environmental impact of digital services, we are committed to sustainable practices. This begins with an assessment at the start of each service delivery, pinpointing areas for consideration, and establishing relevant goals and KPIs. This evaluative process, shared with the client, outlines key stakeholders and responsibilities, ensuring a transparent and collaborative approach from the outset.

Our services are designed to leverage green initiatives, services and data centres available to public sector clients, prioritising energy efficiency,and reducing carbon footprint of digital activities. By offering solutions that encourage clients to move to cloud-based systems, we aid in the delivery of environmental goals, providing tools for energy consumption monitoring and reduction.

We pledge ongoing improvement in sustainability, aligning our operations with the latest environmental standards. This commitment includes regular assessments against the project's KPIs and quality criteria, ensuring we meet our environmental objectives and contribute positively to the government's agenda against climate change. Through this dedicated approach, we not only deliver high-quality cloud services but also foster environmental stewardship, reinforcing our role in the global effort to mitigate climate change. A statement of our Social Value and Climate Change policy is published on our website.

Covid-19 recovery

Our cloud services are designed to align with the government's social value agenda on supporting recovery efforts from the Covid-19 pandemic. Understanding the pivotal role technology plays in post-pandemic recovery, we begin each project with Social Value assessment, identifying how our services can best contribute to recovery objectives. This process includes setting clear goals and KPIs in consultation with our clients, pinpointing key stakeholders, and assigning responsibilities to ensure a collaborative approach throughout the delivery.

We recognise the critical need for digital infrastructure that not only facilitates remote work and education but also strengthens the resilience of public systems and services. Our solutions are crafted to enhance connectivity, scalability, and security, enabling organisations to adapt swiftly to changing needs and ensuring uninterrupted service delivery to the public. By providing robust, scale-able cloud infrastructure, we empower public sector organisations to efficiently manage increased demands on services, facilitate remote learning and working, and support the digital transformation of public services, contributing significantly to the Covid-19 recovery process.

Moreover, our commitment to ongoing assessment and improvement ensures that our projects remain aligned with the evolving recovery landscape, allowing us to adapt strategies and objectives as necessary. Through these dedicated efforts, our cloud services not only meet the immediate needs of our clients but also support broader recovery goals, fostering resilience, innovation, and inclusivity in the aftermath of the Covid-19 pandemic. Our approach underscores our commitment to contributing positively to the government's social value agenda, ensuring that our technology solutions play a key role in the national recovery effort.

A statement of our Social Value policy is published on our website.

Tackling economic inequality

Our cloud services are intricately designed to align with the government's social value agenda including the focus on tackling economic inequality. At the core of our approach is the initial Design phase, which includes an assessment where we identify opportunities to support economic inclusivity. This phase identifies and sets specific goals and KPIs, engaging clients and stakeholders in a transparent dialogue to ensure shared objectives are well-defined and achievable.

By providing scale-able and accessible cloud solutions, with embedded knowledge transfer, we aim to democratise access to technology, enabling public organisations of all sizes to leverage advanced digital tools and services. Our approach looks to bring small enterprises (SMEs) and startups to the delivery, fostering innovation, agility and value-for-money across delivery. Our cloud solutions support remote working and learning, essential elements in modernising employment and education opportunities, thus contributing to reducing economic disparities.

Our commitment extends beyond initial implementation; we ensure ongoing assessment against the project's KPIs and quality criteria, focusing on enhancing digital literacy and access. Through this continuous evaluation, we aim to adjust and refine our strategies to meet evolving needs, ensuring our services remain effective in promoting economic equality.

Furthermore, by facilitating the digital transformation of public services, we support more efficient resource allocation and service delivery, which in turn can lead to improved economic conditions for under-served communities. Our cloud services not only provide the technological backbone for innovation and growth but also embody our dedication to fostering an inclusive digital economy, directly contributing to the government's efforts to tackle economic inequality. A statement of our Social Value policy is published on our website.

Equal opportunity

Our organisation and service delivery is crafted to meet the government's social value agenda, particularly in promoting equal opportunity. During the design stage, requirements with initial assessments look to identify strategies that will support or champion diversity and inclusion, setting clear goals and KPIs within the delivery. This approach aims to ensure our projects support gender racial and sexual equality, through equitable recruitment practices, actively seeking to eliminate bias, and support the fostering of a diverse delivery team that reflects the communities we serve.

We leverage our cloud own technologies to create more inclusive work environments, enabling flexible working arrangements that accommodate diverse needs and life circumstances. This flexibility is crucial for supporting all individuals, ensuring that everyone has the opportunity to contribute to and benefit from digital transformation.

Our internal and project-related processes are designed to encourage and support professional development for all team members, with a particular focus on underrepresented groups. We implement mentorship programs, professional development opportunities, and inclusive leadership training to ensure that every project member (both client and supply side) can advance and thrive. By actively addressing gender bias, race, and sexual equality within our workforce, we not only enrich our company culture but also enhance the quality and creativity of the solutions we provide to clients.

In alignment with the government's agenda, our services play a role in breaking down barriers to equal opportunity, using technology as a force for social change. Through deliberate and thoughtful practices in recruitment, project execution, and ongoing workforce development, we are committed to fostering an environment where diversity is celebrated, and every individual has the chance to succeed.

A statement of our Social Value and Equal Opportunity policy is published on our website.

Wellbeing

Aligning delivery with the social value and Wellbeing agenda.

In every service delivery, During the mobilisation stage, we will initiate with simple assessment, pinpointing how our offerings and delivery approach can enhance the wellbeing of both the delivery and the client's team. This involves setting requirements, revising delivery processes, setting goals and aligning KPIs , so that focus is on creating a positive, supportive work environment, fostering a sense of community and belonging among all stakeholders.

We understand that the wellbeing of the delivery team is closely linked to the work environment and access to supportive technologies. Our ways-of-working and cloud solutions facilitate remote and flexible working arrangements, allowing individuals to balance professional responsibilities with personal health and family commitments. This flexibility is crucial in reducing stress and promoting a healthier work-life balance, contributing significantly to overall wellbeing.

Our delivery process emphasises collaboration and inclusion, ensuring that all team members feel valued and heard. We engage in regular dialogue with our clients and their teams, offering training and support that empower them to make the most of the cloud services we provide. This approach not only enhances technical skills but also boosts confidence and job satisfaction, which are essential for mental and emotional wellbeing.

Our delivery approach includes the ongoing evaluation and feedback mechanisms, allowing us to adjust ways of working and processes to better meet the needs of all team members. By prioritising wellbeing in our service delivery, we aim to create a more positive, productive, and healthy work environment, directly supporting the government's agenda to promote wellbeing across the workforce. Through these concerted efforts, we contribute to a culture that values and nurtures the wellbeing of every individual involved.

Strategic Advisory across Public Sector

	Highways England	Service, Design & Architecture to support requirements, service design and compliant procurement of business critical "cloud" solutions.
	Driver and Vehicle Licensing Agency "DVLA"	Client side specialist team driving the Cloud and Security Transformation programme ("PACT Exit"), covering Architecture, Security, Service Design
	Student Loans Company	Technical & Strategic Service design. Requirements, strategic alignment, supplier selection & management. Delivery of cloud delivered security compliant CD/CI platform to support distributed new-generation application design
	Home Office Border Force	Design, develop, test, deploy and operate a Secure solution using DevOps * CD/CI to support capturing of passengers leaving by Air & Sea ports ("Exit Checks")
	NHS Business Services Authority	Cloud Transformation requirements to support deployment of new UK major digital services. Security requirements and alignment of Service to Cloud and Security needs.
	Department for Work & Pensions	DWP Business and IS Strategy. . Delivery and implementation options, Prioritisation of strategic initiatives, phasing and funding. Analysis of strategic fit of in-flight programmes with the vision. Providing expert advice and leadership in IS plans for DWP
	HMRC/Inland Revenue	Provide thought leadership and entrepreneurial skills "strategic million" team.: Visioning of the department in five years time, architectural and business solutions needed to achieve the business goals
	Fd Army	Organisation Design and change delivery. People, Process & Technology changes to measure, manage and enhance delivery of a wide range of strategic projects to create and demonstrate an efficient and effective 3* HQ.

IT Enabled Change

Security

Sourcing

Service Transformation

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