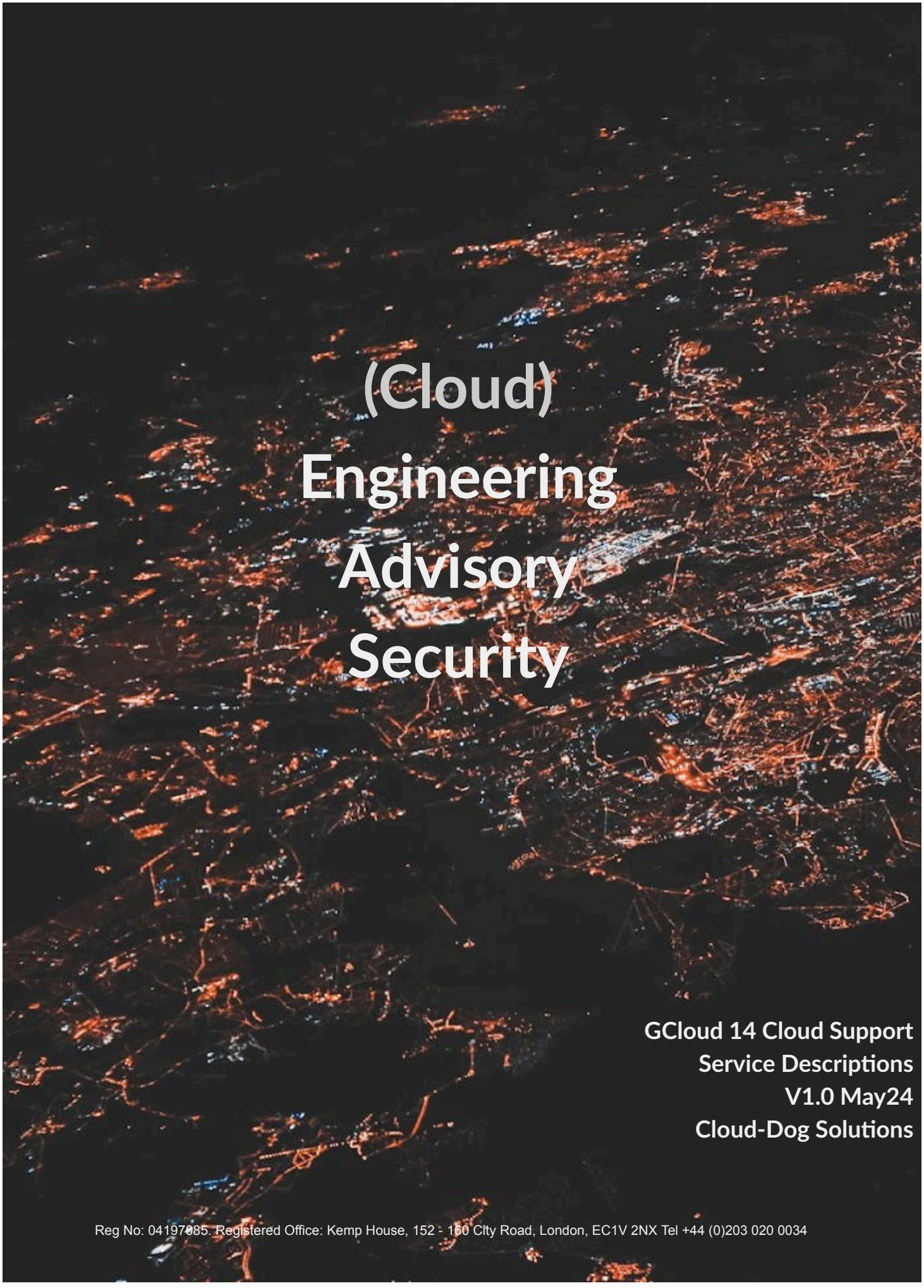

(Cloud) Engineering Advisory Security

GCloud 14 Cloud Support
Service Descriptions
V1.0 May24
Cloud-Dog Solutions

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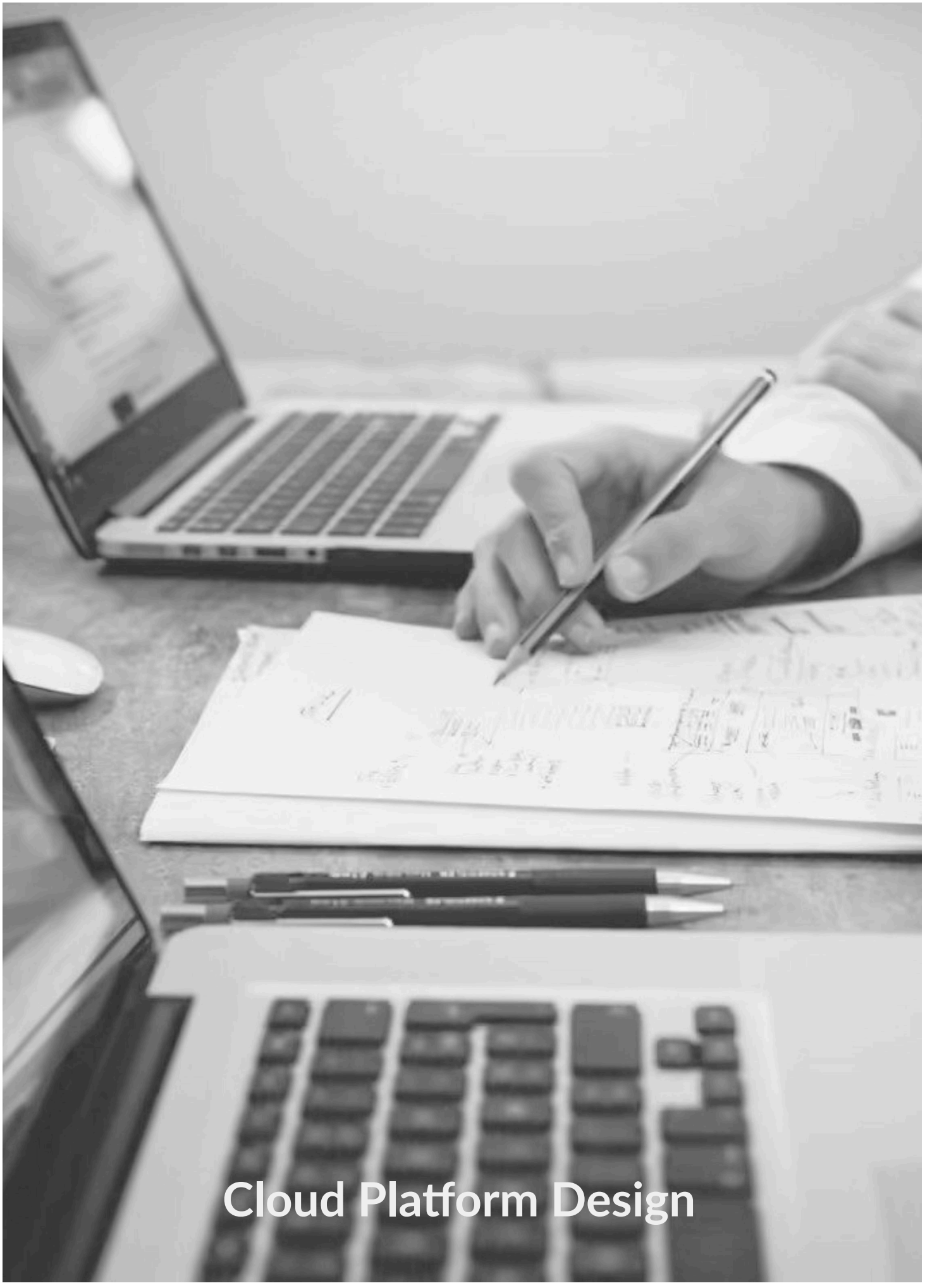
Mission Statement

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 Platform Design

Cloud Platform Design

Service Description

Optimise your cloud estate with our comprehensive Cloud Platform Design service. We specialise in requirement analysis, architecture design, and service selection, ensuring secure, cost-effective, and high-performance cloud solutions. Our expert team supports data migration, continuous monitoring, and automation to streamline your cloud transition and enhance both security and operational efficiency.

Features

- Tailored SaaS, PaaS, IaaS designs for optimised cloud architecture.
- Expertise from multi-cloud architects and cloud security specialists.
- Unify disparate technologies and suppliers into strategic roadmaps.
- Facilitate migration from legacy systems to cloud-native platforms.
- Addresses performance, cost, and agility challenges in cloud design.
- Supports best practices in AWS, Azure, GCP, and Sovereign.
- Deliver modern efficient solutions using Kubernetes, Containers, and Infrastructure-as-code.
- Deliver service integration for operational and security efficiency.
- Interpret business requirements to deliver architectures that meet needs.
- Develop patterns, to meet Continuity, DR, Data Protection, Security needs.

Benefits

- Achieve optimal operational quality with tailored cloud services.
- Enhance your team with skilled cloud practitioners.
- Increase agility in change programs with the right toolchains.
- Synchronise service design and platform engineering with app development.
- Ensure compliance with GDS, ISO, and CIS standards.
- Simplify cloud architecture to reduce complexity.
- Strengthen cloud security with effective patterns and controls.
- Gain clarity and confidence in your cloud transformation efforts.
- Align cloud services with your specific operational and security requirements.
- Streamline cloud operations for enhanced efficiency and cost savings.

Overview

Streamline your cloud infrastructure with our "Cloud Platform Design" service, tailored to create high-performance, secure, and cost-effective cloud solutions. Specialising in the architecture of SaaS, PaaS, and IaaS, our team of multi-cloud architects and security specialists ensures your transition from legacy systems is seamless and strategically aligned with modern best practices. We support complex migrations with continuous monitoring and the integration of cutting-edge technologies like Kubernetes and Infrastructure-as-Code. This service is ideal for organisations aiming to enhance operational quality, ensure compliance with standards like GDS and ISO, and achieve significant cost savings through optimised cloud operations.

Service Features

Our "Cloud Platform Design" service helps provide the efficiency, security, and scalability of your cloud infrastructure. Some of the key features of this service are:

- **Comprehensive Cloud Architecture Design**: Specialised in designing tailored solutions across all cloud service models—SaaS, PaaS, and IaaS. Our approach involves a thorough analysis of your current requirements and future goals to deliver a cloud architecture that not only meets today's needs but is also scalable for future expansions. This strategic planning includes the selection of appropriate cloud platforms such as AWS, Azure, GCP, and Sovereign clouds, ensuring that the architecture is optimised for performance and cost-efficiency.
- **Expertise from Multi-Cloud Architects and Cloud Security Specialists**: Our team is composed of experienced multi-cloud architects and cloud security specialists who bring a wealth of knowledge in designing secure and robust cloud environments. By unifying disparate technologies and suppliers into cohesive strategic roadmaps, we ensure that your cloud solutions are not only technically feasible but also secure and compliant with the latest standards, including GDS, ISO, and CIS.
- **Legacy System Migration:** Transitioning from legacy to cloud-native platforms can be daunting. Our service facilitates this migration by employing advanced methodologies that minimise downtime and ensure data integrity. We handle everything from initial data assessment and secure migration strategies to the final stages of going live, ensuring a smooth transition that maintains continuity and protects your data.
- **Automation and Continuous Improvement**: Leveraging capabilities such as Kubernetes, Containers, and Infrastructure-as-Code to automate routine tasks and deployments. This automation extends beyond simple task management to encompass continuous monitoring and real-time adjustments that enhance service availability and operational efficiency. These strategies are designed to fit seamlessly into your existing IT ecosystem, providing enhanced operational and security efficiency.
- **Custom Solution Development:** Every programme has a unique set of challenges and requirements. Our service interprets your cloud needs to deliver tailored solutions that align with your strategic objectives. This service design ensures that every aspect of your cloud platform is crafted to support specific business functions and workflows, enhancing both user experience and overall service delivery.
- **Operational and Security Efficiency:** Security is paramount in every aspect of cloud services. Our designs incorporate rigorous security protocols from the outset, ensuring that every layer of your cloud platform is hardened against potential threats. Continuous DR (Disaster Recovery) and data protection strategies are integrated into the architecture to safeguard against data breaches and ensure robust recovery mechanisms are in place.

Our service helps you to transform your cloud infrastructure into a streamlined, secure, and scalable environment that supports your business's growth and adapts to its evolving needs.

Key Outcomes

Our "Cloud Platform Design" service delivers transformative outcomes that empower clients to deliver their cloud vision. Here are some of the top outcomes that projects can look for from this service:

- **Enhanced Scalability:** Scale resources dynamically, “elasticity”. This flexibility allows organisations to efficiently adjust their cloud “supply” (capacity or resources) against demands without over-investing in infrastructure, thus enabling growth and efficient support of seasonal fluctuations.
- **Increased Operational Efficiency:** By integrating advanced virtualization and automation technologies (“Infrastructure as Code”), our service can support you in every aspect of your cloud delivery. Reducing manual intervention not only cuts down on operational costs but also minimises errors, enhancing the overall reliability, security and performance of cloud services.
- **Optimised Investment**: Strategic design enables you to maximise your investment, and minimise your capital expenditure. Meticulous planning and the selection of the right mix of cloud services (SaaS, PaaS, IaaS), our Service will assist in aligning your cloud deployment perfectly with your business goals, ensuring you invest and pay only for what you need and when you need it.
- **Business Agility:** Agility is critical in delivering relevant services to stakeholders. Our cloud solutions can ensure that the right infrastructure is available quickly for new applications and updates, reducing the time to production of new features and services.
- **Superior User Experience:** Our “Cloud Platform Design” service helps drive improvements in end-user experience, supporting solution design and delivery that exceeds performance, reliability and usability needs. Enhanced service architectures ensure high performance and lower downtime, leading to higher satisfaction and productivity among users.
- Secure, Reliable and Performant: Clients can expect a reliable cloud environment with optimised performance. Our designs incorporate redundancy, effective load balancing, and continuous monitoring, ensuring high availability and minimal service interruptions.

How our Service can help you.

Our service can help you enhance programme and service delivery across development, testing, deployment, and operations, ensuring your services are performant, secure, and efficient:

- **Agility in Delivery**: Speed is crucial in today's digital landscape, and this service can help dramatically shorten the journey from requirement gathering to feature deployment. By leveraging agile methodologies and cutting-edge tools, we can help you deliver features to end users quicker, ensuring that your services can adapt quickly to changing business needs and user expectations.
- **Consistent Quality**: Utilising Infrastructure as Code (IaC), our Cloud designs help standardise environments across the development and production phases, eliminating inconsistencies that can lead to testing and deployment failures. This not only enhances the quality of the delivered services but also simplifies the management and scalability of platforms, making them predictable and less prone to errors.
- **Assured and Aligned Designs**: Visibility throughout the design and implementation process is vital for confidence in the delivered solutions. We can help ensure that your cloud architectures are meticulously planned to align with your strategic goals, ensuring that every aspect of the platform design meets your operational needs and compliance standards, providing a clear roadmap from conceptualisation to realisation.
- **Cost Efficiency**: By optimising resource utilisation and employing scalable cloud solutions, we can help you to minimise the need for heavy upfront capital investment. Our approach allows you design capabilities that scale up or down efficiently, ensuring that you are paying only for what you use when you need it, which is essential for managing resources with demand.

- **Expertise on Demand**: Access to the right skills at the right time is a key component of our service. Our team of experienced cloud architects, security specialists, and DevOps engineers bring a wealth of knowledge and industry best practices to your projects. This expertise ensures that your cloud initiatives are executed flawlessly, driving superior outcomes and instilling a high level of confidence among stakeholders.

Supported Roles

The following roles help deliver the Cloud Platform Design process, and are aligned to this service offering.

- **Cloud Architect (SFIA: Solution Architecture, GDS: Technical Architect):** Designs scalable, secure cloud solutions integrating SaaS, PaaS, and IaaS to meet strategic and operational business needs.
- **Cloud Security Specialist (SFIA: Information Security, GDS: Security Engineer):** Implements robust security measures, ensuring compliance with standards such as ISO, GDS, and NIST, essential for protecting data and maintaining trust.
- **Infrastructure Engineer (SFIA: Systems Installation/Decommissioning, GDS: Infrastructure Engineer):** Applies Infrastructure as Code (IaC) practices to manage cloud environments efficiently, ensuring scalable and secure infrastructure.
- **Service Integration Engineer (SFIA: Systems Integration, GDS: Service Manager):** Coordinates integration of cloud services with existing enterprise systems, enhancing operational efficiency and user experience.
- **Data Migration Specialist (SFIA: Data Management, GDS: Data Scientist):** Manages the secure and efficient transfer of data to cloud platforms, ensuring integrity and minimising downtime during migrations.
- **Performance Analyst (SFIA: Capacity Management, GDS: Performance Analyst):** Monitors and optimises the performance of cloud solutions, ensuring they meet the expected service levels and enhance user satisfaction.
- **Cloud Consultant (SFIA: IT Consultancy, GDS: Consultant):** Provides expert advice on cloud technologies and strategies, helping organisations to adopt and integrate cloud solutions effectively.
- **DevOps Engineer (SFIA: Systems Development, GDS: DevOps):** Executes and manages the automated processes for software configurations, orchestrating workflows within the development pipelines. This role is essential for implementing continuous integration and continuous delivery practices.
- **Cloud Analyst (SFIA: Business Analysis, GDS: Business Analyst):** Evaluates cloud service performance and user engagement, providing insights that guide the refinement of cloud strategies and solutions.

Mapping to SFIA

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

Role	SFIA Skill Group	Likely SFIA Grade Range
Cloud Architect	Solution Architecture	Grades 5-7
Cloud Security Specialist	Information Security	Grades 5-7
Infrastructure Engineer	Systems Installation/Decommissioning	Grades 4-6
Service Integration Engineer	Systems Integration	Grades 4-6
Data Migration Specialist	Data Management	Grades 4-6
Performance Analyst	Capacity Management	Grades 4-6
Cloud Consultant	IT Consultancy	Grades 5-7
DevOps Engineer	Systems Development	Grades 5-6
Cloud Analyst	Business Analysis	Grades 4-6

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 programme/digital solution delivery:

Development of a Government-to-Citizen (G2C) Service: A government agency plans to launch a new digital service allowing public users to interact with government services directly. The service must handle significant user traffic with seasonal variations and maintain high reliability and security due to the sensitive nature of data and transactions.

- **Critical Roles**: Cloud Architect designs a scalable and secure cloud architecture to handle peak loads and secure sensitive data. Performance Analyst ensures the system is optimised for high performance during peak usage. Cloud Security Specialist integrates advanced security measures to safeguard against breaches and ensures compliance with data protection laws.
- **Benefits:** Enhanced user experience and trust due to reliable service performance and robust security measures. The architecture supports scalability to accommodate demand spikes without compromising service quality.

Migration of Legacy Services to Cloud Platforms: A public sector entity faces high operational costs and difficulties in sourcing skills to maintain its ageing IT infrastructure. The goal is to migrate to a modern cloud platform to reduce costs, enhance elasticity, and improve system reliability.

- **Critical Roles**: Infrastructure Engineer implements Infrastructure as Code (IaC) to streamline the migration and management of the new cloud environment. Data Migration Specialist oversees the secure and efficient transfer of data to the cloud, ensuring continuity and data integrity. Service Integration Engineer ensures that new cloud services seamlessly integrate with existing on-premises systems.

- **Benefits:** Operational costs are significantly reduced, system reliability is improved, and the organisation gains the flexibility to scale resources as needed. The transition also modernises the IT infrastructure, making it more sustainable and easier to manage.

Enhancing Security and Compliance of Existing Digital Platforms: An existing digital platform used by a public sector organisation needs an overhaul to improve its security posture and ensure it meets evolving compliance requirements related to data protection and cybersecurity threats.

- **Critical Roles**: Cloud Security Specialist assesses current security frameworks and implements necessary upgrades to meet stringent compliance standards. Cloud Consultant provides strategic advice on aligning the platform's security measures with industry best practices and regulatory requirements. Technical Lead (DevOps) integrates continuous security practices into the development lifecycle to ensure ongoing compliance and security management.
- **Benefits:** The platform's security enhancements bolster its defences against emerging threats, maintaining continuous compliance with regulations. This transformation reassures stakeholders of the platform's integrity and reliability, fostering trust and ensuring sustainable operations.

Our Cloud Architecture Design Process

We use TOGAF (The Open Group Architecture Framework) at the heart of our Architecture and Design processes. TOGAF's ADM (Architecture Development Method) provides a proven and repeatable process for architecture development, which can be aligned with industry processes from AWS, Microsoft Azure, and ITIL best practices.

The key to any process is to adapt to the environment in which it is being deployed, to ensure it is relevant, efficient and enables, not hinders, delivery.

Step	Objective	TOGAF Alignment	Activities	Key References & Tools
1. Define Business Requirements	Understand business goals for cloud support.	Preliminary Phase & Phase A: Architecture Vision	Gather requirements through stakeholder workshops; define business goals.	AWS Business Value framework
2. Assess Current Infrastructure	Evaluate and document existing IT setups.	Phase B: Business Architecture & Phase C: Information Systems Architectures	Assess current applications and infrastructure; document findings.	Google Cloud's StratoZone
3. Plan for Cloud Integration	Determine integration strategies between cloud and on-prem.	Phase C: Information Systems Architectures	Define data synchronisation and backup strategies; select integration technologies.	Azure Integration Services

4. Design the Cloud Architecture	Create a scalable, secure cloud architecture blueprint.	Phase C: Information Systems Architectures & Phase D: Technology Architecture	Choose cloud models (IaaS, PaaS, SaaS) and deployment types; design network and security layers.	AWS Architecture Center, Azure Architecture Framework
5. Ensure Security and Compliance	Implement compliant and secure architecture.	Phase D: Technology Architecture & Requirements Management	Set up identity management, apply encryption, establish compliance audits.	Google Cloud Security Best Practices, ITIL Security Management
6. Optimise for Cost and Efficiency	Make the architecture cost-effective and efficient.	Phase E: Opportunities & Solutions	Utilise cost management tools; implement auto-scaling and resource optimization.	AWS Well-Architected Cost Optimization
7. Prototype and Test	Test the architecture with a prototype deployment.	Phase F: Migration Planning	Build a pilot project; test under load conditions; refine based on feedback.	Azure Test Plans, Microsoft Azure's Deployment Best Practices
8. Implement the Architecture	Deploy the architecture organisation-wide.	Phase G: Implementation Governance	Execute the migration; monitor deployment; troubleshoot issues.	Google Cloud Deployment Manager
9. Monitor and Optimise	Ensure ongoing operational efficiency and security.	Phase H: Architecture Change Management	Set up continuous monitoring; use analytics for optimization; update security as needed.	Azure Monitor, AWS CloudWatch
10. Review and Iterate	Continually improve the architecture to meet business needs.	ADM Iteration (across phases)	Conduct periodic architectural reviews; implement technological and strategy updates.	ITIL 4 Continual Improvement, TOGAF ADM

Cloud Architecture Design Resources:

- AWS Business Value and Architecture Center: AWS Business Value, AWS Architecture Center
- Microsoft Azure Architecture and Integration: Azure Architecture Framework, Azure Integration, Azure Best Practices for Deployment, Azure Test Plans, Azure Monitor
- Google Cloud Tools and Security: Google Cloud Migration with StratoZone, Google Cloud Security Best Practices, Google Cloud Deployment Manager
- AWS Cost Management and Monitoring: AWS Well-Architected Cost Optimization, AWS CloudWatch
- TOGAF Architecture Development Method: TOGAF ADM
- ITIL 4 Guidelines

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	**Highways England**	Service, Design & Architecture to support requirements, service design and compliant procurement of business critical “cloud” solutions.
Driver & Vehicle Licensing Agency	**Driver and Vehicle Licensing Agency “DVLA”**	Client side specialist team driving the Cloud and Security Transformation programme (“PACT Exit”), covering Architecture, Security, Service Design
SLC Student Loans Company	**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
Border Force	**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	**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	**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
HM Revenue & Customs	**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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