Agile Alpha

Service Definition Document

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About Us

Mission

abc's mission is to revolutionize Cloud, Cybersecurity & Consulting (c3) services for our clients, by making them as intuitive as 'abc'. We do this by staying at the forefront of cutting-edge technology, and leveraging it to create solutions that are fit-for-purpose, deliver tangible value, and offer excellent value-for-money.

At abc, we recognise the technology industry is brimming with innovation, from quantum computing to AI, and everything in-between. Along with this however, comes much hype that is not grounded in reality. One of our key differentiators is our ability to deliver practical, actionable guidance and implementation, enabling our clients to leverage transformative solutions rapidly and effectively.

Values

abc's mission and values are ingrained into our culture, and underpin every facet of our company and how we operate.

- Passion - we strive to Innovate. In doing so, we delight our clients, our community, and build a better world.
- Professionalism - we strive to Excel. In doing so, we undertake all our actions with honesty, integrity and respect for others.
- Perseverance - we strive to Grow. In doing so, we steadfastly overcome our challenges regardless of complexity.

Credentials

ABConsultancy Services Ltd, 'abc', established and based in the UK, has successfully delivered tech solutions to our clients for over 15 years, spanning all layers of the technology stack. We have extensive experience within the energy, healthcare, finance, retail, and media industries. Our clients include multinational corporations, including two energy 'supermajors', and SMEs across the spectrum. Our team members are certified to the highest standards, and are experts in their respective fields.

5 Differentiators

1. Passionate Innovators: We're 'all in' on tech, and are continuously learning and innovating to stay ahead of the curve.
2. Global Experience: We've successfully delivered for some of the world's largest companies and possess broad business process domain knowledge.
3. End-to-End Integration: We've expertise in integrated delivery across the tech stack. From infrastructure to databases to UI/UX, we can deliver.
4. Client-Centric Approach: We recommend what's best for you.
5. Value-Driven Solutions: Whether commercial or open source, we prioritize value for money.

Service Offering

c3 area	Service
Cloud & Engineering	Software Defined Network (SDN)
Cloud & Engineering	Systems Observability Implementation
Cloud & Engineering	Data Extract (ETL)
Cloud & Engineering	Data Load (ETL)
Cloud & Engineering	Data Transfrom (ETL)
Cloud & Engineering	Data Science and Machine Learning
Cloud & Engineering	Infrastructure as Code (IaC)
Cloud & Engineering	Data analytics and business intelligence
Cloud & Engineering	Data Visualisation and ML Platform Services
Cloud & Engineering	Network Security Deployment
Cloud & Engineering	Data Engineering
Cloud & Engineering	Database Deployment for Analytics and Insight
Cloud & Engineering	Cloud Deployment & Migration
Cloud & Engineering	DevSecOps Accelerator
Cloud & Engineering	Reliability Engineering Consultancy
Cloud & Engineering	Scalable System Design Solutions
Cloud & Engineering	Data Migration
Cloud & Engineering	Data Discovery Migration and Integration
Cloud & Engineering	Docker Container Deployment
Cloud & Engineering	Docker Container Testing and Operations
Cloud & Engineering	Database Operations Management
Cloud & Engineering	Docker Container Security Testing
Cloud & Engineering	Custom Application Configuration
Consulting & Transformation	User Experience (UX) Design
Consulting & Transformation	User Interface (UI) Design
Consulting & Transformation	Zero Trust Network Access (ZTNA) Consultancy
Consulting & Transformation	Continuous Integration Continuous Delivery
Consulting & Transformation	QA and Test Management
Consulting & Transformation	Continuous Service Improvement
Consulting & Transformation	Kanban Board Optimization
Consulting & Transformation	SAFe Delivery Solutions
Consulting & Transformation	Agile Product Ownership
Consulting & Transformation	Agile Sprint Planning
Consulting & Transformation	Agile Roadmap
Consulting & Transformation	Agile User Stories
Consulting & Transformation	Apache Cassandra Migration
Consulting & Transformation	Cloud Enterprise Architecture
Consulting & Transformation	Delivery Management
Consulting & Transformation	Strategy for Cloud Migration
Consulting & Transformation	Readiness Assessment for Cloud Migration
Consulting & Transformation	Programme Governance
Consulting & Transformation	Agile Discovery
Consulting & Transformation	Agile Alpha
Consulting & Transformation	Agile Beta
Consulting & Transformation	Agile Live
Consulting & Transformation	Database Design for Analytics and Insight
Consulting & Transformation	Project Management
Consulting & Transformation	Disaster Recovery and Business Continuity Consultancy
Consulting & Transformation	Cloud Cost & ROI Optimisation
Consulting & Transformation	Agile Business Analysis
Consulting & Transformation	Data Strategy for Analytics and Insight
Consulting & Transformation	Container Strategy Service
Consulting & Transformation	Microsoft Power Automate Services
Consulting & Transformation	Power Platform Cloud Transition and Integration Service
Cybersecurity & Compliance	Identity and Acess Management Strategy (IAM)
Cybersecurity & Compliance	Data Governance and Compliance
Cybersecurity & Compliance	IT Security Consultancy
Cybersecurity & Compliance	Security Threat Modelling
Cybersecurity & Compliance	Compliance as Code (InfraSec)
Cybersecurity & Compliance	Vulnerability Assessment (VA)
Cybersecurity & Compliance	Source Code Pre-Commit Assurance
Cybersecurity & Compliance	Source Code Quality Analysis
Cybersecurity & Compliance	Secrets Detection
Cybersecurity & Compliance	Secrets Encyrption and Lifecycle Management
Cybersecurity & Compliance	Software Composition Analysis (SCA)
Cybersecurity & Compliance	Static Application Security Testing (SAST)
Cybersecurity & Compliance	Dynamic Application Security Testing (DAST)

Service Description

Agile Alpha

Service Objectives

Our Agile Alpha service facilitates rapid prototyping and testing of potential solutions identified during the discovery phase, ensuring alignment with user needs and agile principles.

Service Features

- Prototype Development
- Iterative Testing of Solution Ideas
- Exploration of New Approaches
- Focus on Riskiest Assumptions
- Scope Definition for Transactional Elements
- Collaboration with Stakeholders
- Legislative and Contractual Constraint Analysis
- Integration with Existing Technology Assessment
- Open Communication and Transparency
- Data Reusability Investigation

Service Benefits

- Rapid validation of solution viability.
- Reduced development risks through iterative testing.
- Exploration of innovative approaches for problem-solving.
- Identification and mitigation of critical assumptions.
- Clear definition of transactional scope.
- Enhanced stakeholder engagement and collaboration.
- Risk assessment and compliance assurance.
- Seamless integration with existing technology.
- Transparent project communication and progress tracking.
- Maximization of data reusability opportunities.

Onboarding

abc will typically assign an Engagement Manager from the outset of our engagement. The aim of our Engagement Manager is to coordinate initial onboarding activities with the client. Once these initial onboarding activities are complete, our Engagement Manager will remain available as an escalation point throughout the engagement, and can be reached via phone or email.

Planning

abc's Planning services can be tailored to suit the specific circumstances of each client. Our planning adheres to the Agile methodology and aligns with Government Digital Service (GDS) standards. It is structured around the Discovery, Alpha, and Beta phases, fostering an iterative, user-focused approach. At the outset of an engagement, we will typically conduct a 'Discovery'. This is intended to facilitate knowledge sharing to establish a shared understanding of project vision and objectives. Outputs will depend upon the project objectives, and may include a backlog of user stories, as-is and desired business processes, technical constraints, user journeys, release roadmaps and plans, etc. For select projects in more traditional settings, we can offer a blend of Agile with aspects of traditional planning. This flexibility allows us to accommodate varying project requirements effectively, particularly complex or high-risk scenarios. Whichever the scenario, we prioritize collaboration and continuous improvement, enabling us to successfully plan, manage and deliver projects of any size, scope or maturity.

Setup & Migration

abc's Migration services ensure a seamless transition to the cloud or between cloud providers, tailored to client needs. Beginning with a thorough assessment of existing systems, we develop a comprehensive migration plan, aligned with the 14 NSCS principles, encompassing data, applications, and infrastructure. Our experienced team manages the entire migration process, ensuring minimal disruption and downtime. We provide assistance with software deployment, configuration, and optimization, ensuring optimal performance and security. We also address network aspects, ensuring seamless remote connectivity. With significant experience in this area, we can also introduce cloud native technologies to maximize the benefits of cloud-based infrastructure.

Testing

abc's QA & Testing services ensure the reliability, security, and efficiency of your software or infrastructure deployment. We begin by defining comprehensive test plans tailored to your specific requirements, covering functional, performance, and security aspects. Our experienced testing team executes these plans rigorously, utilizing both manual and automated testing methodologies. We conduct thorough performance testing to assess scalability and responsiveness under various

conditions. Security testing is paramount, ensuring protection against vulnerabilities and compliance with industry standards. Throughout the process, we provide detailed reports and recommendations for optimization, ensuring that your system meets high-quality standards.

Training

abc's Training approach is to impart knowledge and skills to client team members throughout the engagement. Our people selection processes are guided by our core values and mission, ensuring all of our team members not only strive for technical excellence, but have the passion to share and convey their expertise. Passing on this expertise to our clients team members is one of our key value differentiators, as it provides them with the knowledge, skills, and hands-on experience to enable them to confidently maximize the benefits of the service. Training is conducted using informal and formal methods, including breakout sessions, team calls, as well as workshops and presentations.

Ongoing Support

abc will agree on a support model with the client for ongoing support and maintenance during the course of the engagement. We operate using DevOps best practices, and we typically establish an in-house rota system, which clearly identifies who amongst the delivery team is on support duties - as defined in the support model - at any given time. For other scenarios, we can undertake support functions, depending upon the requirement.

User Support

abc's standard support hours are 9 to 5 (UK time), Monday to Friday. Response times are governed by the priority rating of the question - we will ensure we agree this with the client early on in the engagement.

We can provide a range of extended support options covering enhanced SLA's, Extended Support Coverage (inc out-of-hours support and 24x7 on-call support), additional support modes such as web chat and online ticketing tool, and technical account management options. These can be agreed with the client based on requirements.

Offboarding

We will ensure during offboarding, that agreed deliverables have been met and accepted by the client. We will remove any client data obtained through the course of the engagement in accordance with data deletion policies. We will also use the offboarding phase as an opportunity within abc to reflect internally on our key metrics and identify areas to address in future engagements.

Social value

Fighting climate change

abc's company values are in full alignment with our commitment to reduce our environmental impact and combat climate change. In support of this, we have implemented several initiatives across our company: Minimizing Travel: We prioritize public transport for face-to-face meetings and travel only when necessary. Embracing Technology: Digital tools are central to our operations, reducing paper usage and sourcing supplies from eco-friendly vendors. Economic Equality and Recycling: We recycle computer equipment and mobile devices to support those in need and address economic disparities. To achieve our environmental goals, we focus on waste reduction, efficient energy use, and eco-friendly procurement practices. Our efforts include: Waste Reduction: We promote a paperless office environment and implement effective waste management and recycling procedures. Energy Efficiency: Our facilities utilize energy-efficient lighting, equipment, and heating/cooling systems. Proactive Environmental Stewardship: Beyond meeting legal requirements, we actively seek opportunities to protect the environment through recycling, energy conservation, and sustainable technologies. We have a goal to align our operations with ISO 14001 standards, In doing so we prioritise environmental responsibility, striving for a clean, unpolluted environment. We fully recognize that safeguarding our natural resources is vital for the well-being of all communities and our future generations.

Tackling economic inequality

abc's social responsibility is at the core of our Values. We actively support various charities and initiatives that make a positive impact upon society. For example, we are a long-term supporter of charities which help people in low-income countries to work their way out of poverty with dignity (see figure from one charity summarizing our impact since 2015).
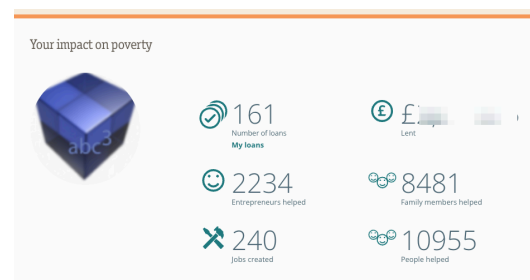
On a local level, we help to address economic inequality by supporting local charities and recycling computer equipment to benefit those in need, for example. Our commitment to economic equality extends to: Creating Employment Opportunities: Our growth thus far has had a positive impact as it has led to job creation for people that align with our vision and hence social values. Supporting Local Businesses: We prioritize local companies, including SMEs by integrating them into our supply chain wherever possible. The opportunity within GCloud gives us further potential to widen our positive social impact.

Equal opportunity

We firmly uphold equal opportunity across all aspects of our company, fostering an inclusive environment in support of our Values. We do not discriminate based on race, color, religion, age, disability, gender, or any other protected status. In our pursuit of equality, we take proactive steps: We integrate diversity into our company policies, promoting flexible work arrangements. Conscious of unconscious biases, we encourage ongoing dialogue and innovative approaches to foster inclusivity. Our hiring practices prioritize fairness and accessibility, striving to attract diverse talent through inclusive recruitment strategies. We cultivate diverse teams, offering mentorship and support to foster professional growth. Transparency is key; we report on diversity metrics within our company. Through initiatives like GCloud contracts, we intend to further embed diversity and inclusion in our projects and also leverage our collective efforts to champion equality in the wider community.

Wellbeing

We prioritize psychological safety, trust, and inclusion, fostering a mature workplace culture. We collaborate with clients to ensure the health and wellbeing of our team members, implementing inclusive onboarding practices and local team charters. We support the Mental Health at Work and Race at Work charters, and we strive for excellence in employee support. Our efforts to promote wellbeing include: We conduct regular check-ins with our team. We implement inclusive recruitment and retention practices . We offer flexible and remote working options where possible. We promote work-life balance and encourage regular breaks and holidays. We provide awareness training and guidance through shared learning and wellbeing events. We cultivate an open, inclusive, one team culture. We organize socials to foster team bonding and stronger relationships. All of our Wellbeing efforts are aligned with our values. The aim is to create an environment where every team member feels valued, supported, and empowered to thrive, thus enriching our workplace and broader community.

Contact Us

Questions? We'd love to hear from you. Please get in touch using the details below.

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