



controlplane

G-Cloud 14

# Service Definition

Agile Delivery Services  
for Cloud Native Security

Lot 3 Cloud Support

Delivering world-leading consulting solutions for Cloud,  
Kubernetes, and supply chain security.  
Secure-by-design and secure-by-default are in our DNA.



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# 1. Introduction

## Company Overview

Trusted by the world's most secure organisations to build and assure mission-critical platforms, we are a focused team of cloud native security experts with a passion for open source and a commitment to culture and collaboration.

We have industry-leading expertise in designing, delivering, and securing hardened, zero trust platforms for regulated industries. This deep understanding of secure-by-design and secure-by-default principles across cloud, Kubernetes, and supply chain security enables us to develop human-centric systems guided by precise and usable threat models. Our approach enhances delivery efficacy and surpasses industry standards.

From multinational banks and major public clouds to critical national infrastructure programs and government projects, startups and scale-ups to global healthcare and insurance providers, ControlPlane has secured a diverse portfolio of renowned customers.



## Who Are We?

- Specialists in **Secure-by-Design** and **Secure-by-Default** architectures, tailoring solutions to fit the unique needs of our clients
- Highly skilled **consultants, implementers, and trainers**, excelling in bridging the communication gap between engineers and executives
- Experts with **deep industry knowledge** in **highly regulated** environments and a comprehensive understanding of **open source software** in **strategic programmes**
- Proudly serving a diverse range of clients, from the world's **largest banks** to **public sector entities** and **open-source R&D labs**
- Enablers of **team and organisational transformation** through adaptable Agile practices designed to enhance efficiency and innovation

- Renowned for **unparalleled customer satisfaction** and retention, thanks to our **deep expertise and flexibility** in navigating technical and regulatory domains

## Value Proposition

ControlPlane has a proven history of enabling advanced security solutions through the application of Agile principles. We collaboratively design bespoke ways of working tailored to your organisation, ensuring that teams are fully equipped for business success. As your defence partners, we also rejuvenate a culture of effective delivery.

## Service Benefits

- Delivery that reduces risk and aligns with evolving business conditions
- Rapid course correction and adaptation to evolving information
- Shared alignment and focus on high-priority outcomes and goals
- Enhanced ability to innovate as impediments are removed
- Improved team effectiveness, self-management, and workflows
- Greater employee engagement and team morale
- Embedded systems and processes that facilitate efficient ways of working
- High-quality increments that meet the agreed Definition of Done
- Shared understanding between stakeholders and delivery teams
- Creation of a continuous improvement culture for ongoing advancement

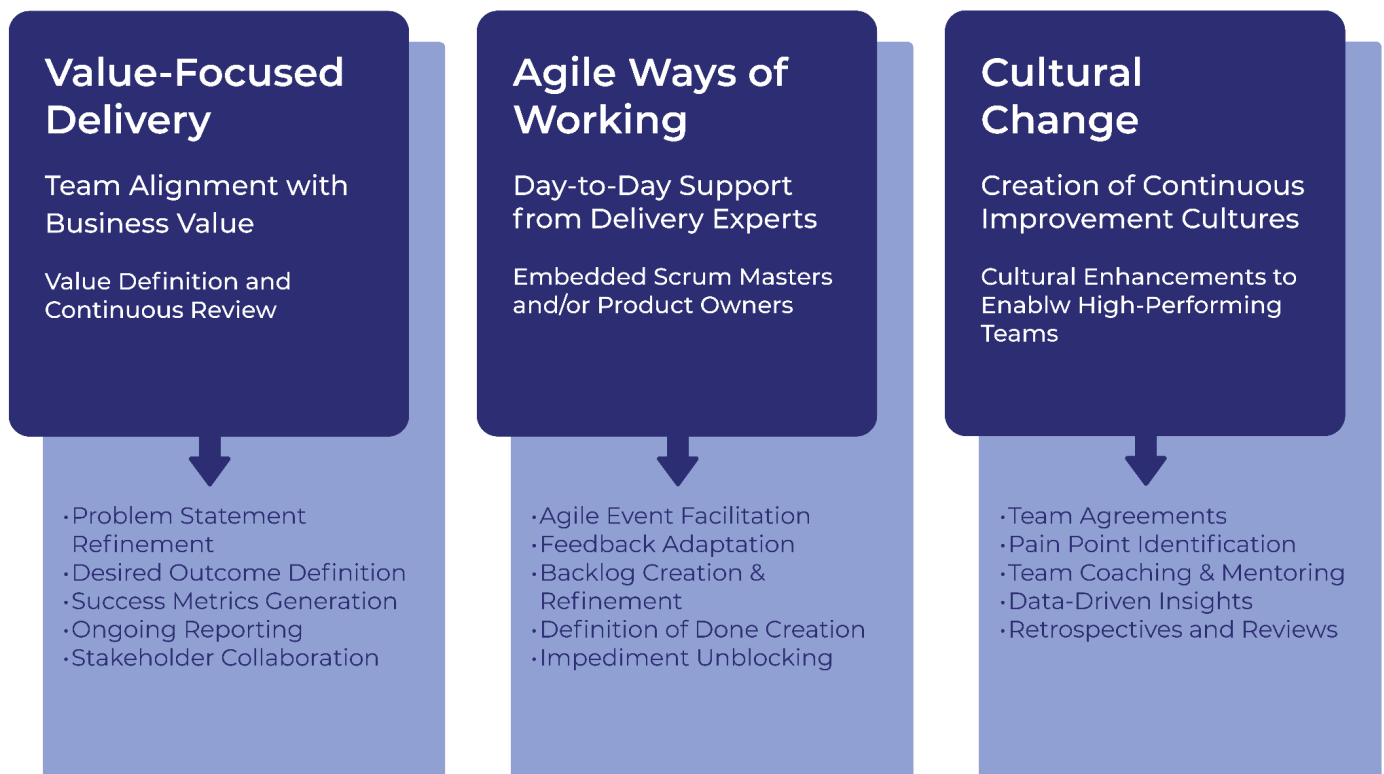
## Overview of the G-Cloud Service

At ControlPlane, we understand that delivery transformation requires a deep and personal understanding of the organisational landscape. Therefore, we bring not only exceptional technical expertise to our engagements but also extensive experience in designing and implementing bespoke and actionable cultural change programs. This means that we don't stop at reporting but rather partner with organisations in a practical way, on both the strategic and day-to-day levels, acting as catalysts and facilitators in bringing improvements to life. Much more than consultants, we are your partners in co-creating cultural change.

We offer the following services:

- Tailored and flexible Agile solutions for your organisational landscape
- Desired outcomes definition, metrics generation, and continuous review
- High-performing team creation with ways of working agreements
- Agile Events facilitation and coaching, e.g. planning, retrospectives, reviews

- Product backlog creation, continuous refinement, and feedback adaption
- Delivery support and impediment unblocking to enable team effectiveness
- Cross-team partnership enablement to maintain collaboration, alignment, and transparency
- Continuous improvement facilitation, data generation, and reporting
- Embedded Scrum Master(s) and/or training for staff
- Embedded Product Owner(s) and/or training for staff
- Ongoing reporting, visibility, and collaboration with required stakeholders



### Associated Services

ControlPlane boasts extensive experience in cloud migrations within regulated industries, offering advice on operating models, designs, and implementations, as well as providing security assessments related to the migration. Our Agile team can collaborate with either our specialists or your team to conduct a migration, ensuring the achievement of desired outcomes.

Our other services include Penetration Testing, Security Assessments and Threat Modelling, Security Architecture and Security Engineering, and Cloud Native Engineering.

## 2. Using the Service

### Availability of Trial Service

Due to the nature of the work, it is not possible to offer trial services. The delivery of Agile services first requires inspection and analysis to accurately define the current state of the organisation and the value sought by stakeholders. This then paves the way to implement iterative solutions.

ControlPlane does offer smaller initiatives for discovery or initial assessment to allow a demonstration of our capabilities and expertise at lower costs.

Otherwise, [case studies are available](#) to demonstrate ControlPlane's competence and the work previously done with our clients.

### Onboarding & Offboarding

The onboarding process usually begins with a discovery workstream to understand the cultural, interpersonal, and technical aspects of the organisation and relevant teams. The purpose is to gain a deeper insight into the company so that we can collaboratively define what success looks like.

The off-boarding process encompasses a plan on how to continue working towards success, with actionable recommendations based on the organisational insights gained, previous improvements made, and the unique context of your business. Furthermore, before off-boarding, we look to train and coach teams to a level of maturity that allows them to sustainably deliver long-term value, ensuring continued success through self-management.

### Training

We offer ongoing Agile and DevOps bite-size training that can be incorporated into team sessions. Alongside this, we provide tailored one-to-one coaching for internal Product Owners/Managers and Scrum Masters to enhance their capabilities in these roles and ensure the long-term success of the initiative after the engagement concludes.

We also offer stand-alone, deep-dive training sessions on any Agile, Scrum, Kanban, or DevOps topic of your choice.

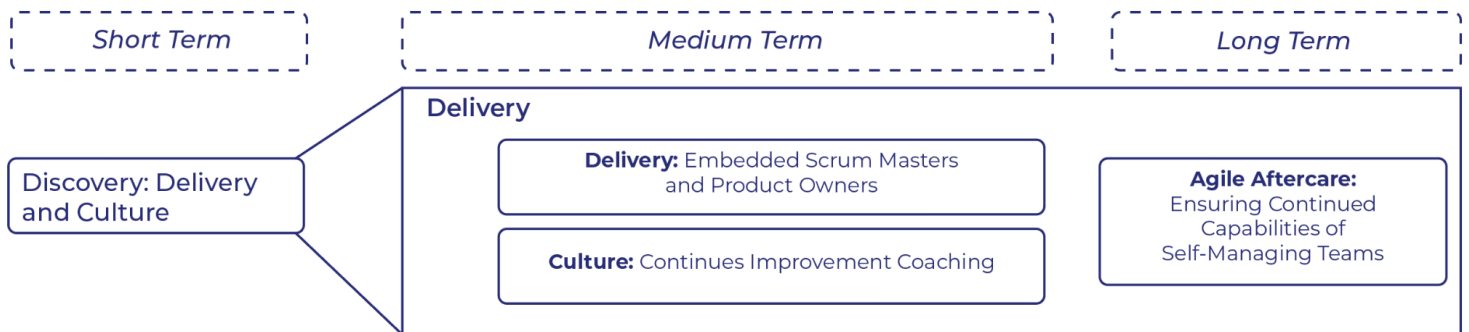
Furthermore, ControlPlane provides comprehensive cloud native security training.

### Implementation Plan

We will work collaboratively with you to understand your organisational context and objectives, subsequently defining the project's problem statement, desired outcomes, and success criteria. The planning phase will incorporate insights from

a diverse group of ControlPlane specialists in security, engineering, and delivery, ensuring you embark on the most optimal path.

Once the vision is established, we will assist you in creating and refining a provisional roadmap and product backlog, with an emphasis on the initial iteration to facilitate the integration of learnings into later development. Learnings and feedback, as they arise, will be clearly communicated and discussed with relevant stakeholders and team members.



## Service Management

Continuous improvement is at the core of our offering, and we look to work directly with the relevant teams to embed this into the heart of the delivery culture.

Our team of experts will facilitate Agile Events such as Retrospectives and Reviews to identify improvement opportunities, agree on actions, and validate that they achieved the desired outcomes. There are various methods used by our experts to identify such opportunities with a focus on data-driven analysis of work flows and team effectiveness. This could include the employment of flow metrics to reduce cycle time and improve project predictability, as well as feedback from team members and stakeholders to enhance the engineer experience and stakeholder satisfaction.

During the engagement, your Agile Consultant(s) will be your key point of contact and will provide the agreed visibility on progress through reporting and meetings, such as the Sprint Reviews. The Agile Consultant will have day-to-day visibility on development, so will be able to respond to ad hoc requests for information, as needed, and will work with the team to ensure continuous attention to quality through the Definition of Done.

## Service Constraints & Service Levels

For the project's duration, ControlPlane staff will be available to answer email queries, usually within one business day.

Normal service hours are from 09:00 to 17:00 UK time on weekdays, excluding bank holidays. Work outside these hours requires prior agreement and may incur additional charges according to the SFIA rate card.

All travel and subsistence costs to the client site will be chargeable based on the agreed Terms & Conditions.

### **Quality and Maintenance Management**

Our Agile experts work closely with stakeholders to clearly define the quality standards for your organisation. We will uphold them through the use of various methods, such as the Definition of Done, employment of thorough testing practices, and measuring any incidents through cycle time tracking for continuous improvement purposes. The ability to find issues quickly and course-correct helps mitigate significant risks and delays during delivery.

## **3. Provision of the Service**

### **Customer Responsibilities and Requirements**

We request that the customer work with us to create goals and metrics for the overall program as part of the initial stages of the engagement. It is critical that stakeholders participate in the relevant Agile Events, such as attending Sprint Reviews and contributing to Backlog Refinement, so that we have regular intervals to respond to feedback and give team direction. Alongside this, we ask that we be provided with organisational information and documentation, such as process, compliance, and risk requirements, so that we can deliver as effectively as possible during the engagement.

Within the delivery team, we recommend that the Product Owner accountability is fulfilled, either by the client or as part of the Agile Delivery package supplied by ControlPlane, so that crucial feedback and insight from the users and business is continuously incorporated into the details of team work items and the wider roadmap. Arrangements of this nature will be agreed by both parties and documented in the Order Form.

### **After-Sales Account Management**

As part of ControlPlane's account management, we ensure that our clients are sent a Client Satisfaction Survey to provide feedback on their experience, which creates an opportunity for us to rectify anything that does not meet customer expectations before the end of the engagement. At the end of the contract, we will confirm that success, as defined at the beginning of the contract, was met and discuss if there are any opportunities for further collaboration or support.



## 4. Our Experience

### Case Studies

[ControlPlane has Agile Case Studies available on our website.](#)

### Clients

From multinational banks and major public clouds to critical national infrastructure programs and government projects, startups and scale-ups to global healthcare and insurance providers, ControlPlane has secured a diverse portfolio of renowned customers.



### What our clients say about us



You deliver and set standards in a way that others struggle to match.

**Director - Cloud Security, Multinational Bank**



I cannot ask for better people: they are driven to improve, help and collaborate.

**Director - Cloud Security, Multinational Bank**



Assistance in supporting our Agile team has proved invaluable.

**Senior VP - Cloud Security, Multinational Bank**

## Accreditations

GKE Benchmarks	Hacking Kubernetes	SEC-584
Chosen by Google to audit and author the CIS Benchmarks for Google Kubernetes Engine (GKE)	Authored the technical attack and defense guide Hacking Kubernetes for O'Reilly	Authors of SANS SEC-584: Cloud Native Security: Defending Containers and Kubernetes

## Core Competencies

Consulting	Training & Events	Community Engagement
<ul style="list-style-type: none"> <li>Cloud Native <b>transformations</b></li> <li>Kubernetes, container, and cloud <b>security</b></li> <li><b>Zero-Trust</b> architecture design and assurance</li> <li><b>DevSecOps</b> infrastructure and application delivery</li> <li>Secure SDLC and continuous delivery <b>pipelines</b></li> <li>Hardened <b>supply chain</b> build and automation</li> <li>Cloud Native <b>SOC integration</b></li> <li><b>Pentest, Red, Blue, Purple Team</b></li> <li><b>Products</b> and <b>platforms security audit and review</b></li> </ul>	<ul style="list-style-type: none"> <li><b>CNCF</b> Official Training Partner</li> <li><b>SANS</b> and <b>O'Reilly</b> authors and trainers</li> <li>Secure Kubernetes <b>Operations, Application Delivery, and Advanced Pentesting</b> courses</li> <li><b>Advanced Kubernetes Security: Learn By Hacking</b> (former SANS SEC584)</li> <li><b>Capture The Flag (CTF)</b> events held at <b>KubeCon</b> (3 years running), and privately for developers, operations, and <b>red/blue</b> teams</li> <li>Original <b>Docker</b> trainers</li> <li>Original <b>Hashicorp</b> trainers</li> </ul>	<ul style="list-style-type: none"> <li>Prolific <b>international</b> and community <b>public speakers</b></li> <li><b>Conference</b> and meetup <b>organisers and volunteers</b></li> <li><b>Free hands-on workshops</b>, teaching hacking, debugging, and security, at <b>local and international</b> events</li> <li><b>CFP reviewers</b> for largest container and <b>Kubernetes industry events</b> (KubeCon, Cloud Native SecurityCon)</li> <li>Container Camp <b>curators and volunteers</b> for all 7 events (London to San Francisco)</li> </ul>

## G-Cloud Offerings

ControlPlane offers the following services on the G-Cloud Framework

### Lot 2

- ControlPlane Enterprise for Flux CD

### Lot 3

- Penetration Testing
- Security Assessments and Threat Modelling
- Security Architecture and Security Engineering
- Agile Delivery Services for Cloud Native Security
- Kubernetes, Security and Cloud Native Training

## Contact Details

For more information or to speak with an account manager, please get in touch:

[solutions@control-plane.io](mailto:solutions@control-plane.io)

<https://control-plane.io/>