G-Cloud 14 Service Definition Document

DevOps

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About Footprint IT Solutions:

Trusted since 2008, Footprint IT Solutions is an experienced partner guiding businesses and organisations through their digital transformation journeys. Our team of passionate technologists brings deep expertise in cloud architecture, networking, automation, system design, and software development.

We can help you implement DevOps best practices. We provide cloud-centric DevOps services, proven over many years for organisations of varying size, structure and sector. Our team of experts offers the capabilities, resources, and experience you need to provision and manage your cloud infrastructure and application deployment pipelines.

Service Summary:

At Footprint IT Solutions Limited, we specialise in delivering DevOps services tailored to your unique organisation requirements. Here's how we can help:

- Expertise: Our team of seasoned DevOps engineers possesses extensive expertise in designing, implementing, and managing robust DevOps solutions across various industries and domains.
- Customisation: We work closely with your organisation to understand your specific needs and tailor our DevOps services to align with your organisation's objectives, technology stack, and operational workflows.
- Automation: Leveraging industry-leading tools and best practices, we automate manual processes, streamline workflows, and enhance productivity to accelerate your software delivery lifecycle.
- Scalability: Our DevOps solutions are designed to scale seamlessly with your evolving organisation needs, whether you're a small startup or a large enterprise, enabling you to achieve greater agility and efficiency.
- Collaboration: We foster a culture of collaboration and knowledge sharing, empowering your teams to collaborate more effectively, innovate faster, and deliver high-quality software solutions.

Benefits:

Partnering with Footprint IT Solutions Limited to address your DevOps needs bring a wide range of benefits, including:

- Accelerated Time-to-Market: By implementing DevOps best practices and automation tools, we help you shorten your software development lifecycle, enabling you to bring new features and products to market faster.
- Improved Quality and Reliability: Our DevOps solutions focus on enhancing software quality, reliability, and stability through continuous integration, automated testing, and proactive monitoring, resulting in fewer defects and higher customer satisfaction.

- Enhanced Collaboration: We promote cross-functional collaboration and communication among development, operations, and QA teams, fostering a culture of shared responsibility and collective ownership, leading to greater innovation and efficiency.
- Cost Optimisation: Through automation, optimisation, and resource consolidation, we help you reduce infrastructure costs, improve resource utilisation, and maximise your return on investment (ROI) in DevOps technologies and practices.
- Business Agility: Our flexible and scalable DevOps solutions empower your organisation to respond rapidly to changing market conditions, customer demands, and competitive pressures, enabling you to stay ahead of the curve and drive organisation growth.
- Compliance and Security: With our robust information assurance measures, IL compliance framework, and proactive security practices, we ensure that your data and applications remain secure, compliant, and protected against emerging threats and vulnerabilities.

Information Assurance:

At Footprint IT Solutions Limited, we prioritise the security, confidentiality, and integrity of your data throughout the entire DevOps lifecycle. Our Information Assurance measures include:

- Data Encryption:

  Utilisation of robust encryption algorithms to protect sensitive data both at rest and in transit.

- Access Control:

  Implementation of granular access control mechanisms to ensure that only authorised personnel can access critical systems and data. The principle of least privilege is applied consistently.

- Auditing and Monitoring:

  Continuous monitoring of system logs and audit trails to detect and respond to any unauthorised access attempts or security breaches.

- Compliance Management:

  Adherence to industry-specific compliance standards such as GDPR, SOC 2, and ISO 27001 to ensure regulatory compliance.

- Security Training:

  Regular training sessions for our staff to raise awareness about emerging security threats and best practices for maintaining a secure DevOps environment.

Impact Level (IL) Compliance:

We recognise the importance of meeting various Impact Level (IL) requirements based on the sensitivity and criticality of your data and applications. Our IL Compliance approach includes:

- IL Classification:

  Assessment of your organisation's data and systems to determine the appropriate IL level based on confidentiality, integrity, and availability requirements.

- Risk Management:

  Identification and mitigation of risks associated with each IL level, including vulnerability assessments, threat modelling, and risk prioritisation.

- Continuous Monitoring:

  Ongoing monitoring of IL compliance status to ensure that security controls remain effective and aligned with evolving threats and regulatory requirements.

- Incident Response:

  Rapid response and containment of security incidents or breaches, including forensic analysis, incident reporting, and remediation efforts to minimise the impact on your organisation.

Development Life Cycle of the Solution:

- **Agile Development:**

  We follow agile development methodologies, such as Scrum or Kanban, to deliver cloud migration and optimisation solutions in an iterative and incremental manner. Our development life cycle includes requirements gathering, design, development, testing, deployment, and continuous improvement, with regular feedback loops and collaboration between development, operations, and organisation's stakeholders to ensure alignment with organisation objectives and requirements.

- **Continuous Integration and Deployment:**

  We leverage continuous integration and deployment (CI/CD) pipelines to automate the build, test, and deployment processes, enabling frequent and reliable releases of software updates and improvements to your cloud environment. Our CI/CD pipelines

integrate with version control systems, automated testing frameworks, and deployment tools to streamline the development and delivery process, reducing time-to-market and increasing agility and efficiency.

Backup/Restore and Disaster Recovery:

Ensuring the availability and resilience of your data and applications is a fundamental aspect of our DevOps services. Our Backup/Restore and Disaster Recovery capabilities include:

- Disaster Recovery Planning:

  Development of comprehensive disaster recovery plans encompassing failover procedures, data replication, and recovery point objectives (RPOs) and recovery time objectives (RTOs) tailored to your organisation's needs.

- Backup Strategy:

  Implementation of automated backup solutions with multiple redundancy levels to protect against data loss and corruption. This strategy ensures compliance with the RPOs and RTOs identified during Disaster Recovery Planning.

- Testing and Validation:

  Regular testing and validation of backup and recovery procedures through simulated disaster scenarios and drills to ensure readiness and effectiveness in real-world situations.

- Documentation and Reporting:

  Documentation of backup and recovery processes, including recovery procedures, contact lists, and escalation paths, with regular reporting on backup status, recovery times, and overall system availability.

Service Management Details:

Our service management framework is designed to ensure the reliable and efficient delivery of our DevOps services while maintaining high levels of customer satisfaction. Key aspects of our Service Management include:

- Incident Management:

  Proactive monitoring of system health and performance, with rapid detection and resolution of incidents through our dedicated support team and incident response processes.

- Change Management:

  Controlled implementation of changes to the DevOps environment, including configuration changes, software updates, and infrastructure enhancements, following standardised change management procedures to minimise risk and disruption.

- Performance Monitoring:

  Continuous monitoring of system performance metrics, including availability, response times, throughput, and resource utilisation, with proactive identification and remediation of performance bottlenecks and degradation.

- Service Reporting:

  Provision of regular service reports and performance dashboards, including key performance indicators (KPIs), service level agreement (SLA) compliance, incident trends, and change management metrics, to provide transparency and accountability.

Service Constraints:

While ensuring flexibility and scalability, we define certain service constraints to maintain the stability, security, and performance of our DevOps environment. Key service constraints include:

- Maintenance Windows:

  Scheduled maintenance windows during off-peak hours to perform routine maintenance, updates, and system upgrades with minimal disruption to your business operations.

- Customisation Limits:

  Guidelines on the level of customisation permitted within the scope of our DevOps services, including compatibility requirements, development effort, and additional fees for bespoke solutions.

- Deprecation Policy:

  Transparent communication of any planned deprecation or retirement of features, functionality, or services, including advance notification, alternative solutions, and migration assistance to minimise disruption and ensure a smooth transition.

Service Levels:

We are committed to delivering high-quality service with guaranteed performance levels to meet your organisation needs and expectations. Our Service Levels include:

- Performance Metrics:

  Defined service availability targets, response times, and throughput thresholds tailored to your specific requirements and usage patterns, with regular monitoring and reporting to track performance against SLAs.

- Availability Guarantees:

  Agreed-upon uptime guarantees backed by redundant infrastructure, fault-tolerant design, and proactive monitoring and maintenance to maximise system availability and reliability.

- Support Services:

  Access to dedicated support resources, including technical support engineers, account managers, and customer success representatives, available 24/7 to address any issues, inquiries, or service requests in a timely and efficient manner.

- Escalation Procedures:

  Established escalation procedures and communication channels for escalating critical issues, service disruptions, or escalations to senior management for prompt resolution and escalation management.

Onboarding Process:

1. Pre-Engagement Assessment:

   - Conduct an in-depth analysis of the client's existing infrastructure, workflows, and pain points to determine their DevOps needs.
   - Identify key stakeholders and decision-makers within the client's organisation to ensure effective communication and collaboration.
   - Define project objectives, success criteria, and timelines in alignment with the client's organisation goals.

2. Initial Consultation and Planning:

   - Schedule an initial consultation meeting with the client to gather requirements, discuss expectations, and outline project scope.
   - Develop a comprehensive project plan detailing milestones, deliverables, resource allocation, and budget estimates.
   - Establish clear communication channels and designate points of contact to facilitate ongoing collaboration and feedback.

3. Infrastructure Setup and Configuration:

   ○ Set up and configure the necessary infrastructure components, including servers, networks, and cloud environments, tailored to the client's specifications.
   ○ Implement version control systems, continuous integration/delivery pipelines, and collaboration tools customised to the client's technology stack and development workflows.
   ○ Deploy monitoring and logging solutions to ensure visibility, proactive issue detection, and performance optimisation.

4. Toolchain Integration and Automation:

   ○ Integrate DevOps tools and automation frameworks seamlessly into the client's environment to streamline development, testing, and deployment processes.
   ○ Configure automated testing, code quality checks, and deployment pipelines to accelerate software delivery while maintaining quality and reliability.
   ○ Implement infrastructure as code (IaC) practices using industry-standard tools to enable consistent, scalable, and repeatable deployments.

5. Training and Knowledge Transfer:

   ○ Provide comprehensive training sessions and workshops for the client's development, operations, and QA teams to familiarise them with DevOps tools, practices, and methodologies.
   ○ Offer hands-on guidance and support to ensure the client's team has the necessary skills and knowledge to manage and maintain the DevOps infrastructure effectively.
   ○ Facilitate knowledge transfer sessions and documentation to empower the client's team to troubleshoot issues and optimise workflows independently.

6. Integration Support and Testing:

   ○ Offer continuous support and assistance during the integration phase to address any technical challenges or configuration issues that arise.
   ○ Conduct thorough testing of integrated systems, pipelines, and automation workflows to validate functionality, performance, and security.
   ○ Collaborate closely with the client's team to resolve any identified issues promptly and ensure a smooth transition to the new DevOps environment.

7. Go-Live and Handover:

   ○ Coordinate the final deployment and transition to the production environment in collaboration with the client, ensuring minimal disruption to operations.
   ○ Monitor system performance and stability during the initial post-deployment period, providing proactive support and troubleshooting as needed.

○ Conduct post-implementation reviews and retrospectives to gather feedback, identify areas for improvement, and ensure ongoing optimisation.

8. Ongoing Support and Optimisation:

○ Provide continued support, maintenance, and optimisation services to enhance the performance, reliability, and security of the DevOps infrastructure.
○ Conduct regular assessments and audits to identify opportunities for process improvement, tool optimisation, and cost reduction.
○ Collaborate with the client to implement best practices, industry standards, and emerging technologies to stay ahead of evolving organisation needs and market trends.

Offboarding Process:

1. Transition Planning and Communication:

○ Initiate discussions with the client regarding the decision to terminate or transition the engagement, ensuring transparency and alignment on next steps.
○ Assess the impact of offboarding on the client's operations, projects, and stakeholders, and develop a transition plan outlining key activities, timelines, and responsibilities.

2. Data and Environment Cleanup:

○ Coordinate with the client to identify and archive any data, configurations, or artefacts stored in the DevOps environment, ensuring compliance with data protection regulations and security standards.
○ Safely decommission and remove any unused or unnecessary infrastructure components, resources, or services to optimise resource utilisation and cost efficiency.

3. Knowledge Transfer and Documentation:

○ Document and organise all relevant information, processes, and configurations related to the DevOps infrastructure and workflows, ensuring comprehensive documentation for future reference.
○ Conduct knowledge transfer sessions and workshops to transfer ownership and operational responsibilities to the client's team, empowering them to manage and maintain the environment independently.
○ Provide detailed documentation, user guides, and troubleshooting resources to support the client post-offboarding and facilitate a smooth transition.

4. Financial Settlement and Contract Closure:

   ○ Review and reconcile any outstanding invoices, payments, or financial obligations between the client and the DevOps company, ensuring all contractual terms and termination clauses are fulfilled.
   ○ Generate and issue final invoices or statements reflecting the agreed-upon settlement amounts, any applicable refunds or credits, and the closure of contractual agreements.

5. Feedback and Continuous Improvement:

   ○ Solicit feedback from the client regarding their overall experience with the DevOps engagement, including strengths, weaknesses, and areas for improvement.
   ○ Conduct a post-mortem analysis or retrospective meeting to identify lessons learned, successes, and opportunities for future engagements, driving continuous improvement efforts within the DevOps company.
   ○ Document feedback and recommendations for internal review and optimisation of processes, tools, and methodologies to enhance service delivery and customer satisfaction.

6. Closure and Support Transition:

   ○ Officially close the engagement and terminate any remaining contractual agreements or obligations, ensuring all parties are notified and aligned on the conclusion of the engagement.
   ○ Provide ongoing support and assistance during the transition period to ensure a seamless handover of responsibilities and continuity of operations for the client.
   ○ Maintain open communication channels and offer additional support as needed to address any post-offboarding issues or inquiries, demonstrating ongoing commitment to customer success and satisfaction.

Data Restoration and Service Migration:

Data Restoration:

In the event of service termination between Footprint IT Solutions Limited (referred to as "the Service Provider") and the client (referred to as "the Client"), we ensure smooth data restoration processes as outlined below:

Data Backup:

Throughout our service agreement, we diligently maintain regular backups of our clients' data, adhering to industry best practices and any agreed-upon backup schedules. Data Retrieval Request: Upon termination, clients can submit a written request to us for the retrieval of their stored data. Data Restoration Process: We promptly initiate the data

restoration process within [insert timeframe] days of receiving the client's request. The restored data is either transferred to a mutually agreed location or provided to the client in a compatible format. Data Retrieval Fees: We may charge reasonable fees for data retrieval and restoration, which we communicate to the client before proceeding.

Service Migration:

Should service termination necessitate migrating services to a new provider or platform, we ensure a seamless transition with the following provisions:

Migration Planning:

Upon receipt of termination notice, we collaborate closely with the client to develop a comprehensive migration plan, detailing steps, timelines, and responsibilities for service transfer. Data Transfer: We facilitate the smooth transfer of data and services to the new provider or platform in accordance with the migration plan. Service Continuity: Our priority is to minimise disruption to the client's operations during the migration process, and we provide necessary support and assistance to achieve this goal. Post-Migration Support: After completing the migration, we offer ongoing support to address any issues or concerns arising from the transition for a period of 30 days.

Client Responsibilities:

We require clients to grant access to essential systems and personnel to facilitate the implementation and maintenance of DevOps practices. Timely feedback and cooperation are essential for us to deliver our services effectively.

Technical Requirements:

Clients must ensure that their systems meet the minimum technical requirements, including necessary bandwidth and compatibility with our tools and platforms. We provide detailed specifications during the onboarding process to ensure a smooth integration of our services.

Pricing Details:

SFIA Rate Card:

- The pricing for services provided by Footprint IT Solutions Limited ("the Service Provider") will be based on the SFIA (Skills Framework for the Information Age) Rate Card.
- SFIA Rate Card specifies the rates associated with different skill levels and job roles involved in delivering the services.
- The Client can refer to the SFIA Rate Card provided by the Service Provider for detailed information on pricing.

Financial Recompense Model:

We understand the importance of service reliability and uptime to your organisation operations. In the event of service failures or breaches of agreed-upon service levels, Footprint IT Solutions Limited offers a financial recompense model to compensate for any loss of service or impact on organisation operations. Details of our financial recompense model are outlined in our Service Level Agreements (SLAs) and are subject to agreed-upon terms and conditions.

Ordering and Invoicing Process:

Our ordering and invoicing process is designed to be transparent, efficient, and user-friendly. Upon initiating services with Footprint IT Solutions Limited, clients will receive clear guidance on the ordering process, including the selection of desired DevOps services, customisation options, and service level agreements. Invoices are generated based on agreed-upon pricing terms, usage metrics, and billing cycles, with detailed breakdowns of charges and services rendered. Our dedicated billing team is available to assist with any invoicing inquiries or billing-related issues, ensuring a seamless and hassle-free experience for our clients.

Termination Terms:

Notice Period:

The Client must provide a written notice of termination to the Service Provider with a minimum notice period of [insert notice period] days prior to the intended termination date.

Reason for Termination:

The Client may terminate the agreement for any reason, including but not limited to unsatisfactory service performance, changes in organisation requirements, or financial considerations.

Outstanding Payments:

The Client shall settle any outstanding payments owed to the Service Provider up to the termination date as per the terms outlined in the agreement.

Equal Opportunity:

- **Equal Opportunity Policy:** Footprint IT Solutions Limited is committed to providing equal employment opportunities to all individuals regardless of race, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. We value diversity, inclusion, and belonging and strive to create a workplace culture that fosters collaboration, creativity, and innovation, where all employees are treated with dignity, respect, and fairness.

- **Diversity and Inclusion Initiatives:** We actively promote diversity and inclusion through various initiatives, including diversity training, employee resource groups, mentorship programs, and recruitment efforts aimed at attracting and retaining diverse talent. We believe that diversity and inclusion are essential for driving innovation, fostering creativity, and creating a positive and inclusive work environment where everyone can thrive and contribute to the success of our organisation.

For more Information:

For further information please see our website at https://www.footprintit.net or https://uk.linkedin.com/company/footprintitsolutions or contact us on 01983 475470