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G-Cloud 14 Service Description

DevOps Adoption Support

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DevOps Adoption Support

Methods' DevOps Adoption Support service provides expert support at any stage of your DevOps adoption journey. Our experienced multidisciplinary teams can support you through cultural, operational and technical accommodations, particularly on heterogeneous IT estates. Support covers assessments, planning, roadmap development, DevOps principles, tools, monitoring and measurement, and continual improvement.

What is the Service

Adopting DevOps is transformative, and Methods' DevOps Adoption Support service provides expert support at any stage of your DevOps adoption journey. Our experienced multidisciplinary teams can support you through cultural, operational and technical accommodations, particularly on heterogeneous IT estates using a mix of DevOps and more traditional support.

Our support covers assessment and planning, with support for current state assessments, goal definition and roadmap development. Support extends into implementation and adoption, with technology-agnostic advice on tools and integrations, process accommodations and cultural changes that independently balance stakeholder perspectives.

Once implemented, we offer optimisation and support services to monitor and measure the results, coach participants and stakeholders, and ensure adoption and compliance. Finally, we embed continual improvement so it becomes second nature, and help with the remaining delivery according to the roadmap.

What can it do for you

Methods' DevOps Adoption Support service provides expert support at any stage of your DevOps adoption journey. Our experienced multidisciplinary teams can support you by:
- Providing expertise and guidance from experienced professionals who have helped others successfully adopt DevOps
- Providing objectivity with unbiased assessments and independent stakeholder management
- Designing tailored solutions and roadmaps based on your maturity, strategy and environment

Methods involvement means faster time to value, reduced adoption risk, transparent monitoring and measures, and embedded continual improvement with a partner who can provide long-term support.

Service Features

1. Assistance with assessing and planning DevOps adoption
2. Assessment of current state, codification of goals for DevOps
3. Definition of future states and adoption roadmap
4. Effective stakeholder management to achieve representation and culture buy-in
5. Support for initial state including DevOps principles and practices
6. Training and development of participating teams
7. Introduction of initial tooling, collaboration and communication aspects
8. Management of impacts and accommodations to operational practices
9. Introduction of Continuous Delivery including monitoring and testing
10. Introduction of continual improvement, including monitoring and measurement

Service Benefits

1. Experienced support provides faster and smoother DevOps adoption
2. Approach tailored to your maturity, strategy and services
3. Independent advice on DevOps tooling and integrations
4. Structured approaches to key tasks including knowledge sharing/ transfer
5. Accommodation for DevOps alongside more traditional support
6. Independent external resources to broker compromise
7. Structured stakeholder management and cultural adjustments for silo breakdown
8. Reduced risk of DevOps adoption errors and missteps
9. Access to DevOps adoption best practice and industry insights
10. Focus on end-user satisfaction, robust monitoring and Continuous Delivery

Contact details

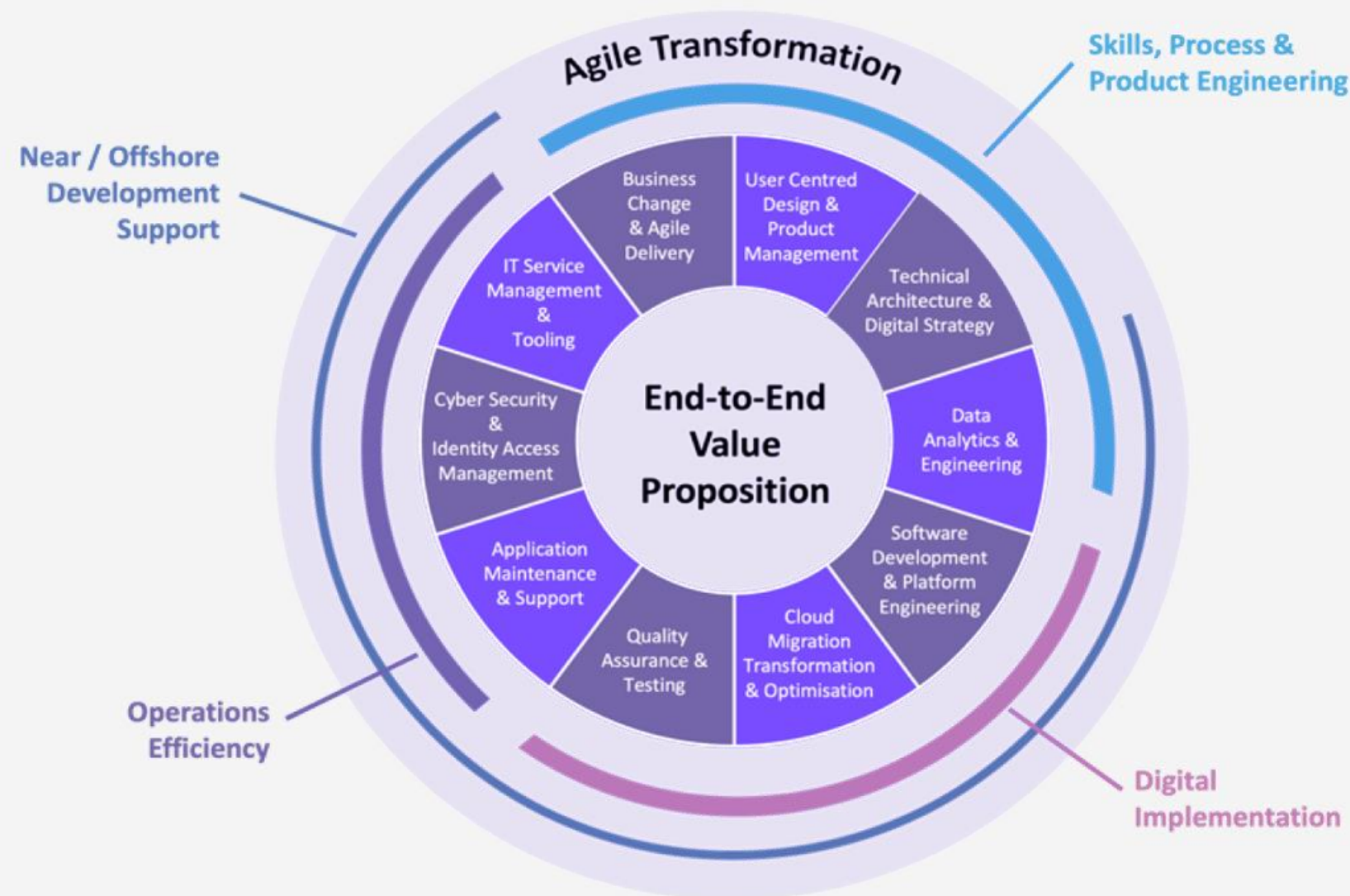✉ bidteam@methods.co.uk   📱 020 7240 1121   🌐 www.methods.co.uk

End-to-end transformation and innovation experts

Applying our skills in innovation and collaboration from across the Methods Group, to deliver end-to-end business and technical solutions that are people-centred, safe, and designed for the future.
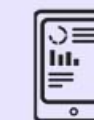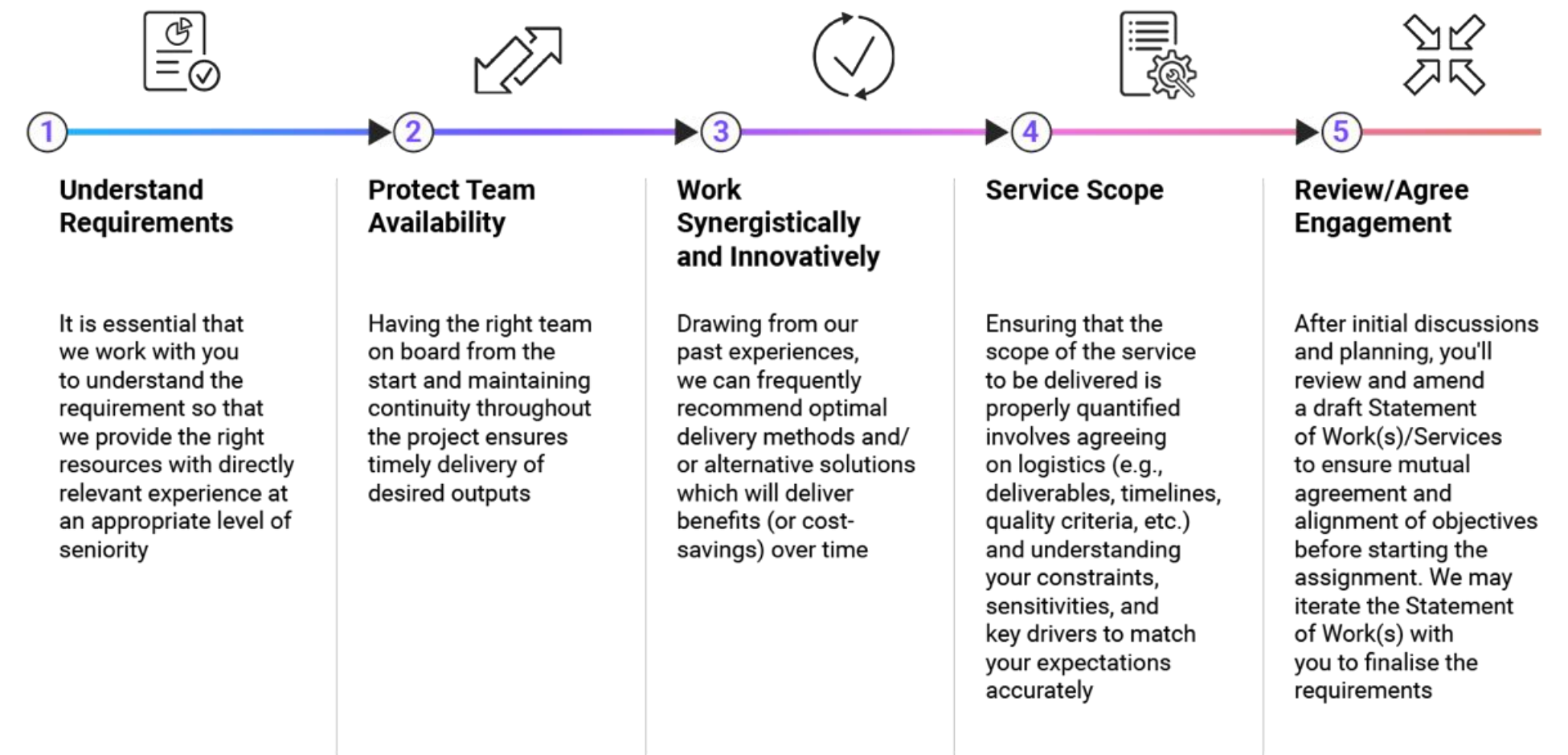
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

With a focus on driving interoperability and innovation in UK Central Government, we have helped multiple organisations in the sector modernise their IT architecture, systems, strategy, and operating models to improve organisational resilience and service delivery.

Methods deliver wide-ranging services and thought leadership to support delivery including:

Agile Transformation

Skills, Process & Product Engineering

Near / Offshore Development Support

Operations Efficiency

Digital Implementation

End-to-End Value Proposition

- Business Change & Agile Delivery
- User Centred Design & Product Management
- Technical Architecture & Digital Strategy
- Data Analytics & Engineering
- Software Development & Platform Engineering
- Cloud Migration Transformation & Optimisation
- Quality Assurance & Testing
- Application Maintenance & Support
- Cyber Security & Identity Access Management
- IT Service Management & Tooling

Onboarding and offboarding process

1 Understand Requirements

It is essential that we work with you to understand the requirement so that we provide the right resources with directly relevant experience at an appropriate level of seniority

2 Protect Team Availability

Having the right team on board from the start and maintaining continuity throughout the project ensures timely delivery of desired outputs

3 Work Synergistically and Innovatively

Drawing from our past experiences, we can frequently recommend optimal delivery methods and/or alternative solutions which will deliver benefits (or cost-savings) over time

4 Service Scope

Ensuring that the scope of the service to be delivered is properly quantified involves agreeing on logistics (e.g., deliverables, timelines, quality criteria, etc.) and understanding your constraints, sensitivities, and key drivers to match your expectations accurately

5 Review/Agree Engagement

After initial discussions and planning, you'll review and amend a draft Statement of Work(s)/Services to ensure mutual agreement and alignment of objectives before starting the assignment. We may iterate the Statement of Work(s) with you to finalise the requirements

Ordering and Invoicing

Once we have agreed a Statement of Work(s) we will sign the appropriate agreement and complete a Call Off contract with an attached Statement of Work(s), and submission of a Purchase Order. We will then set up a mutually acceptable start date and commence work.

Payment terms are 30 days or less as may be agreed.

Please note - we are unable to accept Government Procurement Card (GPC) payments.

Customer Responsibilities

For any given requirement, we will identify any dependencies on the customer (e.g. access to key stakeholders, facilities, documentation, etc.) and agree these at the start of the work.

Making a difference

The work we do each day is focused on delivering a positive difference for the public sector for the benefit of society as a whole.

Environment
We use the 'recycle, reuse, repair, refuse' approach to waste reduction to minimise landfill waste, support climate initiatives, and enhance biodiversity, creating a sustainable environment for our colleagues and community

Volunteering
We continue to support charitable causes that align with and support our values including our charity partner and VCSE initiatives

Investment in Talent
We cultivate young talent through our GRAVITATE programme, championing vibrant apprenticeship and graduate schemes while aiding tech career exploration for individuals aged 14-24

Diversifying our Supply Chains
We diversify our local supply chains, promoting small business enterprise and engaging local people, SME, and micro-business suppliers

Staff Wellbeing
We offer career paths and continue to enhance our PDP processes, and maintain our commitment to the Armed Forces Covenant. Moreover, we continue to support our colleagues holistically, considering them as complete individuals at every career stage with Methods

Safeguarding Services
We continue to provide insightful thought leadership on leveraging modern technology to secure our public services for future generations. This involves speaking at industry events, educating youth on tech career paths, and offering pro-bono advice to senior policymakers

Customer stories

Stopped a Central Goverment high-severity Cyber threat in its tracks with a Threat Management solution that continuously monitors the security posture and responds to active cyber security incidents and vulnerabilities fast

Simplified 230+ service offerings with no disruption to live service to deliver service management maturity that was standardised to be more efficient, and optimised to reduce cost at a critical time for HMCTS

Put nature at the heart of government decision-making using digital and AI innovation to explore 21 natural capital ecosystem assessments with Defra

Reduced service costs by 60% through the design and transition of Robotic Process Automation of 1.2M service billing transactions per month at NOS Telecoms Cabinet Office

Enabled the delivery of 4.7M care and food supplies to people who were at the highest risk from COVID-19 through the development, delivery, and maintenance of the Shielding Vulnerable People service at the Cabinet Office

Increased speed and traceability of annual education funding allocations by transforming the Funding Service at ESFA in the DFE

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