DevOps Cloud Build Workstation

Driving Secure Digital Transformation
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Summary

DevOps Cloud Build Workstation provides the UK public sector with a reliable and efficient SaaS solution for software development. With automated build processes, integrated version control, and continuous integration/deployment, organisations can streamline development workflows, improve collaboration, and accelerate software delivery while ensuring security and scalability in a cloud-based environment.

Features

- Automated build processes for efficient software development workflows.
- Cloud-based infrastructure for scalability and accessibility in development.
- Integrated version control for seamless code collaboration and management.
- Customisable build configurations for tailored development environments.
- Multi-platform support for flexibility across different operating systems.
- Continuous integration and deployment for rapid software delivery cycles.
- Role-based access control for secure project management and collaboration.
- Real-time feedback on status for quick issue identification and resolution.
- Integration with popular development tools for enhanced compatibility.
- Detailed build logs and analytics for monitoring and troubleshooting.

Benefits

- Streamlined software development with automated build processes.
- Scalable infrastructure ensures reliable performance for development projects.
- Efficient code collaboration and management with integrated version control.
- Flexible development environments tailored to project requirements.
- Compatibility across different operating systems for seamless development.
- Faster software delivery cycles with continuous integration and deployment.
- Secure project management and collaboration with role-based access control.
- Rapid issue identification and resolution with real-time build status feedback.
- Enhanced compatibility with integration with popular development tools.
- Informed decision-making with detailed build logs and analytics.

Service Description

Chef is a powerful DevOps automation platform that transforms complex infrastructure into code. It delivers agile continuous delivery to secure government infrastructures by codifying application, deployment, and delivery.

Chef is a configuration management tool written in Ruby and Erlang. It uses a pure-Ruby, domain-specific language (DSL) for writing system configuration "recipes". Chef is used to streamline the task of configuring and maintaining a company's servers and can integrate with cloud-based platforms such as Rackspace, OVH, Amazon EC2, Google Cloud Platform, OpenStack, SoftLayer, and Microsoft Azure to automatically provision and configure new machines. Chef contains solutions for both small- and large-scale systems.

The Chef server acts as a hub for configuration data, storing cookbooks and policies that are applied to nodes. It also holds the metadata that describes each registered node (Virtual Host/Machine) that is being managed by the chef-client. Nodes use the chef-client to ask the Chef server for configuration details, such as recipes, templates, and file distributions. The chef-client then does as much of the configuration work as possible on the nodes themselves (and not on the Chef server). This scalable approach distributes the configuration effort throughout the datacentres and infrastructure.

The Secure DevOps (Chef) Build Workstation is a secure remote desktop, able to update, edit, and configure the Chef Server environment through the deployment of cookbooks, and Node/Role attributes. Using the Viewdeck Secure DevOps Build Workstation as Service, it provides a patched, secured cloud-based development graphical workstation easily deployed across environments, providing IDE, scripting, deployment, and manipulation of infrastructure build scripts in a secure environment.
It includes the Chef Development Bit, containing everything that is needed to start using Chef (Chef-client, Chef, Ohai, Kitchen, Chefspec, etc).

Tag Cloud

DevOps, Cloud Build, Workstation, UK Government, Public Sector, Software Development, Continuous Integration, Continuous Deployment, Agile Development, Automation, Efficiency, Collaboration, Cloud Computing, Version Control, Code Quality, Deployment, UK Public Sector.

Appendix 2 : Terms and Conditions

1. In all products Support is calculated on the basis of a remote, off-site basis, and where necessary, a secure access service to the services is required at additional cost. For UKCloud Tier 1 Elevated services, the Secure Remote Access solution provides such a service.

2. Change Requests, Change Boards, and Change Management are not included and will be calculated at normal SFIA rates. As a service, patching and updates will be managed and coordinated by Viewdeck and, unless there is an impact to service, no notification will be provided. Regular, pre- approved change windows for minor outages will be agreed with the Client upfront.

3. Rates do not include ITHC activity. Most components have been checked previously, and where possible relevant information will be made available. Where possible, and as required, supporting an ITHC and the outcomes of the ITHC will be managed as a fixed price item (the cost will depend on the Client's accreditation requirements).

4. Regular Service Reviews are not included, but can be added as a fixed cost package. The cost will depend upon the level of integration required into the client's service architecture and federated service model. Standard 'out of the box' reporting from service management tools will be provided for 2nd and 1st line support packages only. 3rd line support functions are not included (assumed to be part of a 2nd line support function). Where tailored or alternative reporting is required, these will be provided as an additional item

5. In accordance with our Security Policy, Patches will be applied when appropriate, and unless of High Priority (CESG or other body), at the discretion of Viewdeck. We aim to patch all systems within 30 days for Repository or packaged applications. Third party application software will only be upgraded if major failures or issues exist, impacting usability, or on annual renewals. Upgrades can be done at the client's request as a chargeable item.

6. 1st Line support assumes clients can self-serve via the Support Portal, and will always be directed towards email/online support functions.

7. 2nd Line support assumes interfacing and triage is handled by a separate (Client) Service desk, with Viewdeck acting as a Resolver Group. Email and Online Service portal will help manage and coordinate.

8. 3rd Line support assumes all end user management, and investigation is provided by the Client's ICT support function/organisation, and liaison is restricted to technical, authorised and available resources.

9. Additional Support tasks that are passed through to Viewdeck inappropriately will be charged at the normal SFIA Rates.

10. Viewdeck takes no responsibility for the functionality or the performance of these applications, open source solutions or their components. Where possible, software functionality will be baselined and agreed at commissioning. Downstream operational issues will be fixed, and best endeavours used to maintain service, but responsibility for third party software does not lie with Viewdeck. Liability is limited to the Value of the Termination of the Contract.

Appendix 3: Viewdeck Support

The Viewdeck Support and Service Desk function provides a range of options to meet a clients specific requirements, based upon service and business need. Support channels include telephone, web, Slack (Chat) and email to users of the service. The service provides an ITIL aligned help desk, with standard reporting, incident management and problem management processes using an application tool-set, with SLA management and customer reporting.

Viewdeck support helpdesk is available, during UK working hours, to log support calls for any incidents. Standard support hours can be extended by agreement. Each customer call is logged in our remote management system which provides a unique call reference number enabling issue tracking and enabling ease of exchange of information during incident resolution process.

Our fully trained team work directly with our clients to manage and resolve support queries using telephone, chat, remote access and, if necessary, on-site visits.

Our Standard Support function provides monthly service level reports, remote problem management support and monthly client reporting to provide integration into the client's service architecture and federated service models.

Our Service Desk can offer 1st, 2nd and 3rd line support depending upon client needs.

Support Level	Hours	Description
Bronze	9am -5pm Weekdays (UK Working Days, Excludes Bank Holidays)	Support aligned to UK working day. Telephone and email support as standard. Monthly reporting is provided.
Silver	9am – 5pm, 7 days a week (Excludes Bank Holidays)	Support aligned to UK working day including weekends. Telephone and email support as standard. Monthly reporting is provided with quarterly service reviews.
Gold	24 hours, 7 days per week	Support function and Service Desk are aligned to global working. Chat also included via Slack as standard. Monthly reporting is provided with quarterly service reviews, plus a named service manager.

The Viewdeck Service Desk can provide the following support options to suit the customers and business needs:

Support Option	Description
Managed Support Option 1st, 2nd and 3rd line support	Customer end/business users directly interface to Viewdeck 1st line Service Desk provided. Viewdeck also provide: • 2nd line service support providing configuration level remediation 3rd line technical change and technical support to clients technical resolver groups
Configuration & Technical Support Option 2nd and 3rd line support	Customer Business users are managed by their own Support Desk function. Configuration and Technical issues are escalated to the Viewdeck Service Desk by the Client Service Desk. Viewdeck only provides: • 2nd line service support providing configuration level remediation 3rd line technical change and technical support to clients technical resolver groups
Technical Support Option 3rd line support only	Customer Business users are managed by their own Support Desk function. Configuration level issues are resolved by client resolver teams. Technical issues are escalated to the Viewdeck Service Desk by the Client Service Desk. Viewdeck only provides 3rd line technical change and technical support to clients technical resolver groups

Incident Management

Viewdeck classifies incidents raised at its service desk using the following P1 – P5 Priority Code. Incidents raised with the Service Desk will be triaged and responded to within 30 Minutes and then actioned accordingly in priority order.
▪ P1 Total loss of service to all users.

- P2 Some loss of critical service for some or all users.
- P3 Limited loss of service or work around possible limiting loss experienced.
- P4 Tasks are made more difficult but are not impossible to complete.
- P5 Interferes with non-operational use.

	Urgency of Response		
Priority code	**Urgency of response**	**Target response (within core hours)**	**Target resolution (within core hours) (M-F x 9-5)**
P1	Immediate, sustained effort using all necessary and available resources until service is restored.	Immediate response, action within 30 Mins (Enterprise 24x7) , 1 hour (Outside Support Hours).	4 hours
P2	Immediate response to assess the situation, staff may be interrupted and taken away from low or medium priority jobs.	Immediate response (within contracted Service Hours), action within 2 hours.	1 working day
P3	Response using standard procedures and operating within the normal frameworks.	Email notification of call being logged (within contracted Service Hours) 1 hour. Response by email or phone within 1 working day.	2 working days
P4	Response using standard procedures and operating within the normal frameworks as time allows.	Email notification of call being logged (within contracted Service Hours) 1 hour. Response by email or phone within 1 working day.	5 working days
P5	Response using standard procedures and operating within the normal frameworks as time allows	Email notification of call being logged (within contracted Service Hours) 1 hour. Response by email or phone within 1 working day.	10 working days

Our Service Level Objective aims to resolve 90% of incidents within the target resolution time.
All P1 and P2 events are allocated an Incident Manager to oversee and manage incidents through to resolution. Client help desks or Resolver Groups will be informed and updated as the incident resolution evolves. The Incident Manager will act as a SPOC for the client, providing regular reporting and will coordinate activity between various resolver groups as necessary to ensure successful resolution.

Appendix 4 : About us

Why is Viewdeck Different?

- **Value** - As a specialist SME, we can bring big company/ex Big 4 consultancy experience with niche specialist value.

- **Insight** - Having delivered across the Public Sector, Client Side and Supplier Side, our senior team bring more than just delivery capability, they bring insight and a network of relationships.

- **Experience** - Wide range of technical delivery support to MOD, SLC, SIA, Cabinet Office, NCA, Home Office, DVLA, Department of Education, FCA.

- **Win** - Our team have delivered £100m's of savings to HMG in the past few years by re-negotiating ICT contracts.

- **Diligence** - Our team worked regularly in secure government agencies. Our people, processes and capabilities support secure quality and assurable deliveries. ISO 27001 certified.

- **Energy** - Uplift your programme with new skills, new experiences, and new insight.

- **Collaboration** - Proven client support, skills transfer. Delivery through client/Viewdeck joint collaborative working.

- **Knowledge** - Specialist in Architecture, Cloud Solutions, HMG Transformation, and Leaders in HMG ICT programmes.

Offering Value for Money

Approach

- Expert skills and resources, Real world experience.

- Strong domain knowledge.

- Buddy/duplication of services/capabilities.

- Utilise existing staff, skills transfer, embed, upskill.

- Iterative/Agile, rapid reaction to changes.

- Re-use where applicable.

- Strong Comms, lasting legacy, easy to adopt, real artifacts.

- New Ways of working.

Outcome

- Efficient coherent delivery, with less time reworking or 'learning on the job'.

- Swift subject understanding, minimise learning and false assumptions.

- Risk reduction of delays through single points of knowledge and absence.

- Minimise Consultant spend, ensuring timely efficient handovers to client.

- Speedy product creation, less time pursuing wrong directions.

- Less time re-inventing capabilities, best value for money in delivery.

- Investments reused create more downstream value for the client.

- Enthused and interested workforce, more able to rapidly accommodate change and hence increased efficiency.