

## **. Service name**

### **Service name**

Trustmarque Red Hat Enterprise DevOps

## **. About your service**

### **Service description**

Red Hat Consulting has created a range of offerings to assist customers with developing and implementing a Dev Ops culture. This allows customers to deliver an Agile development service to create high availability containerised platforms.

## **. Service features and benefits**

### **Service features and benefits**

#### **Service features**

- Take a business outcome through discovery, alpha, beta and live
- Cost reduction, increased efficiency, through Digital Transformation
- Take advantage of cloud, microservices, containerisation, automation, and continuous integration.
- Red Hat SMEs assist customer teams implementing digital strategy.
- Accelerate customer adoption and implementation whilst lowering the delivery risk
- Developing new Cloud platforms and applications based on Open Source
- Open Source and Open Standards implementation
- Aligned to the Open Practice Library <https://openpracticelibrary.com/>
- Cloud Agnostic (AWS, Azure, Google, UKCloud, UKFast.)

#### **Service benefits**

- Meets Digital Service Standard
- Scalable solution, architected to allow for easy future expansion
- Based on tried and tested infrastructure configurations
- Follows GDS guidelines through Discovery, Alpha, Beta and Live
- Implement Agile best practices
- Rapid feedback cycles allow teams to respond to changes quickly
- Instills knowledge and culture change in the organisation

## **. Planning**

### **Planning**

Planning service

Yes

How the planning service works

Design / Implement / Integrate / Automate Middleware Cloud Solutions

Cloud Workshop – Determine scope and project planning Cloud Pilot / POC

Support

Planning service works with specific services

No

## **. Setup and migration**

### **Setup and migration**

Setup or migration service available

Yes

How the setup or migration service works

Selection adoption of the right open source technology, products and services to deliver a cloud solution based on the requirements of your organisation

Setup or migration service is for specific cloud services

No

## **. Quality assurance and performance testing**

### **Quality assurance and performance testing**

Quality assurance and performance testing service

No

## **. Security services**

### **Security services**

Security services

No

## **. Training**

## Training

Training service provided

Yes

How the training service works

We provide training for all Red Hat Open source software that is used to construct an Open source Cloud solution. This enables customers to upskill quickly, and develop the skills they need to implement and manage their own cloud solution.

Training is tied to specific services

Yes

Services the training service works with

- Red Hat Openstack
- Red Hat Openshift Container Platform
- Red Hat JBoss solutions
- Red Hat Cloud forms cloud management software
- Red Hat Ansible
- Red Hat Storage

## . Ongoing support

Ongoing support

Ongoing support service

No

## . Service scope

Service constraints

N/A

## . Reselling

Supplier type

Supplier type

I'm a reseller providing extra support

Organisation whose services are being resold

Red Hat

## **. User support**

### **Email or ticketing support**

Email or online ticketing support

No

### **Phone support**

Phone support

No

### **Web chat support**

Web chat support

No

### **Support levels**

Our support is provided onsite to customers, and provides the knowledge and expertise needed to manage customers through cloud based projects.

## **. Staff security**

### **Staff security clearance**

Staff screening performed with conforms to BS7858:2019

### **Government security clearance**

Up to Developed Vetting (DV)

## **. Standards and certifications**

### **ISO/IEC 27001 certification**

ISO/IEC 27001 certification

No

### **ISO 28000:2007 certification**

ISO 28000:2007 certification

No

**CSA STAR certification**

CSA STAR certification

No

**PCI certification**

PCI certification

No

**Cyber essentials**

Cyber essentials

No

Cyber essentials plus

No

**Other security certifications**

Other security certifications

Yes

Any other security certifications

<https://access.redhat.com/articles/2918071>