



**UBDS**  
**DIGITAL**  
A UBDS GROUP COMPANY

# **CLOUD PLATFORM SERVICE OFFERINGS**

**For G-CLOUD 14**

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## 1 UBDS DIGITAL OVERVIEW.

At UBDS Digital, we recognise that technology must not only be cutting-edge but also practical and quick to implement. We specialise in transforming your complex challenges into opportunities, delivering solutions that are not just acceptable but truly exceptional. Our approach ensures that with us, you navigate the intricacies of digital transformation with unwavering confidence and achieve outcomes that surpass expectations. You will never have to compromise on quality, security, and reliability. That is our promise to you.

### 1.1 Why clients choose UBDS Digital.

At UBDS Digital, we are on a mission. To deliver unparalleled client value, unmatched employee experience and to make a meaningful difference in society.



**Always Innovating**



**Security Obsessed**



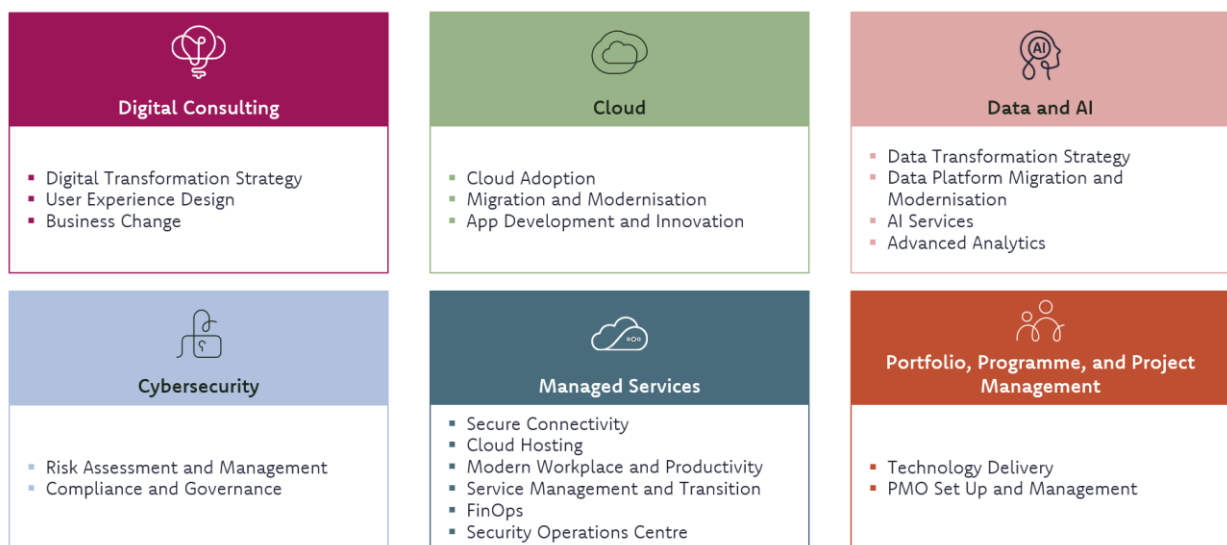
**Industry Expertise**



**Outcome Centric**

### 1.2 Services that drive innovation

We are smarter in our solutions, more imaginative in our use of technology, more agile in our processes, more rigorous in our security. Below covers our key service offerings across UBDS Digital.



## 2 APPLICATION DEVELOPMENT AND INNOVATION ON AZURE.

UBDS Digital offers a comprehensive capability in Application Development on Azure that is fully aligned with the GDS Service Standard. Our service includes everything from business analysis and user research, right through to solution design, agile delivery, testing, and service transition. Whether you are looking to build innovative solutions from scratch or enhance existing solutions, UBDS Digital has the capabilities to help. This includes the use of advanced technologies, such as AI to create intelligent applications.

Cloud applications offer a host of benefits. They provide resilience, allowing your organisation to bounce back quickly from any issues. They offer on-demand scaling, meaning you can easily adjust your resources to meet demand. They also offer cost-optimisation, helping you to make the most of your budget and ensure value for money. Additionally, they provide greater agility, allowing you to adapt quickly to changes. Finally, they offer enhanced security, helping to keep your data safe.

The features of our service include user research and prototyping. This helps to ensure that the solutions we develop are perfectly tailored to your users' needs, again meeting GDS principles. We focus on design for usability, making sure that our solutions are easy to use. Accessibility is another key feature, ensuring that our solutions are accessible to all users and meeting WCAG 2.1 (minimum) and 2.2. User acceptance testing includes clear focus on accessibility testing to ensure that services meet GDS standards.

Our approach is agile, iterative, and sprint based. This allows us to deliver solutions quickly and efficiently. We also place a strong emphasis on design for security and protecting user privacy. This is backed up by observability through built-in logging and monitoring.

We specialise in creating cloud-native applications on Azure. These applications are designed to make the best use of cloud features. We also create innovative applications that infuse intelligence, helping to give your business a competitive edge.

The benefits of our service are numerous. We help you to create solutions that are aligned to user needs. We can help you to reduce running costs and time to market through greater efficiency. We also create more reliable services with higher resilience, while improving your operations through better measurement, observability, insights, and security. Finally, our cloud and cloud-native approaches align with sustainability goals, helping your organisation to meet its carbon reduction and environmental targets.

### 3 AZURE APPLICATION MODERNISATION.

In cloud adoption, it is common for workloads to be initially "lifted and shifted". This "as-is" approach, while straightforward, often limits the full range of benefits that can be derived from the cloud. To truly leverage the power of the cloud, modernisation is necessary, and this process involves updating applications to a cloud-first model. The primary objective of modernisation is to enhance applications in such a way that they offer greater agility, scalability, and security. Organisations that undertake this process stand to benefit from built-in security, high availability, and auto-scaling features that are inherent to the cloud.

The modernisation process includes a comprehensive assessment of existing applications. This is followed by a broader review of the application portfolio to identify areas that could benefit from modernisation. Rationalisation recommendations are then made in line with the five Rs principles. Selective modernisation to Platform as a Service (PaaS) services, also known as refactoring, is the next step. This is followed by rearchitecting elements to better align them with cloud services. The final step is a full implementation as cloud-native or a rebuild. UBDS Digital's approach, which includes discovery, assessment, planning, piloting, and production, is designed to minimise risk.

The benefits of modernisation are numerous. It leads to improved cost efficiency and better cost control. Performance is enhanced, with Azure's native services improving responsiveness. Security is also improved, thanks to the native features of the cloud. Scalability is another key benefit, with applications being able to scale up or down based on demand. Agility is improved, as applications can be updated and deployed quickly. Data silos are reduced, unlocking the power of your data. Innovation is fostered through new services and capabilities such as artificial intelligence. Resilience is improved, as applications can remain accessible even during outages. Azure offers tools, APIs, and services that improve developer productivity. Finally, management is automated through automated monitoring, scaling, and maintenance.



## 4 APPLICATION PORTFOLIO ASSESSMENT.

The process of rationalisation is a crucial aspect of adopting cloud technology. UBDS Digital's approach involves the five Rs workload assessment across your existing application portfolio, to decide on rehosting, refactoring, rearchitecting, rebuilding, or replacing. UBDS Digital will provide assistance in the discovery, assessment, and analysis of your digital estate. This support is aimed at aiding decision-making processes, prioritising tasks, and planning workloads. This is applicable whether these workloads are migrated to the cloud or are in scope for migration.

One of the key features of our service is the discovery and inventory of workloads. This involves a comprehensive sweep of your organisation's digital assets, identifying and cataloguing each one for future reference. This is followed by a thorough analysis of these workloads, assets, and their interdependencies. Understanding these relationships is critical in planning for migration and ensuring seamless integration with cloud technology.

Another feature is the analysis of the current state cost model. This involves a detailed examination of your current expenditure on digital assets and infrastructure. It helps to identify areas where costs can be reduced or better allocated. We also assist in the creation of a digital estate plan. This is a strategic roadmap that outlines the future direction of your digital estate, taking into consideration your business goals and objectives.

As stated, our service includes a review and assessment of workloads against the five Rs criteria. This helps to determine the most appropriate strategy for each workload, whether it be rehosting, refactoring, rearchitecting, rebuilding, or replacing. We also help in identifying initial backlog priorities, ensuring that the most critical tasks are addressed first.

Our approach is aligned to the Cloud Adoption Framework best practice. This ensures that our strategies and methods are in line with industry standards and best practices.

The benefits of our service are numerous. Cost savings can be realised through the identification of redundant or overlapping solutions. Efficiency can be increased by focusing efforts on high-value assets. Decision-making is improved through a clear inventory and understanding of dependencies. Risk is reduced through transparency and moving away from legacy applications. Greater visibility of the digital estate leads to better control. Opportunities for collaboration and data sharing are improved. And lastly, our service promotes technology standardisation across the estate.

## 5 AZURE DELIVERY SQUAD.

UBDS Digital can provide your organisation with an Azure Delivery Squad, featuring highly skilled engineers, solution architects, developers, testers, and other professionals who are ready to assist with your specific project challenges. Whether you need help with DevOps skills, solution architecture, development, testing, or a combination of these, we are equipped to address your resourcing needs by standing up an expert Squad. Our team is not just highly skilled, but also certified, ensuring that you receive the best possible service.

One of the key features of our service is the ability to supplement your existing team with additional Azure skills. We will seamlessly integrate into your team, providing the extra expertise needed to drive your project forward. This is particularly beneficial if you are experiencing skills gaps within your team. Our experts can step in to bridge these gaps, ensuring that your project does not suffer as a result.

Another important feature of our service is the knowledge transfer that occurs throughout our delivery. This means that as we work on your project, we also upskill your team through collaboration and knowledge sharing. This not only helps to improve the overall skill level of your team but also ensures that they are better equipped to manage similar projects in the future.

Our service model is flexible and designed to deliver outcomes. This means that we can adapt to your specific needs and requirements, ensuring that we deliver the results you need. This flexibility also extends to our pricing model, which is designed with cost-effectiveness in mind.

The benefits of using our service are numerous. Firstly, we can help to reduce risk by providing expert assistance and guidance. Secondly, we can help to ensure that your project is delivered on time and within budget. Our efficient and cost-effective model means that you can achieve your project goals without breaking the bank. Additionally, our flexible model can be tailored to your needs, ensuring that you receive a service that is perfectly suited to your project. Lastly, our service includes a managed handover or service transition, ensuring that there is a smooth transition once our work is complete.

## 6 CLOUD ENABLEMENT – AZURE LANDING ZONES.

UBDS Digital's service delivers an Azure Landing Zone, to facilitate rapid, secure cloud adoption that is perfectly aligned with best practices and DevOps principles. Leveraging expert guidance and automation, we ensure well-architected, compliant environments for immediate Azure consumption. This enables seamless migration and deployment of workloads, so that your organisation can quickly leverage the power of the cloud.

The Azure Landing Zone is built by our certified, SC-Cleared Azure experts, who have a deep understanding of the platform and its capabilities. They will collaborate with your team to design and deploy a solution that meets your complex requirements. This ensures that your Azure Landing Zone is not only functional but also tailored to your specific needs.

Our service is aligned with Microsoft Azure Landing Zone Cloud Adoption Framework (CAF) Guidance, ensuring that your cloud environment adheres to best practice. This includes being Azure Well-Architected compliant, a key factor in ensuring that your cloud environment is secure, efficient, and reliable.

We provide policy-driven, fully automated governance and security, so that your cloud environment is always compliant and secure. This is complemented by our ability to optimise resources and workloads with AI orchestration and analysis, which ensures that your cloud environment is always running at peak efficiency.

Our service is suitable for migrated workloads and cloud-native application development, providing a versatile solution that can accommodate a wide range of use cases. We use a variety of tooling, including Terraform, IaC, ARM, BICEP Azure DevOps, to ensure that your Azure Landing Zone is built using the best tools for the job.

Optional features include CloudMaker tooling to enable Diagram Driven Infrastructure and the inclusion of NVAs from VMware, Palo Alto, Fortinet, and others.

The benefits of our service are numerous. It accelerates Azure adoption with streamlined infrastructure provisioning and deployment processes. It enhances security posture by implementing best practices and continuous compliance. It optimises costs through efficient resource allocation and management tools. It improves scalability and flexibility to meet evolving business needs. It simplifies identity and access management for enhanced security and control. It ensures regulatory compliance, reducing business risk and ensuring governance. It facilitates seamless migration and deployment of workloads. It provides expert guidance and support throughout your cloud adoption journey. It reduces deployment times with automated infrastructure pipelines and DevOps integration. Finally, it enhances productivity by enabling seamless collaboration and innovation in the cloud.



## 7 AZURE MIGRATION.

UBDS Digital's Azure Migration service is designed to securely migrate workloads to the cloud, following our proven migration framework. This approach ensures that the migration is conducted securely and efficiently, minimising the risk of downtime or service outage.

The first step in our approach is an assessment of scope and dependencies. This involves a thorough review of the existing systems and an inventory of the resources that need to be migrated. This step also includes a full assessment in line with the Microsoft Cloud Adoption Framework, which provides a comprehensive guide for cloud adoption.

The second step is detailed planning, which involves creating a schedule and runbooks for the migration. This step is crucial in ensuring that the migration is conducted in a structured and organised manner, minimising the risk of errors or delays.

The third step is the pilot phase, where we migrate a representative set of resources to Azure. This involves baselining, migrating, and testing the resources to ensure that they function correctly in the new environment. This step also helps us to identify any potential issues or challenges that might arise during the full migration.

The final step is the full migration of resources to Azure. This involves migrating the remaining resources to Azure, ensuring that they are properly configured and functioning correctly.

Our Azure Migration service offers features, including migration of workloads to Azure, review of the existing Landing Zone, cloud rationalisation assistance, and migration to IaaS (lift and shift) and PaaS (modernisation) services.

The benefits of our service include accelerated Azure adoption with a streamlined migration service, adoption of our proven approach to migrations, enhanced security posture by following best practice guidance, improved management of workloads, and governance using a policy-driven approach across the estate.

In summary, our Azure Migration service is designed to provide a secure, efficient, and reliable solution for migrating workloads to Azure. It follows a tried and tested four-stage framework, ensuring that the migration is conducted in a secure and efficient manner, and minimising the risk of downtime or service outage.

## 8 MICROSOFT CLOUD ADOPTION FRAMEWORK FOR AZURE.

The Microsoft Cloud Adoption Framework for Azure is a comprehensive methodology that UBDS Digital's specialist team will use to navigate you through the various stages of cloud adoption. This process begins with defining a strategy, planning, and preparing your environment, and then proceeds to migration, management, security, and innovation. The goal of this approach is to build a robust foundation based on best practice to ensure that your cloud environment is ready to meet your evolving needs from the very first day.

The features of this framework are designed to streamline the process of cloud adoption for your organisation. Firstly, it helps to develop a strategy for cloud adoption that is aligned to your desired business outcomes. This ensures that your move to the cloud is not just a technological shift, but also a strategic one that supports your organisational goals.

Next, the framework guides you in planning the cloud environment to match your specific requirements. This involves identifying any skills gaps and training requirements necessary to operate the cloud effectively. The framework also assists in designing the cloud environment and landing zones to match your requirements, ensuring that your cloud infrastructure is tailored to your needs.

Another key feature of the framework is the development of management policies to enforce controls such as tagging resources. This helps to maintain order and control in your cloud environment. It also implements consistent logging and monitoring of resources, which aids in tracking usage and identifying potential issues.

The framework also emphasises the importance of securing workloads through access controls, governance, and security operations. This creates a platform for secure innovation, allowing you to experiment and innovate without compromising on security.

Finally, the framework helps to organise teams and roles aligned to cloud adoption. This ensures that everyone in your organisation understands their role in the cloud adoption process and is working towards the same goals.

The benefits of using the Microsoft Cloud Adoption Framework for Azure are numerous. It delivers business outcomes linked to cloud adoption, builds a solid foundation for cloud services, and establishes a well-governed, secure cloud footprint. It also reduces the risk of cloud adoption, evolves over time to meet business demands, builds alignment between people, culture, and technology, and provides cost transparency and oversight. This makes it an invaluable tool for any organisation looking to adopt the cloud.

## 9 CLOUD DELIVERY SERVICES.

Organisations today can reap substantial benefits by transitioning their applications and services to the Cloud. At UBDS Digital, we have a robust and proven approach to Cloud migration, having successfully migrated hundreds of applications. We understand that each customer's environment and requirements are unique. Therefore, we use innovative strategies to devise a custom solution for each specific problem.

Our Cloud delivery services feature a comprehensive discovery and assessment of your unique requirements. This thorough understanding allows us to create a custom technical solution that is tailored to meet your specific. Once the solution is created, we conduct a detailed review and seek your agreement on the customised solution.

Once agreed, we proceed with the implementation and testing of the customised solution. Our team ensures the solution is integrated with existing Cloud environments with minimal impact. We also provide hybrid networking between Cloud and on-premises and remote workers, ensuring seamless connectivity and functionality.

Our services also include the design of bespoke Cloud infrastructures to meet specific requirements. We provide DevOps engineers to ensure smooth operations and rapid migration of Virtual Machines and Data to the Cloud. We also facilitate migration to Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS) services.

The benefits of our Cloud delivery services are manifold. You will gain a deep understanding of your unique requirements through our discovery and assessment process. We provide a high-level design in a clear, easy-to-understand format, which you will review and approve.

Our implementation and testing of the agreed solution helps to de-risk the impact of introducing new Cloud infrastructure to existing environments. We incorporate existing WAN, LAN networking with Cloud, and deliver Cloud services using Cloud native and Commercial off-the-shelf (COTS) products.

We resolve resource issues and provide DevOps skills, enabling organisations to migrate to the Cloud at a rapid pace to meet deadlines. We also assess and migrate systems to IaaS, PaaS, or SaaS, ensuring a smooth transition to the Cloud.

## 10 CLOUD DESKTOP.

UBDS Digital's robust and proven Cloud migration approach has been instrumental in helping many organisations to make the transition to Cloud. Our Desktop Cloud Services are designed to provide your users with secure access to your corporate resources remotely. This is made possible through the use of their own personal laptops and devices, ensuring a seamless and efficient work process.

In addition, our Desktop Cloud Services offer an effective mechanism that allows third-party users to access and support specific systems. This feature is particularly beneficial for organisations that require external assistance or collaboration.

One of the key features of our Cloud Desktop Services is the integration with Active Directory for user authentication. This ensures that only authorised personnel have access to your corporate resources, thereby enhancing the security of your data and systems.

Another significant feature is the integration with Multi-Factor Authentication (MFA). This adds an extra layer of security by requiring users to provide two or more pieces of evidence to prove their identity. This makes it much harder for potential intruders to gain access to your systems.

Our Cloud Desktop Services offer a complete Office 365 experience in the Cloud. This means that your users can access all the features and tools of Office 365 from anywhere, at any time. This greatly enhances productivity and efficiency.

Furthermore, our services allow user access from anywhere. This means that your users can work from home, from the office, or from any remote location. This flexibility is particularly beneficial in today's fast-paced, digital world.

We also provide a modern desktop to all your users. This ensures that they have access to the latest tools and technologies, thereby enhancing their productivity and efficiency.

The benefits of our Cloud Desktop Services are numerous. They support office, home, and remote working, thereby providing flexibility and convenience to your users. They also facilitate third-party support, which can be particularly beneficial for organisations that require external assistance or collaboration.

Our services also provide secure access, ensuring that your data and systems are protected from potential threats. Lastly, we offer a virtual desktop in the Cloud, which provides your users with a modern, efficient, and flexible work environment.

## 11 CLOUD SECURITY.

Cloud Security is a critical aspect of any modern business, and UBDS Digital can help create a secure Demilitarised Zone (DMZ) that includes features designed to protect against typical Open Web Application Security Project (OWASP) attacks. This is based upon the specific system requirements of your organisation. Once this secure DMZ has been built, we will use native Cloud services to ensure that the DMZ, along with other Cloud systems, are continuously monitored. This continuous monitoring allows new threats to be quickly identified, and the appropriate action can be taken swiftly to mitigate any potential damage.

The features of our Cloud Security service include the ability to enforce Web Application Firewall (WAF) controls on a global or regional level. This allows for a comprehensive understanding of system sessions before enabling protection controls. We also provide the ability to load balance web services across multiple backends. This feature can detect the failure of backend servers and redirect traffic automatically, ensuring a smooth and uninterrupted service.

Our service includes the use of Cloud-native Distributed Denial of Service (DDOS) protection. This feature is designed to protect your environment from Denial-of-Service attacks that could potentially disrupt your business operations. We also offer centralised logging for all Cloud services, which allows for a historical analysis of all traffic flows to identify suspicious connections.

Our service also includes Layer 7 Inspection of all HTTPS and HTTP sessions. This feature allows for the inspection of sessions to detect or block suspicious behaviour, further enhancing the security of your Cloud environment. We also implement Cloud Native Security Tool Implementation, such as Sentinel, to provide additional layers of protection.

One of the key benefits of our service is the ability to auto scale services. This means that we can automatically upscale or downscale backend services in response to load. This ensures that your business can maintain optimal performance, even during periods of high demand.

In summary, our Cloud Security service offers a comprehensive suite of features designed to protect your business from potential threats, while also ensuring optimal performance and reliability.

## 12 CLOUD SERVICES.

Cloud Services offer significant benefits to organisations. UBDS Digital has a robust, proven Cloud migration approach, which we have used to successfully migrate hundreds of applications. This has effectively eliminated the need for organisations to rely on hosting services and applications in on-premises Data Centres. Our migrations not only facilitate the removal of on-premises costs but also highlight opportunities to right size virtual machines, leading to further savings.

The features of our Cloud Services include the ability to rapidly discover and assess business applications for the Cloud. We follow the Cloud Adoption Framework (CAF) guidelines, such as Hub and Spoke, to ensure a smooth transition. We also offer Infrastructure as Code (IaC) deployments using ARM Templates or Terraform. Our Cloud Security Services are designed to protect your data and applications in the Cloud. We also provide a Cloud Desktop, Cloud Delivery Services, Cloud Hybrid Networking, and comprehensive Cloud Management.

The benefits of using our Cloud Services are numerous. We evaluate 6Rs: Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS) applications to the Cloud. We implement a Governance Framework from day one to ensure effective management. Our services offer repeatable templated deployments with the ability to rollback, if necessary. We build a Cloud-native security service to protect your data and applications. Our Virtual Desktop in the Cloud offers a flexible and secure workspace. We provide a tailored Cloud environment to meet your specific needs. Our Cloud Hybrid Networking ensures seamless connectivity. We also offer 24-hour, 365-day monitoring, alerting, capacity, Identity and Access Management (IDAM), and Cloud Optimisation. We ensure private connectivity for on-premises, third parties, and remote workers to the Cloud.



## **13 MICROSOFT DYNAMICS 365 IMPLEMENTATION AND MANAGED SERVICES.**

Our Microsoft Dynamics 365 (D365) service offering provides organisations with comprehensive D365 implementation and support services. We aim to ensure seamless integration and optimal performance of Dynamics 365 solutions for your organisation. Our team of experts provide guidance throughout the entire process, from planning and migration to post-implementation support and we will enhance your operations by blending technology and innovation.

Our service features a comprehensive Dynamics 365 consultancy, implementation, and support. We assist in creating a business case and provide digital strategy support for Dynamics 365. We also offer configuration and customisation of Dynamics 365 to meet your specific needs. Our team is skilled in integrating Dynamics 365 with other business solutions seamlessly. We provide full-service Dynamics 365 development, deployment, and training.

In addition, we offer tailored consultancy and complete project lifecycle management. Our outstanding support service comes with clear Service Level Agreements. We ensure smooth migration from legacy systems to Dynamics 365 and our incident management and rapid resolution services are designed to quickly address any issues that may arise. We also provide SC Cleared Resources.

The benefits of our service are numerous. We unlock Microsoft Dynamics 365 expertise for your business needs. We help you evaluate Dynamics 365 compatibility with your unique requirements. We assist in defining a clear CRM and Dynamics 365 strategy and we provide a tailored Dynamics 365 implementation roadmap.

Our services enhance Dynamics 365 performance, security, and ease of management. We help reduce maintenance costs and time for Dynamics 365. Our services boost operational efficiency and user productivity significantly and we assist in making business processes agile and innovative. Our services are designed to speed up value realisation from Dynamics 365 investments.

In summary, our Microsoft Dynamics 365 service offering is designed to provide comprehensive implementation and support services. We aim to enhance your operations and provide a seamless transition to Dynamics 365. Our team of experts is committed to providing the best possible service to meet your business needs.

## 14 DEVOPS AS A SERVICE.

DevOps as a Service is UBDS Digital's strategic approach that implements the "how" for enhancing the Agile framework ways of working. It is a service that is built around the key principles of collaboration, automation, continuous improvement, sharing, and agility. These principles are the bedrock of UBDS Digital's DevOps as a Service, and they guide the operations and processes involved.

One of the key features of UBDS Digital's DevOps as a Service is the CI/CD pipeline release management lifecycle. This feature ensures that there is a seamless integration and delivery process, which is crucial for the development and deployment of software. Another feature is Infrastructure as Code (IAC), which includes terraform, docker, and YAML. This feature allows for the management of servers and their configurations, which are vital for the successful operation of software applications.

Policy As Code is also a feature of DevOps as a Service. This allows for the automation of policies, which is crucial for the enforcement of compliance in software development. The Inner Source Framework is another feature that allows for the sharing of knowledge and collaboration among teams, while we incorporate version control to ensure that changes made to the software are tracked and managed.

Our services also includes DevSecOps, automated testing, logging, monitoring, and alerting. These ensure that the software is secure, tested, and monitored for any issues. The service builds reusable best practice automated products and services, which can be used across different projects.

The benefits of UBDS Digital's DevOps as a Service are numerous. It drives best practice at its core, ensuring that the best methods and processes are used in software development. It allows for release to market faster with high-quality products and services, which is crucial for staying competitive. It also drives leadership and product ownership within teams, which is vital for the success of any project.

UBDS Digital's DevOps as a Service helps projects stay focused and in scope on deliverables, ensuring that the project goals are met. It increases collaboration and transparency, which are crucial for the success of any team, while removing silos to enable agility and openness, which are vital for the fast-paced nature of software development. The service also provides feedback loops that drive continuous improvement, which is crucial for the growth and development of any organisation. Finally, our service improves stability and reduces costs, which are crucial for the financial health of any organisation.

## 15 DISCOVERY AND ASSESSMENT FOR CLOUD.

The journey to Cloud begins with UBDS Digital undertaking a comprehensive discovery of your existing landscape's systems, applications, security, and connectivity. This in-depth discovery process is crucial in understanding the current state of your IT infrastructure and how it operates. This assessment is instrumental in making informed decisions on whether systems are suitable for Cloud migration, or if they need to be retired, refactored, or transformed. It also provides valuable input into your overall strategy and longer-term objectives.

Options within this discovery and assessment process can include Data Centre Discovery, which is an exhaustive exploration of your data centre infrastructure. We can also undertake discovery through interviewing staff to gain a deeper understanding of how systems really work for them, and by reviewing existing customer documentation for their services, providing a comprehensive understanding of your current service landscape.

A further option is through us auditing the configuration of existing WAN and LAN to ensure that connectivity is maintained during the transition to Cloud. A system assessment can be conducted for rehosting, re-platforming, refactoring, retiring, retaining, and re-purchasing, helping to decide the lifecycle for each system. A security assessment may be conducted for existing and additional controls required for Cloud, ensuring that security boundaries and protections are replicated in the Cloud environment.

The infrastructure assessment helps understand Cloud connectivity requirements, providing a full understanding of infrastructure connectivity and dependencies. The application assessment focuses on optimisation and modernisation, deciding whether to retire, rehost, re-purchase, re-platform, or redesign apps. A skills readiness assessment may be conducted to understand your training needs to support future Cloud environments. For customers with existing Cloud, a Cloud infrastructure review and assessment can be conducted as a health check of your current Cloud environment.

The benefits of the discovery and assessment process are manifold. It helps understand your data centre infrastructure and systems for migration, existing challenges that may carry forward to Cloud, and existing systems and their operation. It ensures existing WAN and LAN connectivity is maintained for Cloud and helps decide on the lifecycle for each system. It provides a full understanding of infrastructure connectivity and dependencies, and helps decide whether to retire, rehost, re-purchase, re-platform, or redesign apps. It also helps understand your training needs to support future Cloud environments and provides a health check of your current Cloud environment.

## **16 MICROSOFT POWER PLATFORM – DESIGN, IMPLEMENTATION AND SUPPORT.**

UBDS Digital provides comprehensive Microsoft Power Platform app development and support, delivering custom solutions that are specifically designed to meet your organisation's needs. Our team of experts is dedicated to helping you design, develop, deploy, and support custom solutions that are perfectly tailored to your environment, policies, and goals. Our services cover a wide range of Microsoft Power Platform tools including Power Apps, Power Automate, Power Pages, Copilot Studio, Power Apps Centre of Excellence (CoE), Robotic Process Automation (RPA) and Power BI.

One of our key offerings is the Power Platform Centre of Excellence installation, configuration and advisory. We provide expert guidance and support to ensure that your Power Platform Centre of Excellence is set up correctly and optimised for your specific needs. We also design, build, and integrate scalable cloud-based applications with Power Apps. This allows your organisation to replace time-consuming manual business processes with automated workflows using Power Automate.

In addition, we can integrate chatbots with your existing communication platforms, enabling your team to respond to requests instantly in natural language. We can also bring intelligence to your apps with Power Apps AI builder, which automates processes and provides valuable insights from your data.

Moreover, we can help you build websites for both internal and external users with Power Pages. These websites are low-code, responsive, and personalised, allowing them to interact seamlessly with your data. We also offer Power BI services, which enable you to glean business insights from multiple data sources. This tool allows you to create interactive and immersive dashboards and reports from your data.

Furthermore, we can integrate with legacy systems and automate processes with RPA. This technology allows you to automate manual, repetitive tasks, freeing up your team to focus on more strategic initiatives.

In terms of benefits, our services allow you to administrate, govern and nurture Power Apps development within your business. We enable you to build highly customised apps rapidly to solve business problems. Our solutions can boost productivity and create robust approvals processes with Power Automate. Our AI chatbots can respond to requests instantly in natural language, while our AI tools can automate processes and gain insight from your data. Our Power Pages allow you to create low-code, responsive, personalised websites that interact with your data. Our Power BI services allow you to create interactive and immersive dashboards and reports from your data. Finally, our RPA solutions can automate manual, repetitive tasks, increasing efficiency and productivity.

## **17 EMPOWER FRONTLINE WORKERS WITH MICROSOFT 365.**

UBDS Digital will help you to empower your frontline workers with the power of Microsoft 365. Our service provides you with the support needed to drive productivity, streamline communication, and maximise efficiency. We understand the importance of empowering the people who are the first point of contact with your customers. These are the public face of your organisation, and they need modern tools, devices, and services to do their job effectively. UBDS Digital is here to help you create a secure, collaborative, cost-effective, and scalable digital workplace by leveraging the power of Microsoft 365.

Our service offers the ability to mix licence types to support different roles in a cost-effective manner. We also provide identity and access management setup. This is crucial for ensuring that only authorised individuals can access your systems. We offer threat protection, which includes the detection of advanced threats, compromised identities, and malicious actions.

In addition, we provide information protection to safeguard your sensitive data. This includes device and app management, work management, and the creation and automation of business processes. Lastly, we offer security management to help you respond to and combat cyber threats.

There are multiple benefits of our service. Firstly, it allows you to use the same technology for everyone in the organisation in a cost-effective manner. This leads to higher levels of employee and customer satisfaction and in lower turnover among employees.

Furthermore, it helps to improve productivity and engagement by connecting employees with the tools they need. It also allows you to digitise manual processes, cut costs, and save time through automation. This accelerates onboarding and enables employees to build skills rapidly.

Our service equips employees with industry-specific devices tailored to their needs, while protecting your organisation with best-in-class security and compliance, and enhanced operational efficiency. Finally, our service enhances workforce management, scheduling, time and attendance, and tasks. All these benefits combined make Microsoft 365 an invaluable tool for empowering your frontline workers.

## **18 MICROSOFT 365 DISCOVERY, MIGRATION AND ADOPTION.**

UBDS Digital's service facilitates the adoption of the Microsoft 365 platform, starting from the initial discovery assessment, progressing through to the pilot and build phases across the entire ecosystem. Our service covers a wide range of Microsoft 365 components including Teams, Skype for Business, SharePoint Online, OneDrive for Business, Exchange, Teams Phone System, Teams enabled Contact Centres, Yammer, and Microsoft Enterprise apps.

Our service encompasses digital transformation, including Cloud Strategy, Cloud adoption, migrating to Cloud, and developing and implementing roadmaps. We also offer Agile Delivery, CICD, Development and Delivery Squads, Workflow, Product Managers, Scrum Masters, and Architecture services. We are experienced in working with Government Digital Services standards and educating in Digital by Default.

In addition, we provide Application Delivery, DevOps, DevSecOps, and Site Reliability Engineering. We are adept at crafting Strategic Business Cases, Outline Business Cases, and Full Business Cases to Treasury Green Book standards (5 Case Model.) We can also create Blueprints, Current/Interim/Target Operating Models and Roadmaps. Our knowledge base includes TOGAF, SAFe, COBIT, SaaS, PaaS, IaaS.

UBDS Digital offers Agent Deployment services. We are proficient in using Grafana, Prometheus, Tanium, BMC, Splunk, and Azure services. We can also assist with Teams Phone System, Switchboards and Teams-enabled Contact Centres.

There are multiple benefits of our services, starting from our fast-paced iterative deployment, which is crucial in today's rapidly changing digital landscape. We employ software bots / robots, automation, channel shift, and shift left strategies. We also use Skills for the Information Age (SFIA) and Business Process Reengineering (BPR) methodologies.

Our services can lead to significant cost savings, thanks to elastic costs and nil out-of-hours costs. We are outcomes-focused, ensuring that our services deliver tangible results. We are also well-versed in core, edge, mobile and IoT technology, ensuring that we can support a wide range of technology needs.



## 19 TRANSITION TO THE CLOUD WITH MICROSOFT 365.

UBDS Digital can help you to transition to the Cloud with Microsoft 365 (M365), guided by our team of Microsoft-accredited, specialist consultants. We will work closely with you to design, build, launch, and iteratively optimise your M365 platform. This process will be framed in the context of your unique design, policy, governance, security, license provision, and testing requirements to ensure a seamless transition.

In addition to this, we will migrate, modernise, and transform your workloads and associated services. This includes EntraID, which will be carefully migrated and modernised to fit into the new platform. Our team is dedicated to ensuring that your transition to the Cloud is as smooth and efficient as possible.

Our service includes functional and non-functional requirements gathering, appraisal, and prioritisation. This ensures that all your needs are considered and prioritised accordingly. We provide M365 provisioning, which includes design, implementation, deployment, licensing, and service acceptance.

Our service also includes the migration, modernisation, and transformation of workload and services, such as Active Directory and EntraID, and spanning email, calendar, Teams, SharePoint, PDMS, and Power BI.

Our team includes BPSS, SC, and DV cleared consultants and engineers. This ensures that your transition to the cloud is handled by professionals with the highest level of clearance and expertise.

We offer enhanced security administration, including Privileged Access Management (PAM), ensuring that your data is secure and protected during the transition.

The benefits of transitioning to the cloud with M365 include improved team collaboration. The platform is designed to build better connections between colleagues and the organisation.

It also offers enhanced data protection through security best practices. The platform has easy-to-use policies that prevent accidental data leaks.

M365 is designed to meet the way you work, ensuring that the right users have access without affecting productivity. It also has features that proactively block threats through insights and recommended preventative actions.

M365 also offers benefits such as vendor license cost consolidation and IT admin and deployment savings. This ensures that your transition to the Cloud is not only efficient but also cost-effective.

## **20 SERVICENOW DEVOPS AND DESIGN STUDIO ASSESSMENT AND REQUIREMENTS GATHERING**

UBDS Digital's service offers detailed assessment and requirements gathering, specifically designed for the implementation of ServiceNow DevOps and Design Studio capabilities. Our service aims to streamline the development processes and enhance collaboration across teams. It ensures a comprehensive understanding of the current state of operations and the necessary steps required for an effective implementation of ServiceNow DevOps and Design Studio.

Our service includes a comprehensive evaluation of the current development and operations practices. This evaluation is crucial in identifying the maturity level of DevOps within the organisation and uncovering opportunities for improvement. It also includes custom requirements gathering for Design Studio projects, which is essential for tailoring the ServiceNow solutions to your specific needs.

We offer an in-depth analysis of existing development workflows and tool integrations. This analysis is key in creating detailed user stories for ServiceNow DevOps initiatives and developing use cases and scenarios for Design Studio applications. The service also includes an assessment of CI/CD pipeline integration with ServiceNow DevOps, which is vital for facilitating the adoption of CI/CD practices within the ServiceNow environment.

Strategic planning sessions for agile and DevOps transformation are also part of our service. These sessions empower teams with agile methodologies, which can lead to faster development cycles. The service also includes a security assessment for development and operations environments, ensuring secure development practices throughout the development lifecycle.

Finally, we provide roadmapping for a phased implementation of DevOps and Design Studio. This roadmap is essential for providing a strategic implementation plan that ensures smooth transitions.

Our service has multiple benefits . It delivers clear understanding of existing DevOps practices and gaps, enhances development efficiency with customised Design Studio applications, and integrates seamlessly with current development tools and practices. It also converts complex requirements into executable user stories for ServiceNow, supports the creation of efficient, scalable DevOps workflows, and provides a strategic implementation roadmap for smooth transitions.

## **21 SERVICENOW GOVERNANCE, RISK, AND COMPLIANCE MANAGEMENT THROUGH GRC IMPLEMENTATION STRATEGY.**

UBDS Digital's' ServiceNow Governance, Risk, and Compliance management through GRC implementation strategy focuses on a detailed assessment and requirements gathering for implementing ServiceNow GRC solutions. These are specifically designed to enhance your organisation's compliance posture, mitigate risks, and streamline governance processes.

Our service includes a thorough assessment of current governance, risk, and compliance processes. This involves a comprehensive review of your existing GRC practices to identify any gaps or deficiencies. A gap analysis is then conducted between existing practices and regulatory requirements. This helps to ensure that your GRC practices are in line with industry standards and regulations.

We undertake custom requirements gathering for ServiceNow GRC functionalities, translating complex GRC requirements into practical ServiceNow functionalities that can be easily integrated into your business processes. We also includes mapping of compliance frameworks to ServiceNow GRC solutions. This ensures that your compliance frameworks are aligned with the capabilities of ServiceNow GRC solutions.

The creation of user stories and scenarios for GRC implementation helps to facilitate tailored GRC enhancements via ServiceNow's platform. Evaluation of risk management processes and integration opportunities is also included. This enables consistent and compliant management of enterprise risks.

Our service also identifies automation potentials in compliance reporting. This can help to automate compliance tasks, reduce errors, and save time. The development of a GRC roadmap tailored to organisational needs is another key feature. This supports strategic GRC planning and implementation for long-term compliance.

Strategic planning for data protection and privacy compliance is also included, helping to strengthen data governance and protection measures. Finally, we offer consultation on continuous compliance and monitoring capabilities. This enhances ongoing GRC monitoring and reporting capabilities, ensuring that your organisation remains compliant with all relevant regulations and standards.

## 22 SERVICENOW ITOM ASSESSMENT AND REQUIREMENTS GATHERING

UBDS Digital's service provides a comprehensive assessment and requirements gathering phase for ServiceNow ITOM delivery. We ensure that all user and system requirements are accurately captured, which is crucial in aligning IT operations management with your organisation's business objectives .

Our service includes a detailed ITOM current state assessment and future needs analysis. This involves a thorough examination of the existing ITOM practices and an evaluation of what will be required in the future. Stakeholder interviews are also conducted to gather detailed functional requirements. These interviews provide valuable insights into the specific needs and expectations of stakeholders.

We will document existing IT infrastructure and workflows, as an essential step in understanding the current IT environment and how it operates. A gap analysis is then performed between the current capabilities and the desired outcomes. This identifies the areas where improvements are needed to achieve the desired results.

The prioritisation of ITOM functionalities based on business impact is another key feature of our service. This ensures that the most critical functionalities are addressed first, enhancing operational efficiency. The creation of user stories and acceptance criteria for ServiceNow ITOM is also part of the service. The user stories translate the business requirements into actionable tasks in the ServiceNow platform.

We will develop a detailed project scope and delivery roadmap, providing a clear and actionable plan for the ITOM improvements. Integration requirements with existing IT systems and data sources are also considered to ensure seamless integration and enhanced value.

We conduct a security and compliance assessment for ITOM practices to ensure compliance with industry standards and security policies. Finally, we perform user training needs analysis for the ServiceNow platform is performed, to understand what is required to help the users to prepare for the transition.

Our service has many benefits. It ensures a thorough understanding of current ITOM practices and needs, captures precise user requirements to tailor ServiceNow solutions, identifies critical gaps to address in ITOM processes and aligns ITOM upgrades with strategic business objectives. You will also benefit from prioritising high-impact functionalities to enhance operational efficiency, translating business requirements into actionable ServiceNow user stories and establishing a clear, actionable roadmap for ITOM improvements. We will ensure seamless integration with existing IT ecosystems, enhancing value, and compliance with industry standards and security policies. Finally, we will prepare your users for transition with targeted training strategies.



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