Jumar

G-Cloud 14 Service Definition

DevOps, DevSecOps and WebOps

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Jumar's DevSecOps service is underpinned by the company's automated build release and testing capabilities.

Also known as DevOps or WebOps, this holistic, vendor agnostic service considers the total journey and promotes good practice across teams while fostering a culture of knowledge sharing.

It leverages Continuous Delivery, Integration and Deployment to achieve a faster time to market.

Jumar has significant experience working within the Public Sector. Our proven mature capabilities and experience results in an approach which focuses on quality and repeatability.

Technologies

Deployment and operation of digital Cloud services (public, private and hybrid on Azure, AWS) leveraging (amongst others):

- Linux
- Ansible
- Puppet
- Chef
- Jenkins
- Docker
- Kubernetes
- Containers
- Salt

DevOps, DevSecOps and WebOps - Features and Benefits

Features

- Coaching wider business in benefits of DevSecOps
- Experience delivering services to government and adherence to GDS service standards, TCoP and industry recognised best practices.
- Holistic approach considers total journey
- Experience driven guidance sensitive to business maturity
- Promote proven good practice across all teams
- Achieve a faster time to market
- Approach focuses on quality and repeatability
- Vendor agnostic, spanning multiple technologies
- Demonstrable success in improving delivery
- Culture of knowledge sharing is fostered across the team

Benefits

- Proven, mature capabilities optimising automated pipeline build and release management
- Scalable, secure, performant and reliable
- Collaboration on delivery lifecycle maintains focus on business outcome
- Automation drives efficiency and adoption
- Improve cost effective delivery by earlier defect identification
- Agnostic tooling philosophy ensures right-fit for your organisation
- Eases business adoption, encouraging mass use and economies of scale
- Promotes better efficiency, higher quality, and faster and continuous releases
- De-risk release into production

Additional Service Information

Backup, Restore and Disaster Recovery

- Jumar has a robust DR plan, tested six-monthly (further details on request). Though we would look to use shared repositories when executing work with the client, any repositories which are within our domain will be subject to these disaster recovery and backup plans. The majority of repositories and tooling are typically cloud based and so benefit from the associated assurance of continuity of service.

Onboarding/Offboarding

- As part of the service design phase, the onboarding requirements would be carefully scoped and planned. Typically, this would be sensitive to the impact of business change and underlying technology and services.

Implementation Plan

- Jumar has a general four phase implementation plan that looks to pragmatically onboard, measure and continually improve services. Further information is available on request, but the phases are summarised as:

	Overview	Milestone
Phase 1	Scoping and Planning	Agree Plan
Phase 2	Initial Setup	Agree SLAs, KPIs
Phase 3	Transition	Service Sign Off
Phase 4	Continual Improvement	Monthly service reviews

Pricing overview

- Due to the nature of the services being provided, the pricing is reflected in the SFIA model, referenced in the Pricing Document within the G-Cloud Service Description on Digital Marketplace.

Additional Service Information

Service constraints

There are no specific service constraints.

Service levels for support hours

Support is available by email/ticketing, phone and web – and is available 24/7/365. Extra charges may apply.

Service levels

These are typically on a project-by-project basis, but mechanisms for remedy include the use of service credits for example.

The process

Ordering, invoicing and cancellation are as per the G-Cloud process.

After-sales support

After-sales support for the cloud related services provided under G-Cloud is typically 9am-5pm and available by phone and email.

Jumar also operates an ITIL-aligned, SLA driven support function which can provide 24/7 support as part of a specific offering. Our governance wrapper extends to the use of third-party support providers to deliver scalability.

About the Jumar Group

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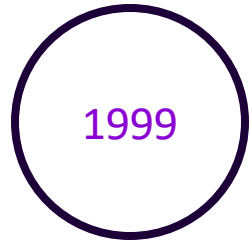
Jumar established over 20 years ago
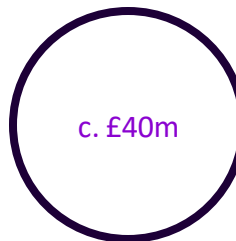
True technology partner

More than 125 permanent employees

Clients on 5 continents

Innovative engagement models

c. £40m

Group turnover

Near-shore and off-shore development partners

Access to more than 1000 associates

Why Jumar?

Secure, Agile Cloud Development

We execute cloud projects using Agile DevSecOps

Driving ROI

We help clients drive out improving ROIs, by upwards of 20%

UK-led

Our customer engagement, execution and design governance teams reside in the UK

Industry Experience

We have a proven track record of successful delivery within the Public Sector

Scalable Offering

We are able to respond rapidly to emerging resourcing needs and scale up and down at pace

Jumar

Head Office:
Jumar House
Pinewood Business Park
Coleshill Road Solihull
B37 7HG
Tel: 0121 788 4550
www.jumar.co.uk