Jumar

G-Cloud 14 Service Definition

Cloud Service Delivery Management

Cloud Service Delivery Management

This ITIL aligned Cloud Service Delivery Management service offers tailored, agile Service Management for Cloud and Multi-Vendor Services across the Public Sector.

Delivered by certified Agile practitioners, with a proven track record in delivering products and services into public sector, it includes development of a comprehensive digital strategy, roadmap and review.

Innovation is driven by a market-leading level of guidance, advice and support, underpinned by an in-depth knowledge of the cloud industry, technologies, providers and services.

All services are underpinned by ISO9001 and ISO27001 controlled processes.

Service covers

- Strategy
- Service Design
- Service Transition
- SIAM
- Service Transformation
- Service Operations
- DevOps
- Continual Service Improvement
- Performance
- Release and Change
- Incident and Problem management
- Security

Cloud Service Delivery Management – Features and Benefits

Features

- Streamlined methodology and approach based on experience
- Market leading innovation guidance, advice and support
- Certified Agile Practitioners with proven experience of delivering government products/services
- Comprehensive Digital Strategy Development, Roadmap and Review
- Benefits driven service to unlock the real-world value
- ITIL, ISO9001 and ISO27000 assured services and advice
- Risk and Issue Management ensuring early identification appropriate ownership
- Experienced full-stack and front-end DevOps capability
- Full transition services including planning, readiness assessment, management and acceptance
- Third party management

Benefits

- Reduced delivery cost for services in cloud environments
- Proven in-depth knowledge of cloud industry, providers and services
- Outcome focused, prioritising key deliverables
- Proven planning and analysis methodology, across Agile, iterative and waterfall
- Increased confidence across the delivery lifecycle through transparency and control
- Flexible, fully configurable service models, designed for need and budget
- Broad service offering, catering for any technical or functional requirement
- Value for money from cloud investment
- Agility and speed of response
- Holistic approach to Service Management Delivery

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

1999

Jumar established over 20 years ago
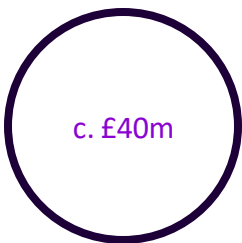
True technology partner

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

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