

DevOps, automation and CI/CD enablement service

Service overview

The DevOps, Automation & CI/CD Enablement Service supports public sector organisations to improve the reliability, speed and quality of digital service delivery. The service focuses on establishing modern DevOps practices, automated delivery pipelines and governance controls that are suitable for use in live services and aligned to public sector delivery standards.

The service is designed to help organisations reduce manual processes, improve deployment confidence and support sustainable, repeatable delivery.

Scope of the service

drie works with customers to design and implement DevOps and automation capabilities that are proportionate to their delivery context and maturity. The service focuses on enablement and implementation rather than ongoing operational management.

Depending on requirements, the service may include:

- Assessment of existing delivery processes and tooling
- Design of CI/CD pipelines and automation workflows
- Implementation of infrastructure as code
- Automated testing and deployment practices
- Environment management and release controls
- Integration with existing development and cloud platforms
- Documentation and knowledge transfer

All activities are agreed in advance to ensure clarity of scope, cost and outcomes.

Delivery approach

Delivery follows established public sector digital delivery practices, aligned to the GDS Service Manual and agile principles. Work is delivered iteratively, allowing teams to test, learn and improve delivery processes incrementally.

Engagements are typically time-boxed and include regular checkpoints to review progress, manage risk and ensure alignment with service objectives. Delivery is primarily remote, with on-site engagement available by agreement. The service may be delivered on a fixed-price or time-and-materials basis depending on scope and complexity.

Security, governance & assurance

Security and governance are embedded throughout delivery. This includes role-based access controls, secrets management, audit logging, segregation of environments and alignment with organisational security policies.

Automation and CI/CD controls are designed to support traceability, change control and assurance, enabling organisations to meet audit and compliance requirements. The service supports alignment with UK regulatory obligations but does not provide formal certification.

Customer responsibilities

The customer is responsible for providing access to development environments, tooling and relevant stakeholders. The customer retains ownership of delivery decisions, release approvals and service outcomes. Ongoing operation of pipelines and tooling remains the customer's responsibility unless additional managed services are agreed.

Effective collaboration with delivery teams is required to ensure successful adoption.

Service outputs

Outputs are agreed as part of the service scope and may include implemented CI/CD pipelines, automation scripts, infrastructure-as-code templates, configuration artefacts, documentation and operational guidance. Outputs are designed to support repeatable delivery and future improvement.

Exit and handover

At the end of the engagement, drie provides documentation and knowledge transfer to support continuity and sustainability. Any ongoing monitoring, retraining or support is subject to a separate agreement.

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