



Service Definition *Live Support*

About Olive Jar

Who We Are

Olive Jar Services include a range of activities that ensure successful implementation of your cloud service. We design and deliver cloud based services from Discovery to Live. We provide full agile multi-disciplinary teams who are ready to commence work on your service immediately.

Our teams are agile skilled resources who have specialist knowledge in their fields of expertise. This includes areas such as User Research, Design, Test, Implementation, Development, QA, Data Migration, Architecture, Security, Scalability and Maintainability of Cloud services.

We work with your internal teams, building the service to achieve the goals set. We can coach internal teams and mentor your team as needed, to help them upskill rapidly.

Olive Jar Digital offers 24/7 support across all your digital services and cloud-based infrastructure, ensuring things run smoothly at all times. Allowing you to get back business matters and decision making. Our experienced consultants provide operational support across the full tech-stack, so you can feel confident knowing that any issues will be dealt with capably and rapidly. Reliable support enables your business to deliver more often and more rapidly, ensuring costs are kept down and you can focus on your desired outcomes.

We provide Support in several ways, these include :

- Onsite support teams
- Support desks at our office
- "As and when required" support agreements which includes support such as: upgrades, changes and testing services.

We work flexibly with organisations to ensure all varieties of support needs are met.

Features

- Experience working with any organisation, large or small
- Knowledge transfer and up-skilling for internal teams
- 24/7 availability and resilience
- Reliable advice from specialist support team members
- Maintenance and patching of services
- Effective vulnerability and incident management and remediation
- Continuous performance analysis, monitoring and alerts
- Providing upgrades to your platform and service as required
- Ensure security threat avoidance and continuous compliance
- Configuration Management

Benefits

- Using our knowledge from many other Government projects
- Successful go live events
- Instilling team confidence in swift identification and response to issues/threats
- Implementing new maintenance tools and technologies reducing costs and time
- Reducing operational risks
- Improved resilience of the service
- Enhanced Reporting and Escalation processes

Services offered but not limited to:

- Agile Coaching and Mentorship
- Product Ownership
- Service Ownership
- Delivery Management
- User Research
- User Experience
- Content & Service Design
- Prototyping and Implementation
- Migration
- Full Stack Development
- Auditing
- AI & Machine Learning
- Support

Features

- Research, Architecture and Design
- Building the service to be maintainable, scalable and secure
- Supporting the service once live
- Aligning to GDS Service Standards when necessary

Benefits

- Continuous improvement
- Continuous deployment
- Reduction of errors and live costs
- Security

A selection of our Public Sector Clients:



Department for
Business & Trade



Office for Product
Safety & Standards



Department
for Education



Standards
& Testing
Agency



Department
of Health &
Social Care



Department for Levelling Up,
Housing & Communities



Leeds
CITY COUNCIL



England



Health Education England