



DevOps & Infrastructure Automation

ESTABLISHED
2016

REFERRALS

100
%
WORD OF MOUTH

SECTOR
EXPERIENCE

200+
YEARS
COMBINED

CERTIFIED

CE+
CYBER
ESSENTIALS



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PART A SERVICE-SPECIFIC INFORMATION

A1 SERVICE SUMMARY

Service Name

DevOps & Infrastructure Automation

Service Description

We help government organisations build and operate modern software delivery pipelines. Not the DevOps theatre of tools without practices, but genuine capability improvement - automated testing, infrastructure as code, deployment pipelines that meet government security standards, and metrics that drive continuous improvement.

When Crown Commercial Service needed to understand and improve their delivery performance, we implemented DORA metrics across their product pipeline - deployment frequency, lead time, change failure rate, time to restore. When they needed infrastructure automation, we delivered Terraform testing frameworks for both AWS and Azure that passed security review.

When they needed security posture hardening, we were ranked #1 supplier and delivered hardened Terraform configurations. Our DevOps engineers understand government security requirements. Infrastructure as Code that meets NCSC guidance. Pipelines that include security scanning, dependency checking, and compliance validation. Automated testing that gives confidence to release. From CCS's 7-sprint metrics delivery to their CAS security optimisation, we build the engineering practices that enable continuous delivery in government.

G-Cloud Classification

CATEGORY	DETAIL
G-Cloud Lot	Lot 3: Cloud Support
Service Category	DevOps & Automation (F-200-000-000)
Framework Reference	RM1557.15

Scope Boundaries

This service includes:

DevOps Assessment & Strategy: Current state assessment, DevOps maturity evaluation, improvement roadmap, tooling recommendations, team capability assessment

CI/CD Pipeline Development: Build automation, test automation, deployment automation, release management, environment management, artifact management

Infrastructure as Code: Terraform development and testing, CloudFormation, ARM templates, Ansible, infrastructure testing frameworks, policy as code

Metrics & Observability: DORA metrics implementation, deployment tracking, performance monitoring, logging and alerting, SRE practices, incident management

Security Integration: Security scanning integration, SAST/DAST tooling, dependency checking, secrets management, compliance automation, security posture management

Platform Engineering: Developer experience improvement, internal developer platforms, self-service infrastructure, golden paths, platform documentation

This service does not include bespoke software development, ongoing managed service operations, or 24/7 production support unless explicitly agreed in the call-off contract.

A2 FEATURES

Key capabilities that differentiate this service:

DORA Metrics Implementation CCS Product Pipeline Metrics: DORA metrics tracking across delivery teams. Deployment frequency, lead time, change failure rate, time to restore - the metrics that matter for delivery performance. Data-driven improvement, not opinion-based.	Terraform Testing Excellence CCS Infrastructure as Code Test Automation: Terraform testing framework for AWS and Azure. Automated infrastructure validation, policy compliance checking, security scanning. Infrastructure you can trust to deploy.	Security-Hardened Infrastructure CCS Optimisation: ranked supplier for security posture work. Hardened Terraform configurations meeting government security standards. Security built into infrastructure from the start.
Government Security Standards DevOps practices that meet government security requirements. NCSC guidance compliance, Cyber Essentials alignment, security scanning in pipelines. Automation that maintains security posture, not compromises it.	Multi-Cloud Capability AWS and Azure expertise across CCS engagements. Infrastructure as Code, security configuration, pipeline integration for both platforms. Consistent practices across government's primary cloud providers.	Sustainable Capability Building CCS engagements spanning 7+ sprints - building internal capability, not creating dependency. Knowledge transfer, documentation, team coaching. DevOps practices that stick after we leave.

A3

BENEFITS

DORA
EFFICIENCY

CCS Product Pipeline Metrics - DORA metrics implementation tracking deployment frequency, lead time, change failure rate, time to restore.

CAPABILITY

CCS Product Pipeline Metrics - 7 sprint delivery building sustainable DevOps capability.

#1
SATISFACTION

CCS CAS Optimisation / Security Posture - ranked #1 supplier for security-hardened Terraform delivery.

A4

PLATFORM EXPERTISE

PLATFORM	EXPERTISE LEVEL	EXPERIENCE
Terraform	Expert	CCS IaC Test Automation CCS CAS Optimisation . Terraform for AWS and Azure, testing frameworks, security-hardened modules. Government-standard Infrastructure as Code.
AWS	Expert	CCS GOV.UK PaaS migration, CCS IaC (AWS), CCS security posture. Production infrastructure, CI/CD pipelines, security configuration.

Azure

Expert

CCS IaC Test Automation (Azure), Parliament architecture. Azure DevOps, ARM templates, Azure AD integration.

A5

CASE
STUDY

CLIENT SUCCESS

Crown Commercial Service

Challenge: CCS needed visibility into delivery performance across product teams. No consistent metrics, unclear deployment frequency, difficulty identifying improvement opportunities. Required metrics implementation to drive DevOps maturity.

Solution: Product Pipeline Metrics programme delivered across 7 sprints. DORA metrics implementation. Dashboard development. Team coaching on metrics-driven improvement.

Outcome: DORA metrics operational across CCS delivery teams. Visibility into deployment frequency, lead time, change failure rate. Data-driven improvement conversations. Sustainable capability built.

CLIENT SUCCESS

Crown Commercial Service

Challenge: CCS Infrastructure as Code lacked automated testing. Manual validation, inconsistent quality, security concerns. Needed testing framework for Terraform across AWS and Azure.

Solution: Infrastructure as Code Test Automation programme. Terraform testing framework development. AWS and Azure coverage. Security validation integration. Documentation and knowledge transfer.

Outcome: Terraform testing framework operational. Automated infrastructure validation for AWS and Azure. Security compliance checking integrated. Reduced deployment risk.

CLIENT SUCCESS

Crown Commercial Service

Challenge: CCS required security posture improvement for cloud infrastructure. Needed hardened Terraform configurations meeting government security standards. Competitive supplier selection.

Solution: CAS Optimisation programme. Security posture assessment. Hardened Terraform development. Security configuration improvements. Compliance validation.

Outcome: Ranked #1 supplier in competitive selection. Hardened Terraform configurations delivered. Security posture improved. Compliance with government security standards achieved.

PART B COMPANY-WIDE STANDARDS

B1 ABOUT BETTERGOV

Better Group Limited trading as BetterGov is a specialist consultancy supporting UK public sector digital transformation since 2016.

“
We build capability, not dependency
”

— BetterGov

BetterGov works alongside internal teams to build capability and reduce dependency, ensuring services can be sustained after engagement completion. We measure success by what organisations can do independently, not by how long they need us.

How our values inform our delivery



Why BetterGov?

- **Public Sector Specialists** Deep expertise in Local and Central Government
- **100% UK-Based** All delivery staff UK-based with security clearances
- **Outcome-Focused** Success measured by results, not activities
- **Standards Aligned** GDS, DSS, DSSW, Technology Code of Practice

Our Services

- Digital Transformation
- Cloud Services
- Programme & Project Management
- Systems Implementation

- Technology Consulting
- Capability Building
- Service Design
- User Research

B2

DELIVERY
APPROACH

■ Operating Model

■ Delivery Mode

- Agile delivery (Scrum/Kanban)
- PRINCE2 Project Management
- ITIL-aligned service management
- Transparent milestone tracking

- Remote-first with secure tools
- On-site for critical workshops
- Hybrid as required

Risk Management

We actively identify common failure modes in cloud support engagements - unclear scope, data access delays, dependency risk, stakeholder availability - and address them through early scoping checkpoints and formal risk ownership. Problems are surfaced early, not discovered late.

Tooling & Frameworks

CATEGORY	DETAILS
Project Management	Azure DevOps, Jira, Confluence, Our own tools
Collaboration	Microsoft Teams, SharePoint, Miro, Power BI, Our own tools
Methodologies	Agile, PRINCE2, ITIL

Security clearances: BPSS standard on all staff. SC and DV available on request. Associates and subcontractors are vetted to the same security and quality standards as permanent staff.

B3 SERVICE MANAGEMENT

Every engagement has a dedicated Engagement Lead and Director oversight.

■ Governance

- Clear roles and accountability
- Proactive risk management
- Formal change control

■ Reporting

- Weekly/fortnightly status
- Governance meetings
- Lessons learned reviews

We maintain a live risk register with named owners. Escalation triggers are defined at engagement start, not discovered during crisis.

Escalation Matrix

LEVEL	OWNER	RESPONSE
First	Project Manager	Resolve within agreed timelines
Second	Account Director	Intervention within 24 hours
Executive	Director	Immediate action on critical issues

B4 SECURITY & COMPLIANCE

CE+ CYBER ESSENTIALS	ICO REGISTERED	ISO 9001/27001 Aligned	UK DATA CENTRES
■ Data Residency All customer data stored exclusively in UK-based data centres.		■ UK GDPR Full compliance with technical and organisational measures.	
B5	AI & AUTOMATION		

AI and automation are used only to support analysis and operational efficiency. All decisions, recommendations, and outputs are reviewed and owned by named consultants. There are no autonomous actions.

**Intelligent Analytics**

AI-powered dashboards support insight generation - human analysts interpret and validate findings

**Process Automation**

RPA reduces manual effort by up to 60% - all automation is auditable and reversible

**AI Strategy**

Advisory services for responsible AI adoption aligned with government frameworks - governance first, capability second

Our AI Principles

AI is optional - never required for service delivery

Human-led decision making on all outputs

Governance and explainability before deployment

No autonomous actions without explicit approval

B6**SERVICE LEVELS****■ Response Targets**

SERVICE	TARGET
Enquiry	4 working hours
Proposal	5 working days
Mobilisation	10 working days
Critical escalation	4 hours

Maximum quarterly credit cap: 15% of fees.

Service levels are monitored by the Engagement Lead and reviewed as part of regular governance, with trends and corrective actions shared transparently. We track what matters, not what's easy to measure.

■ Service Credits

PRIORITY	RESPONSE	CREDIT
P1 Critical	4 hours	5%
P2 High	8 hours	3%
P3 Medium	24 hours	2%
P4 Low	48 hours	1%

Support Tiers

TIER	AVAILABILITY	INCLUDES
Standard	Mon-Fri 09:00-17:30	Email, phone support
Extended	Mon-Fri 07:00-21:00	+ Priority escalation
24/7	24 hours, 7 days	+ Critical incident response

B7**ONBOARDING & EXIT****■ Mobilisation**

- Kick-off and scoping
- Access provisioning
- Risk and compliance checks
- Team familiarisation

■ Exit & Handover

- Deliverable sign-off
- Knowledge transfer
- Data export
- Deletion confirmation

Exit planning begins at engagement start. Knowledge transfer is structured to avoid single points of failure. Default retention: 90 days post-closure for audit purposes, then secure deletion. Trial service available: one-day consultancy sessions for prospective customers to evaluate our approach before commitment.

B8**CUSTOMER RESPONSIBILITIES**

- Timely system and data access
- Documentation and approvals
- Data ownership, GDPR, and IP (Customer retains ownership of all deliverables unless otherwise agreed)

- Named decision-maker
- Prompt query responses
- Third-party coordination

B9**TECHNICAL
REQUIREMENTS**■ **Prerequisites**

- Stable internet connection
- Modern browser (Chrome, Edge, Firefox)
- MFA capability

■ **Constraints**

- Third-party dependencies
- Scheduled maintenance windows
- Bandwidth for large data transfers

B10**TRAINING & KNOWLEDGE
TRANSFER**■ **Included**

- Onboarding sessions
- User documentation
- Handover knowledge transfer

■ **Optional Add-Ons**

- Advanced workshops
- Change management support
- Continuous learning programmes

B11**SOCIAL
VALUE****Our Commitments**

- **Net Zero 2035** Carbon reduction plan aligned with government targets
- **Living Wage** Accredited Real Living Wage employer
- **TOMs Framework** Social value measured and reported transparently
- **SME/VCSE Priority** Local and diverse supply chain engagement

B12**REPORTING & KPIS**■ **Monthly**

- Milestone progress
- Risk and issue status
- Resource utilisation

■ **Quarterly**

- Project health assessment
- Benefits realisation
- Lessons learned

Reporting outputs are designed to support internal governance, audit, and assurance requirements. Reports can be shared directly with finance, procurement, and oversight teams without modification.

B13**PRICING****Time & Materials**

SFIA-aligned day rates

Fixed Price

Milestone-based payments

Outcome-Based

Performance-linked fees

Detailed SFIA rate card provided as separate PPG upload.

B14**ORDERING & INVOICING**

Orders placed via Public Procurement Gateway (PPG) using Contract Award Service.

TERM	DETAIL
Billing	Monthly in arrears or milestone-based
Payment Terms	30 days (Public Sector Payment Policy)
Payment Method	BACS transfer

All invoices include detailed breakdowns by deliverable and resource, suitable for finance review and audit trail requirements.

B15 BUSINESS CONTINUITY

MEASURE	TARGET
Recovery Point Objective (RPO)	Up to 24 hours
Recovery Time Objective (RTO)	24-48 hours for critical services
DR Testing	Annual minimum (ISO 22301 aligned)

B16 DATA PROTECTION

Full compliance with UK GDPR and Data Protection Act 2018.

■ Technical Controls

- Encryption in transit and at rest
- Access controls and audit logs
- Regular security assessments

■ Governance

- Designated Data Protection Officer
- ICO registration maintained
- Breach notification procedures

B17

ACCESSIBILITY

WCAG 2.1 AA
Fully compliant

WCAG 2.2
Patterns adopted in all new deliverables

Formats
HTML, PDF, large print, Easy Read

B18

CONTACT US

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Digitally Driven, Socially Empowered

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