

GCloud 15 Service Definition Document

Category: UK Gov Frameworks
Version: 1.0
Classification: Public

AI Governance & Strategy	4
Service Summary	4
Benefits	4
Planning	4
Platform & Delivery Effectiveness Assessment	5
Service Summary	5
Benefits	5
Planning	5
Operating Model & Team Design	6
Service Summary	6
Benefits	6
Planning	6
Product Management for Digital Services	7
Service Summary	7
Benefits	7
Planning	7
Reliability, Operability, and Flow Enablement	8
Service Summary	8
Benefits	8
Planning	8
Data Platforms & Decision Enablement	9
Service Summary	9
Benefits	9
Planning	9
AI Engineering Readiness & Modernisation	10
Service Summary	10
Benefits	10
Planning	10
AI Engineering	11
Service Summary	11
Benefits	11
Planning	11
Embedded Engineering Enablement	12
Service Summary	12
Benefits	12
Planning	12
Service Design for Digital Public Services	13
Service Summary	13

Benefits	13
Planning	13
Independent Delivery and Technology Assurance Review	14
Service Summary	14
Benefits	14
Planning	14
Legacy Modernisation Options and Business Case	15
Service Summary	15
Benefits	15
Planning	15
Discovery and Prototyping for Digital Services	16
Service Summary	16
Benefits	16
Planning	16
AWS Platform Enablement and Delivery Confidence	17
Service Summary	17
Benefits	17
Planning	17
AI Operating Model Design and Delivery	18
Service Summary	18
Benefits	18
Planning	18
About Armakuni	19

AI Governance & Strategy

Service Summary

Helps organisations embed AI responsibly so digital services are joined-up, equitable, transparent, and safe. Establishes clear accountability, decision rights, and guardrails enabling confident AI use in live services. This service enables safe progress without slowing delivery through excessive control.

Benefits

- Reduced AI risk
- Improved public trust
- Clear AI accountability
- Safer AI adoption
- Faster decision-making
- Regulatory alignment
- Reduced duplication
- Better audit readiness
- Sustainable AI use
- Increased leadership confidence

Planning

We work with leaders to understand current AI use, risks, and constraints. Planning defines scope, governance needs, decision points, and assurance expectations, ensuring AI governance aligns with live digital services and existing delivery practices.

Platform & Delivery Effectiveness Assessment

Service Summary

Assesses how effectively teams, platforms, architectures, and delivery systems support safe, reliable digital services. Identifies structural constraints and provides prioritised recommendations to improve flow and delivery confidence. Unlike maturity-model reviews, this focuses on how work actually flows in live services.

Benefits

- Clear delivery insight
- Reduced delivery risk
- Improved predictability
- Better platform effectiveness
- Clear accountability
- Faster improvement decisions
- Reduced rework
- Improved service confidence
- Aligned stakeholders
- Safer delivery outcomes

Planning

Planning defines the scope, services, teams, and platforms to be assessed. Engagement is structured to minimise disruption while ensuring findings reflect real delivery conditions, including cloud-based platforms and DevOps delivery practices. This includes architectural decision points and technical constraints.

Operating Model & Team Design

Service Summary

Designs AI & software delivery operating models using Team Topologies principles to improve flow, accountability, and service outcomes. Clarifies team responsibilities and interactions to reduce cognitive load. This focuses on evolving delivery systems, not org charts.

Benefits

- Clear ownership
- Reduced delivery friction
- Improved flow
- Lower cognitive load
- Faster decisions
- Predictable delivery
- Aligned teams
- Reduced coordination overhead
- Scalable structures
- Sustainable change

Planning

Planning identifies services, teams, and scope constraints. Engagement is designed collaboratively with leaders and teams to ensure recommendations reflect real delivery conditions.

Product Management for Digital Services

Service Summary

Supports product and service leaders to make outcome-driven decisions for digital services under real constraints. Connects product management directly to service outcomes and delivery confidence. This treats product management as a decision discipline, not a set of ceremonies.

Benefits

- Clear ownership
- Better prioritisation
- Improved outcomes
- Reduced churn
- Faster decisions
- Aligned teams
- Stronger delivery confidence
- Reduced waste
- Sustainable practices
- Improved service focus

Planning

Planning defines service goals, constraints, and decision areas. Engagement focuses on real prioritisation challenges within live services. This includes product strategy, roadmaps, and prioritisation decisions.

Reliability, Operability, and Flow Enablement

Service Summary

Improves reliability and operability of digital services by addressing delivery flow and feedback loops. Helps teams make reliability a normal outcome of delivery systems. This focuses on fixing systems, not embedding DevOps or SRE roles.

Benefits

- Improved reliability
- Fewer incidents
- Faster recovery
- Clear ownership
- Reduced risk
- Predictable services
- Reduced firefighting
- Aligned teams
- Sustainable reliability
- Improved confidence

Planning

Planning identifies services, incidents, and operational constraints to examine, focusing on real conditions with minimal disruption.

Data Platforms & Decision Enablement

Service Summary

Designs and improves data platforms that support reliable decision-making, digital services, and AI systems. Treats data as a product with clear ownership and quality. This prioritises decisions and outcomes over data infrastructure in isolation.

Benefits

- Better decisions
- Improved data trust
- Clear ownership
- Reduced duplication
- Faster access
- Improved insight
- AI-ready data
- Reduced rework
- Aligned teams
- Sustainable data practices

Planning

Planning identifies key decisions, service needs, and data constraints, focusing on practical outcomes rather than abstract architectures.

AI Engineering Readiness & Modernisation

Service Summary

Prepares organisations to move AI and machine learning from experimentation into production. Assesses and modernises platforms and delivery practices so AI can be operated safely. This focuses on making AI shippable and operable, not more experimental.

Benefits

- Clear readiness view
- Reduced deployment risk
- Faster production path
- Improved reliability
- Governance alignment
- Predictable delivery
- Reduced rework
- Clear priorities
- AI-ready foundations
- Increased confidence

Planning

Planning identifies existing AI use, constraints, and minimum changes required to support production delivery.

AI Engineering

Service Summary

Designs, builds, tests, and operates production-grade AI systems for digital services. Treats AI as engineered software with reliability and security expectations. This focuses on running AI safely in live services, not proofs of concept.

Benefits

- Production-ready AI
- Predictable behaviour
- Reduced risk
- Improved reliability
- Clear ownership
- Faster iteration
- Controlled costs
- Reduced debt
- Secure AI use
- Sustainable capability

Planning

Planning defines service goals, constraints, integration points, and operational requirements.

Embedded Engineering Enablement

Service Summary

Embeds experienced engineers into teams to coach modern engineering practices on live services. Improves delivery confidence through hands-on pairing, modelling, and guided practice across testing, continuous delivery, CI/CD, and collaboration. This service builds lasting capability by coaching teams in real work, not delivering on their behalf.

Benefits

- Improved engineering capability
- Safer releases
- Higher code quality
- Reduced technical debt
- Increased team confidence
- Better collaboration
- Stronger practices
- Improved reliability
- Sustainable pace
- Reduced consultant dependency

Planning

We work with delivery leaders and teams to identify goals, constraints, and practices to focus on. Planning defines duration, team context, and success criteria, ensuring the engagement integrates with live delivery and targets the highest-impact practices.

Service Design for Digital Public Services

Service Summary

Designs end-to-end public services that are usable, accessible, and operable.

Focuses on service boundaries, journeys, and handoffs across teams and systems, grounded in delivery and operational constraints. This service designs services teams can build, run, and improve, not just interfaces.

Benefits

- Improved service usability
- Reduced delivery risk
- Clear service boundaries
- Better accessibility outcomes
- Fewer handoff failures
- Stronger alignment across teams
- Operable service designs
- Reduced rework
- Faster delivery decisions
- Improved public experience

Planning

Planning defines service scope, user groups, constraints, and integration points. Work fits alongside live delivery and governance, ensuring outputs are actionable within real organisational and technical conditions.

Independent Delivery and Technology Assurance Review

Service Summary

Provides an independent, evidence-based review of delivery, technology, and organisational risks affecting digital programmes. Produces clear findings and practical recommendations to restore confidence and momentum. This review focuses on current constraints, not generic assurance checklists.

Benefits

- Increased delivery confidence
- Clear risk visibility
- Faster corrective action
- Improved decision-making
- Reduced programme uncertainty
- Independent perspective
- Focused recommendations
- Better leadership alignment
- Reduced escalation risk
- Clear next steps

Planning

Planning defines scope, access, stakeholders, and evidence sources. The review is time-bound and minimally disruptive, focusing on the areas of greatest concern to delivery and leadership.

Legacy Modernisation Options and Business Case

Service Summary

Assesses legacy systems to identify viable options, including retirement, replacement, remediation, or modernisation. Provides clear cost, risk, and delivery trade-offs to support credible decisions. This service supports decisions to stop, simplify, or modernise, not default rebuilds.

Benefits

- Clear modernisation options
- Reduced delivery risk
- Better investment decisions
- Avoided unnecessary rebuilds
- Improved system sustainability
- Increased confidence in direction
- Clear trade-offs
- Reduced technical uncertainty
- Faster decision-making
- Safer modernisation paths

Planning

Planning identifies systems in scope, constraints, stakeholders, and decision timelines. Work focuses on producing decision-ready outputs aligned with governance and funding processes.

Discovery and Prototyping for Digital Services

Service Summary

Supports early-stage exploration of service problems through focused discovery and prototyping. Reduces delivery risk by testing assumptions and feasibility before major investment. This service prototypes learning, not solutions.

Benefits

- Reduced delivery risk
- Better investment decisions
- Clear problem understanding
- Faster learning
- Avoided premature commitments
- Improved confidence
- Focused next steps
- Reduced rework
- Safer delivery start
- Better alignment

Planning

Planning defines discovery scope, hypotheses, constraints, and success criteria. Work is time-boxed and focused on generating actionable learning rather than exhaustive analysis.

AWS Platform Enablement and Delivery Confidence

Service Summary

Enables organisations to deliver and operate digital services on Amazon Web Services with confidence. Focuses on platform design, delivery flow, reliability, and capability uplift rather than managed operations. Delivered by experienced engineers from an AWS Premier Partner to support safe, sustainable use of AWS in live services.

Benefits

- Increased delivery confidence
- Safer AWS adoption
- Improved service reliability
- Reduced delivery risk
- Clear platform ownership
- Better flow and predictability
- Stronger internal capability
- Reduced dependency on suppliers
- Improved operational readiness
- Sustainable AWS usage

Planning

Planning identifies services, teams, and AWS platform components in scope, alongside delivery goals and constraints. Engagements integrate with live delivery and governance, focusing on the minimum changes needed to improve confidence, flow, and reliability on AWS.

AI Operating Model Design and Delivery

Service Summary

Helps public sector organisations design and embed AI capabilities into their operating model, enabling teams to confidently adopt AI in day-to-day delivery. Runs controlled experiments to test AI approaches, establishing the workflows, oversight mechanisms, and ways of working needed for AI to enhance organisational capability.

Benefits

- Confident AI adoption with clear human oversight
- Reduced deskilling risk across teams
- Faster delivery through well-designed AI workflows
- Clear accountability for AI-assisted decisions
- Alignment with government AI guidance and transparency standards
- Sustainable AI capability that builds organisational knowledge
- Evidence-based AI decisions through controlled experimentation
- Reduced adoption risk through time-boxed pilots
- Better understanding of where AI adds genuine value
- Foundation for scaling AI adoption responsibly

Planning

We work with technical and operational leaders to understand current delivery practices, AI ambitions, and constraints. Planning identifies which workflows could benefit from AI, assesses organisational readiness, and scopes time-boxed pilots to test approaches before wider adoption. We evaluate existing governance and oversight mechanisms to ensure AI adoption builds on coherent foundations. Planning aligns with the AI Playbook principles and considers ATRS requirements where algorithmic tools influence public-facing decisions.

About Armakuni

Armakuni helps organisations to build their engineering future. We use Data, Alignment and coaching to create High Performance Teams. Ak supports Modern engineering practices - cloud native, devops, agile/lean engineering.

Armakuni's core purpose is "to bring joy and creativity to the world of engineering - across software, data and infrastructure".

In our world, modern engineering practices encompass a range of skills that support organisations in the delivery of high-quality products/services by harnessing the benefits of the cloud. In essence, this can be summarised as: Everything as code; Everything automated; Everything tested.

END OF DOCUMENT GCloud Service Definition Document
