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# Service Definition: DevOps Delivery and Enablement for Cloud-Native Teams (AI-Accelerated)

Lot 3 Cloud Support

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## Summary

We design, implement, and enable modern DevOps platforms and practices for organisations delivering cloud-native digital services. Our service helps teams establish secure, scalable CI/CD pipelines, infrastructure-as-code, and development workflows using Microsoft Azure, GitHub Enterprise, and Azure DevOps.

We also support organisations to become AI-accelerated delivery teams, advising on and implementing the safe, governed use of AI tools and model-centric platforms (MCPs) to improve development speed, quality, and consistency. The service is delivery-focused, with clear handover into live support where required.

### 1. Scope of Service

This service provides DevOps delivery and enablement for organisations at any stage of their DevOps journey, including:

- DevOps platform design and implementation
- CI/CD pipeline setup and optimisation
- Infrastructure-as-code (IaC) and environment automation
- Secure software supply chain configuration
- GitHub Enterprise and Azure DevOps implementation or migration
- AI-assisted development enablement and governance
- Team onboarding, training, and handover

The service is suitable for new digital products, legacy modernisation programmes, and multi-supplier delivery environments.

### 2. Deliverables

Depending on the scope, deliverables include:

- DevOps readiness assessment and recommendations
- Target DevOps architecture and tooling design
- CI/CD pipelines and deployment workflows

- Infrastructure-as-code templates
- Security and compliance controls embedded in pipelines
- AI-assisted development guidance and configuration
- Team enablement and training sessions
- Go-live and transition plan
- Handover documentation and closure report

### 3. How the Service is Delivered

Engagements are typically delivered as time-bound projects, tailored to the organisation's maturity and objectives.

We begin with a planning and design phase to understand current tooling, skills, security requirements, and delivery constraints. Implementation follows using proven DevOps patterns, automation, and close collaboration with client teams.

Where required, we work alongside internal delivery teams and other suppliers, enabling inner-source and shared ownership models. All work is delivered with regular check-ins, demonstrations, and progress reporting.

### 4. Project Initiation

Each engagement begins with a structured initiation, producing a Project Initiation Document (PID) covering:

- Objectives and success measures
- Scope and assumptions
- Delivery approach and milestones
- Roles and responsibilities
- Risks, dependencies, and constraints
- Security and governance considerations

For larger or higher-risk programmes, a short discovery phase may be recommended prior to full delivery.

## 5. Service Levels

This is a delivery and enablement service rather than a managed operational service. Delivery is governed through agreed milestones, scope, and budgets rather than ongoing SLAs.

Named delivery leads provide regular progress updates and act as escalation points throughout the engagement. Any post-implementation operational support is provided via a separate G-Cloud support service.

## 6. Post Go-Live and Hypercare

Following implementation, we provide a defined hypercare period to support teams during early adoption. This includes defect resolution, pipeline tuning, and support for initial releases.

## 7. Technical Approach

Our DevOps approach is based on Microsoft Azure and modern cloud-native practices, including:

- Azure DevOps and GitHub Enterprise
- CI/CD automation and release governance
- Infrastructure-as-code (Bicep / Terraform)
- Secure build pipelines and dependency management

We also support teams to adopt AI-accelerated development, including:

- Selection and safe use of AI development tools
- Configuration of AI assistants and model-centric platforms (MCPs)
- Governance, access controls, and auditability
- Practical guidance on using AI to accelerate delivery without compromising quality or security.

## 8. Onboarding and Offboarding

**Onboarding** includes access setup, environment configuration, and alignment with internal processes and governance.

**Offboarding** includes documentation, knowledge transfer, and transition planning to internal teams or managed support services.

## 9. Team and Delivery Model

Delivery is provided by a focused Talk Think Do delivery team with deep experience in cloud-native platforms and DevOps practices.

The team typically includes:

- Delivery Manager - accountable for delivery governance, planning, reporting, and stakeholder communication
- Solution Architect - responsible for DevOps architecture, platform design, security controls, and technical decision-making
- Backend Engineer - Microsoft-certified engineer responsible for implementing CI/CD pipelines, infrastructure-as-code, automation, and AI-enabled development tooling

This lean team structure ensures fast decision-making, minimal handoffs, and effective enablement of client delivery teams.

## 10. Roles and Responsibilities

| Responsibility               | Talk Think Do                       | Buyer                               |
|------------------------------|-------------------------------------|-------------------------------------|
| Provide delivery team        | <input checked="" type="checkbox"/> |                                     |
| Define DevOps architecture   | <input checked="" type="checkbox"/> |                                     |
| Provide access to platforms  |                                     | <input checked="" type="checkbox"/> |
| Approve deliverables         |                                     | <input checked="" type="checkbox"/> |
| Attend workshops and reviews |                                     | <input checked="" type="checkbox"/> |

## 11. Security, Privacy, and Standards

We are ISO 27001 certified and Cyber Essentials Plus accredited. Security and privacy controls are embedded into pipelines by design, supporting UK GDPR and public sector security requirements.

## 12. Accessibility

Where DevOps outputs affect user-facing services, we support teams in maintaining WCAG 2.2 AA compliance through automated testing and governance controls.

## 13. Dependencies

Successful delivery requires timely access to platforms, repositories, and stakeholders. Third-party supplier dependencies may affect delivery timelines.

## 14. Service Constraints

The does not include ongoing operational support unless separately contracted. It focuses on DevOps enablement and delivery rather than feature development.

## 15. Exit Planning

We ensure clean exit and continuity through structured handover, documentation, and optional transition into managed support.

## 16. Pricing

Pricing is provided in the associated Pricing Document and is based on SFIA-aligned day rates for defined roles.

## 17. Ordering and Invoicing

This service can be ordered via G-Cloud. This service can be ordered via the G-Cloud framework.

## 18. Accreditations and Technology Partnerships

- ISO 27001 Certified
- Cyber Essentials Plus
- Microsoft Solutions Partner
- GitHub Enterprise Partner