

Colibri Digital

Databricks Managed Services (DataOps and Platform Reliability)

G-Cloud 15 Service Definition

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1 About Colibri Digital

UK based Colibri Digital delivers Cloud, Data and AI solutions for enterprise clients. Services span strategic design and build, advisory, data and analytics modernisation, migration along with our Evergreen Managed services.

Colibri Digital core capabilities:

- AWS Government Consulting Competency and Public Sector Program Partner
- AWS Premier Tier Partner with certified Cloud Architects
- AWS Managed Service Provider (MSP) and ISO 20000 certified
- Microsoft Azure partner
- Databricks partner Select Tier
- Structured delivery approach: discovery, delivery, managed service
- UK-based teams with SC-clearable personnel

Colibri Digital supports public sector requirements including structured governance and compliance, documentation standards, knowledge transfer and defined exit processes aligned to CCS expectations.

1.1 Why Colibri Digital?

Track record of innovation

- With over 25 years' experience we provide next generation services and solutions to keep you ahead of the curve

In-depth knowledge

- From our Technical leads to Consultants, Project Managers, Account Managers, and everyone in between, our team of experts are on hand to support you

Quality Assured

- Market leading portfolio
- We partner with the very best to power your business change, including Microsoft, AWS and Databricks

Quality and Compliance at every step

- ISO 27001, 20000, 14001, 9001 and ISO22301 accredited and PCI-DSS certified

Public Sector Approved

- Trusted HSCN (NHS-Digital) and Crown Commercial Services approved partner

Next-Generation Managed Services

- 24/7 proactive services with systems automation and AI

1.2 Contact Details

Please contact us using the following details:

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2 Service Overview

Colibri Digital's DataOps Managed Service is an outcome-driven solution that delivers resilient, secure, and scalable operational management for **Databricks-based data platforms** across public sector organisations. This service enables you to run mission-critical data workloads and rapidly adopt AI/ML without the overhead and complexity of managing data operations in-house.

Our technical experts hold Professional-level certifications across AWS, Azure, and Databricks. We leverage extensive experience in designing, deploying, and maintaining data pipelines, storage, and analytics components to ensure seamless data availability and reliability, adhering strictly to Well-Architected principles.

The service is platform-agnostic and fully compatible with Databricks deployed on either AWS or Azure.

By outsourcing day to day operations including data ingestion management, pipeline monitoring, quality assurance, and platform health, customers can achieve:

- **Scalable Reliability:** 95% or greater job success rates and ≤ 20 -minute data freshness for mission-critical workloads, supporting data products and third-party integrations.
- **Cost Efficiency:** FinOps-driven optimisations delivering 20-30% reduction in total cost of ownership through automation and economies of scale.
- **Compliance & Security:** ISO 27001/GDPR-aligned governance with proactive threat monitoring within a shared governance structure.
- **Governance Support** Enable domain-aligned teams via standardised templates and central oversight, reducing duplication.

This outcome driven design for the service empowers customers to derive maximum value from their data platform while freeing internal teams for higher value activities through knowledge transfer and self service tools.

For management of the underlying AWS infrastructure, please refer to Colibri Digital's separate **AWS CloudOps Managed Service**.

3 Service Components

Colibri Digital's DataOps Managed Service provides end-to-end operational management of the Databricks data platform, ensuring that data is ingested, processed, governed and made available to business users reliably, securely and within agreed service levels. The service applies equally to Databricks deployed on AWS or Azure.

Underlying cloud infrastructure (e.g., VPC/VNet configuration, IAM/RBAC at cloud level, network routing, storage account or S3 bucket provisioning, and cloud-native monitoring) remains out of scope.

The service encompasses the full lifecycle of Databricks data platform operations, including:

- **Data Pipelines and Workflow Management**
Ensuring reliable ingestion, transformation and publishing of data across Databricks jobs and workflows.
- **Data Quality and Validation**
Quality rules, schema checks, reconciliation and handling of rejected records in controlled, replayable pipelines.
- **Governance and Security Oversight**
Workspace-level governance including access controls, permissions, lineage, catalogue management and compliance support.
- **Databricks DevOps and CI/CD Enablement**
Automated deployments, environment-specific configuration, Git-based workflows and infrastructure-as-code for Databricks objects such as clusters, jobs and workflows.
- **Monitoring, Alerting and Operational Reliability**
Proactive health monitoring, issue detection, triage and remediation to maintain high availability and performance of data workloads.
- **FinOps Aligned Cost and Performance Optimisation**
Continuous analysis of compute usage, job efficiency and DBU consumption to deliver FinOps-aligned cost savings.
- **ITIL-Aligned Service Management**
Service Management with Incident, problem, change and request fulfilment management under ISO 20000 best practices, with a structured resolver group and escalation.

We leverage key Databricks features and supporting technologies, including Asset Bundles, PySpark, Marketplace, GitHub, and CI/CD workflows, to deliver these components.

These components define the foundational capabilities of the DataOps Managed Service. The detailed operational activities, service levels and ongoing responsibilities are further described in Section 4: Core Service Features.

4 Core Service Features

4.1 Core operational Activities

The following features define the Databricks DataOps Managed Service delivered by Colibri Digital.

Activity	What we do
Data Pipelines (Jobs and Workflows)	Monitor Databricks jobs/workflows in real time; alerting, automated remediation and exception handling; performance tuning for ingestion, transformation and publishing.
Data Quality and Validation	Schema checks, rules-based validation, anomaly detection, reconciliation; quarantined rejects with safe replay.
Workspace Governance	Manage catalogues, schemas, permissions, lineage, auditability and access controls at Databricks workspace level (Unity Catalog where enabled).
Compute (Databricks Clusters)	Define and optimise cluster policies/profiles for jobs including managing Databricks runtime versions, monitor DBU usage and right-size workloads.
Security & Governance (Platform Level)	Apply workspace controls, secret scopes, token hygiene, vulnerability scanning guidance, and audit support aligned to your compliance posture.
CI/CD for Databricks	Git-based workflows, automated promotions, testing (code & data), and infrastructure-as-code for Databricks objects (clusters, jobs, workflows).
Operational Management (ITIL4/ISO20000)	Service desk, incident, problem, change, request, resolver group triage and escalation including knowledge transfer.
BI Integration (Enablement)	Enable downstream dashboards/semantic models that consume Databricks outputs; performance tuning at data-serving layer.
AI/ML Readiness	Prepare governed, reliable data products to support ML/GenAI workloads on Databricks; feature-ready data sets.
Continuous Improvement and Monthly Reviews	Monthly service reviews covering performance, FinOps insights, optimisation backlog, documentation & handover.

The service operates through a structured resolver group model aligned to ITIL4 and ISO 20000 practices. The resolver group consists of multi-disciplinary Colibri data engineers with deep expertise in Databricks platform operations, ETL workflows, and enterprise data processes, providing consistent and accountable support for live data-platform operations.

4.2 Strategic Advisory and Continuous Improvement

Colibri Digital acts as a trusted advisor to ensure that customers continuously maximise the value of their Databricks data platform. The service includes structured governance, performance insights and proactive improvement aligned to business objectives.

Feature	Description
Dedicated Cloud Customer Success Manager	A dedicated Customer Success Manager is assigned to each account as a strategic partner. The CSM leads monthly service reviews and quarterly business reviews, manages actions and risk, oversees service performance against SLAs, and ensures alignment with business priorities.
Aligned Principal Data Engineer (PDE)	An assigned Principal Data Engineer provides expert guidance on Databricks architecture, workload optimisation, data engineering best practice, platform security, sustainability and CI/CD automation. The PDE supports ongoing improvement of the Databricks environment and contributes directly to the Quarterly Business Review (QBR) process and strategic roadmap planning.
Service Reporting and FinOps Insights	Colibri provides a comprehensive monthly Service Report covering: • SLA and KPI performance • Databricks job reliability, pipeline health and data freshness • Cost trends and FinOps insights • Security posture and governance observations • Optimisation recommendations and progress tracking
Monthly Service Review	Colibri conducts monthly service reviews with customer stakeholders to: • Review the Service Report and KPI trends • Assess Databricks platform performance • Prioritise actions in the optimisation backlog • Align future work with business needs and roadmap • Identify cost optimisation and governance improvements

4.3 Service Levels

Colibri provides service levels aligned to business criticality and the operational needs of your Databricks data platform. Service performance is delivered through Colibri's DataOps resolver group and measured against agreed SLAs and KPIs.

- Core UK Business Hours support is provided as standard (08:00–18:00 GMT, Monday–Friday, excluding UK bank holidays).
- Optional 24×7×365 coverage, including out-of-hours P1 incident response, is available for mission-critical workloads.
- SLA response and resolution targets for Priority 1 to 4 Incidents.
- Enhanced SLA options to support mission critical workloads

In addition to incident SLAs, Colibri will measure Databricks DataOps KPIs such as Job Success Rate, Data Refreshness, Pipeline Availability, MTTD, MTTR and DBU Cost Efficiency. These will be included as part of the monthly Service Report.

Priority	Description	Incident Response Target	Incident Resolution Target
1 – Critical (Major Incident)	Total loss of service	30 minutes	4 hours
2 - High	Partial Loss of service, running slowly but still usable, some business impact	1 business hour	8 business hours
3 - Medium	Cosmetic error or minimal business impact	3 business hours	Upto 3 business days
4 – Low	Very low impact, request for advice	End of next business day	Upto 5 business days

4.4 Out-of-Scope Items

The following items remain out of scope for this service and are the responsibility of the customer or a separate CloudOps engagement.

Cloud Platform (AWS / Azure)

- VPC/VNet design, routing, subnets, firewalls, private link
- Cloud-level IAM/RBAC, identity providers and SSO
- Provisioning or managing storage accounts/S3 buckets
- Cloud-native monitoring and logging (Azure Monitor, CloudWatch)
- Cloud infrastructure uptime, patching or resilience SLA

Application & Business Layer

- Support for applications or systems outside Databricks
- Changes to customer source systems or upstream applications
- Business logic or data modelling beyond pipeline implementation
- BI report/dashboard development (beyond performance tuning)
- ML model development or MLOps beyond data readiness

Operational Boundaries

- Vendor licensing (Databricks, cloud services, third-party tools)
- End-user support or first-line service desk
- Custom integrations or non-Databricks pipelines
- On-prem hardware or hybrid network gateway management.

5 Service On-boarding

Colibri follows a structured, ISO 20000-aligned service transition process to ensure a smooth and low-risk onboarding into the Databricks DataOps Managed Service. This process focuses on the Databricks data platform, with cloud platform onboarding (AWS/Azure) explicitly out of scope.

5.1 On-boarding Activities

The onboarding process typically includes:

- **Service Design & Discovery**
Development of a Service Design Document covering roles and responsibilities, scope, SLAs, governance, monitoring, reporting, and agreed KPIs.
Review of existing Databricks workspaces, jobs, workflows, permissions, and DataOps processes.
- **Planning, Testing & Deployment**
Coordinated onboarding plan including access provisioning, workspace configuration validation, monitoring/alert setup, documentation handover, and runbook creation
- **Go-live & Service Transition**
Operational readiness testing, knowledge transfer sessions, handover to the resolver group, and confirmation of success criteria prior to entering live service.

5.2 Offboarding

If required, Colibri provides a structured offboarding service including secure handover, documentation transfer, data export support, and compliant decommissioning.

6 Compliance & Security

Colibri's Databricks DataOps Managed Service is designed to meet public sector compliance, regulatory and security expectations. The service aligns to:

- ISO 27001 (information security)
- ISO 20000 (service management)
- ISO 9001 (quality management)
- Cyber Essentials certification (mandatory for G-Cloud 15, we hold certification as required by CCS)
- GDPR, FCA data-handling requirements and zero-trust principles

The service applies workspace-level security and governance controls within Databricks, including access management, permissions, lineage, audit logging and secret management. Cloud platform-level security (AWS/Azure IAM, VPC/VNet, network controls) remains the responsibility of the customer or a separate CloudOps service.

Colibri supports secure onboarding and offboarding processes and maintains a Carbon Reduction Plan to meet environmental and sustainability requirements.