



Service Definition

Cloud Automation and DevOps Enablement Services

Supplier: Shivom Consultancy Limited

Framework: G-Cloud 15

Lot: Lot 3 – Cloud Support Services

1. Service overview

Shivom Consultancy Limited Cloud Automation and DevOps Enablement Services support public sector organisations to design, build and implement automation across cloud-based development and delivery activities. The service focuses on reducing manual effort, improving consistency and accelerating delivery through secure, repeatable and maintainable automated solutions.

2. Scope of the service

The service covers automation and DevOps practices across cloud environments, including build, deployment and operational processes. It is delivered as an enablement and implementation service and does not include the supply of cloud infrastructure, platforms or tooling unless explicitly agreed at call-off.

3. Features

- Design of cloud automation and DevOps approaches
- Infrastructure as code implementation
- Automated build and deployment pipelines
- Continuous integration and continuous delivery enablement
- Automation of testing and quality checks
- Security automation and policy enforcement
- Configuration and environment automation
- Monitoring and operational automation
- DevOps tooling configuration and integration
- Knowledge transfer and enablement

4. Benefits

- Reduced manual effort and operational overhead
- Improved consistency across environments
- Faster delivery of changes and releases
- Improved reliability and repeatability
- Reduced risk of human error
- Improved security through automated controls
- Greater scalability of delivery processes
- Improved collaboration between teams
- Faster recovery and rollback capability
- Sustainable and maintainable automation practices

5. Service constraints

The service can be delivered remotely, on-site, or using a hybrid delivery model, depending on buyer requirements and agreement at call-off. Effective delivery depends

on timely access to cloud environments, tooling, documentation and relevant stakeholders provided by the buyer. The service focuses on automation and enablement activities and does not include ongoing managed operations unless explicitly agreed. Third-party platform and tooling dependencies may impact delivery timelines.

6. Onboarding and implementation

Onboarding includes confirmation of scope, automation objectives, tooling and success criteria. Activities are delivered iteratively, with demonstrations and reviews to ensure solutions meet buyer needs and are suitable for long-term use.

7. Service management and support

Support is provided in line with agreed support levels. A named DevOps or cloud automation specialist can be provided to coordinate activities, provide guidance and support adoption throughout the engagement.

8. Offboarding and exit management

At the end of the engagement, Shivom Consultancy Limited provides documentation, automation artefacts and knowledge transfer to support continued operation by the buyer or onward suppliers. No buyer data is retained beyond the end of the contract unless otherwise agreed.

9. Security and data protection

Shivom Consultancy Limited follows UK government cloud security principles. Staff screening is performed in line with BS7858:2019. Any buyer data accessed during delivery is handled in accordance with UK GDPR and contractual data protection requirements.

10. Accessibility

This document is written in plain English and structured using accessible headings. The service can be adapted to meet buyer-specific accessibility requirements.

11. Pricing

Pricing is agreed at call-off and depends on scope, duration and required support levels. All pricing is transparent and documented in the call-off contract.