

G-Cloud 15

Cloud Data Platform Services

Service Definition

Datasparq Cloud Data Platform Services

Datasparq provides Data Platform Services that help public sector organisations leverage technologies such as Microsoft Azure, Google Cloud Platform (GCP), Amazon Web Services (AWS), Databricks or Snowflake, to design, build, operate and evolve modern cloud data platforms that are secure, scalable and focused on delivering value. Our service supports central government bodies that need to turn fragmented data into a trusted, usable and well-governed platform that underpins analytics, reporting, automation and AI.

Many public sector organisations face challenges with legacy systems, siloed data, inconsistent data quality and rising operational costs. At the same time, there is increasing demand for timely insight, cross organisational data sharing and platforms that can support emerging AI use cases. Datasparq helps organisations address these challenges by designing and delivering data platforms that are aligned to business priorities, built using proven engineering practices, and able to evolve as needs change.

Datasparq is technology agnostic and works across Microsoft Azure, Google Cloud Platform, Databricks and Snowflake. This allows us to design platforms based on what best meets user needs, security requirements and value for money considerations.

What the service covers

Datasparq's Data Platform Services cover the full lifecycle from early definition through to live operation and ongoing support. The service can be delivered end to end or as targeted support for specific stages of a platform journey. Typical areas of coverage include:

- Business vision and value definition for data platforms, ensuring that technical decisions are anchored to organisational outcomes and user needs
- Requirements capture with business, analytical and technical stakeholders to define data sources, use cases, performance needs and constraints
- Data platform architecture and design, including cloud services, data models, integration patterns and operating model considerations
- Security, governance and assurance, covering identity and access management, data protection, auditability and compliance with public sector standards
- Deployment of cloud infrastructure and services using infrastructure as code and automated environments
- Integration and ingestion of data from a wide range of sources, including operational systems, third party data and unstructured content
- Development of data products and tools such as dashboards, analytics, data APIs and AI enabled services that enable users to get value from the platform
- Platform operation, maintenance and managed services, including monitoring, incident management, cost control and continuous improvement

The service supports both new platform builds and the modernisation or migration of existing platforms, including phased transitions that reduce risk and disruption.

How Datasparq works

Datasparq takes a practitioner led, engineering first approach to data platform delivery. Our teams combine strong architectural thinking with hands-on experience building and running production data platforms in complex and regulated environments. This ensures platforms are designed to be operable, secure and maintainable from day one.

Our approach typically includes:

- Collaborative discovery to understand business objectives, user needs and existing constraints before committing to technical design
- Clear definition of data models and platform blueprints to provide a stable foundation for development and future change
Use of modern engineering practices such as version control, automated testing, continuous integration and deployment, and infrastructure as code
- Secure by design implementation, with least privilege access, environment separation and proactive monitoring built in
- Incremental delivery, allowing value to be realised early while de-risking larger scale investment
- Knowledge transfer and documentation to support internal capability and informed decision making

Datasparq is experienced in working alongside internal teams and third party suppliers, providing hands on delivery where needed and leadership, assurance or specialist support where appropriate. Where required, we also provide ongoing managed service support, allowing organisations to maintain platform stability while internal capability matures.

Where required, Datasparq provides support using NSV SC-cleared personnel, enabling safe operation within sensitive or restricted public sector environments. Security, data protection and responsible use of AI are embedded into day-to-day service operation, aligned with ISO/IEC 27001 controls and government guidance.

Responsible and trustworthy AI

Responsible use of AI is a core part of Datasparq's offering. We support public sector organisations to design AI strategies and solutions that are ethical, explainable and aligned to existing data protection, security and assurance frameworks. This includes consideration of:

- Data governance, quality and provenance
- Model transparency, accountability and monitoring
- Human oversight and decision support
- Organisational controls, assurance and risk management

Our work helps organisations move forward with confidence by ensuring that governance and responsibility are designed in from the outset, rather than treated as an afterthought.

Enabling adoption and long term value

Datasparq recognises that strategy and solutions alone do not deliver outcomes. Successful AI and data initiatives depend on adoption, skills and cultural change. As part of our engagements, we help organisations plan for:

- Workforce impact and skills development
- Change management and communications
- Measures and metrics to track value and benefits realisation
- Building sustainable in house capability rather than long term dependency

This ensures that AI and data investments translate into improved services, better decisions and lasting organisational capability.

Typical outcomes for buyers

By the end of a Data Platform Services engagement with Datasparq, organisations typically have:

- A clear and agreed data platform design aligned to business priorities and user needs
- A secure and well governed cloud data platform operating in line with public sector assurance requirements
Integrated and accessible data from across the organisation, with improved quality and consistency
- Tools and services that enable users to derive insight and value from data
- Improved confidence in platform reliability, cost control and ongoing support arrangements
- A platform that is ready to support advanced analytics, automation and AI use cases

Datasparq's Data Platform Services are designed to help central government organisations build data platforms they can rely on, scale and evolve over time, providing a strong foundation for better decisions, improved services and responsible use of data and AI.

Further Service Details

Pricing

This service will be based on the standard Datasparq rate card for consulting services.

Standards and assurance

Datasparq delivers its services in line with recognised UK Government standards and good practice for security, data and digital delivery. We are ISO/IEC 27001 and Cyber Essentials certified and operate in accordance with UK GDPR and the Data Protection Act 2018.

Our services align with relevant government guidance including the NCSC Cloud Security Principles, the Technology Code of Practice, and established approaches to data governance, ethics and responsible use of AI. We apply proportionate security, assurance and risk management controls based on the nature of the service and the data involved.

Datasparq applies a responsible and ethical approach to the use of AI. We work with clients to ensure that algorithms and data driven tools are used fairly, transparently and without bias or prejudice. Where potential ethical risks are identified, we will raise these with the client and support appropriate mitigations to ensure fair treatment of individuals and compliance with relevant standards and guidance.

Service Constraints

Specific service constraints will be agreed at initial engagement, however typically no maintenance or modification to developed solutions shall be undertaken without direct approval from the customer.

If operationally necessary, any scheduled modifications and enhancements to developed solutions will be undertaken outside of typically working hours or in scheduled system downtime.

Service Levels

Specific levels of service and expected performance criteria will form part of the engagement scoping and contractual agreement.

Backup/Restore and Disaster Recovery (DR)

Documents and solutions will be regularly backed up as part of our ISO27001 assured backup and business continuity processes agreed. Disaster recovery options will be considered on a case-by-case basis from the needs of the customer.

Factors to consider include:

- Mission critical severity of the solution
- Previously agreed uptime targets
- Size and geographical location of the user base

Solutions range from automated failover capabilities with redundant systems to take load capacity in the event of total failure, to secure off site data storage that can be utilised to recover manually.

Training

Following initial engagement, training documentation will be provided as per the contract specification. If additional training is identified for system end users this can be delivered through service support delivery offering.

Typical training approaches range from workshops and mentoring at service go-live to longer-term solutions such as an extended on-site presence and support. Training will be developed in conjunction with the customer to achieve a best fit for the required skill levels and audience.

Ordering and invoicing process

Initial ordering of services will be confirmed by contract signature and receipt of confirmed purchase order to Datasparq Limited.

Consumer responsibilities

No specific consumer responsibilities have been identified for this specialised service offering. Customer dependencies and requirements will be discussed on an individual engagement basis and be reflected in contractual agreements.