



ITNextGen Limited
Digital Technology Specialists

G-Cloud 15 Service Design Document

DevOps & CI/CD Implementation Service

ITNextGen Limited

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Service Overview

ITNextGen's DevOps & CI/CD Implementation service provides experienced DevOps engineers who establish continuous integration, continuous delivery, and DevSecOps practices for public sector organisations. We automate build, test, and deployment pipelines enabling rapid, reliable software delivery with improved quality and security.

Service Description

Our consultants design and implement CI/CD pipelines using Jenkins, GitLab CI, Azure DevOps, and AWS CodePipeline. We establish version control strategies, automated testing frameworks, artifact management, deployment automation, and infrastructure-as-code practices. All implementations follow GDS DevOps guidance, government security standards, and industry best practices for continuous delivery.

Service Benefits

- Faster software delivery with automated build and deployment processes
- Improved code quality through automated testing and peer reviews
- Enhanced security via integrated scanning and compliance checking
- Reduced deployment failures using consistent, repeatable automation processes
- Better collaboration between development and operations team members
- Increased deployment frequency enabling rapid response to changes
- Lower operational risk through automated rollback and recovery

Service Features

- UK-based DevOps engineers with public sector transformation experience
- Multi-platform CI/CD expertise across Jenkins, GitLab, Azure DevOps
- Infrastructure-as-code implementation using Terraform, Ansible, and CloudFormation
- Container orchestration with Docker, Kubernetes, and container registries
- Automated security scanning including SAST, DAST, and dependency checks
- GitOps workflows and version control strategy implementation
- SC/DV eligible consultants for sensitive government DevOps implementations

Service Scope

The service supports end-to-end DevOps transformation including current state assessment, toolchain selection, pipeline design, implementation, team training, and continuous improvement. We establish branching strategies, automated testing, artifact management, environment provisioning, deployment orchestration, monitoring, and incident response processes. Consultants work with existing teams to embed DevOps culture.

Deliverables

Typical deliverables include DevOps maturity assessments, transformation roadmaps, CI/CD pipeline configurations, automated test suites, infrastructure-as-code templates, deployment scripts, monitoring dashboards, security scanning integration, branching and versioning strategies,



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operational runbooks, and team training materials. All pipelines follow government security requirements.

Onboarding and Offboarding

At service initiation, ITNextGen agrees scope, roles, SFIA levels, delivery approach, and reporting cadence with the buyer. Consultants are onboarded in line with buyer security and access processes. On completion, structured handover and knowledge transfer are provided, and access to buyer systems is removed in accordance with agreed offboarding procedures.

Security and Compliance

The service operates in alignment with ISO/IEC 27001 information security principles and UK government cloud security guidance. Consultants follow role-based access controls, least-privilege principles, secure change management, and incident reporting processes. Where required, consultants may be SC/DV eligible and comply with buyer-specific security requirements.

Service Constraints

Delivery is UK-based and remote-first; on-site engagement is available by agreement. Buyer access to relevant systems, environments, and data is required. Use of specific tools or platforms may require buyer-provided licences. Performance depends on timely buyer feedback, approvals, and access to subject matter experts.

Exit Management

At the end of the engagement, ITNextGen provides agreed deliverables, documentation, and knowledge transfer. All access to buyer systems is removed in line with buyer offboarding policies and contractual requirements.