

Title: DGM Agility – Service Definition Document

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Date: January 2026

Version 1.1

Document Management

Version	Status	Date	Author/Editor	Comments
V0.1	Draft	28/02/2024	Darren Muizelaar	Draft Document
V0.2	Draft	21/03/2024	Darren Muizelaar	Added additional services
V0.3	Draft	22/03/2024	Graham Wakerley	Added additional services
V1.1	Final	10/01/2026	Darren Muizelaar	G15 Update

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Cloud Hosting & Administration

DGM Agility offers a platform agnostic cloud hosting strategy to all our customers where we remove the headache of setting up and managing a cloud environment to host your applications and data. This approach allows our customers to consume cloud services on a pay as you go model and requires no upfront capital expenditure, technical refresh costs for hardware.

DGM have two offerings:

- We will setup the cloud environment on behalf of our customer according to their requirements. We will then migrate the applications and data into the environment. Once complete the environment will be handed over to the customer to manage.
- As above we will setup the cloud environment and migrate the customers applications and data into the environment. Once complete DGM Agility will manage the environment on behalf of the customer.

We work with all the major cloud providers, Microsoft Azure, Amazon AWS, Oracle OCI, Google Cloud, we only recommend the right cloud solution for the right workload.

Included within the services are as follows:

- Define customer requirements.
- Design and build cloud environment ensuring it is aligned to requirements.
- Setup & manage Landing Zone
- Manage Tenancy & Subscriptions.
- DevSecOps - Automated Deployments (Infrastructure as Code CI/CD)
- Backup & Disaster Recovery
- Business Continuity Planning
- Environment monitoring (Including SIEMS)
- Security (PKI certificate Management, WAF, Identity & Access Management, PAM, JML Process)

- API & Message Bus Management & 3rd party integrations.
- Application and data deployments.
 - Billing and cost analyses
 - Application and Data migration strategies and execution.
 - Testing and security penetration testing.

Service Management

DGM Agility has provided service management support to the Financial Services sector since 2019 and is committed to providing a first-class service to all its customers. This managed service includes a service desk which is operated Mon to Friday 09:00 to 17:00. Should customers wish their service support to be outside of these standard hours then we have a range of support packages available which are shown in Table 1, Basic, Enhanced, Premium and out of hours.

DGM have adopted the ITIL v4 framework, which is industry best practice for IT service management, aligning IT services internally and externally to our customers giving piece of mind that we have a solid proven processes in place to provide the best service and support.

- Service Strategy: Planning and defining IT services based on business objectives and customer needs.
- Service Design: Designing new IT services and making changes to our exiting services to meet business requirements.
- Service Transition: Managing the transition of new or changed services into operation.
- Service Operation: Delivering and managing IT services on a day-to-day basis to meet agreed service levels.
- Continual service improvement: IT Service Quality and performance over time.

Support Options

Support Options	Basic 9-5	Enhanced 9-5	Premium 9-5 (or outside normal hours)
Email Support	✓	✓	✓
Chatbot Support	✓	✓	✓
Telephone Support	✓	✓	✓
Basic MI Reporting	✓	✓	✓
Enhanced MI Reporting	✗	✓	✓
Service Desk Access	✗	✗	✓

Table 1

Key features of Basic Support:

First Line Issue Resolution: Designed to efficiently handle and resolve issues. Making use of DGM ticketing systems to track the progress of each request, ensuring that all issues are addressed in a timely manner.

Knowledge Management: DGM provide a store of information about common issues, solutions, and best practices. This knowledge base can be a valuable resource to support you and your end-users, helping to resolve issues more quickly and efficiently.

Compliance and Reporting: Helps you track and analyse support activities. This can be valuable for compliance purposes, as well as for identifying areas for improvement in your processes.

Key Performance Indicators (KPIs)

KPIs are an essential part of assessing DGM Agility's performance against the service it provides to our customers. Not only does it set out clear service goals it also helps DGM to continually improve by holding DGM to account and benchmark against industry and our competitors to ensure you are receiving an excellent standard of service.

KPI	Name	Description	Pass Fail	Criteria
1	Incident Resolution	Responding and resolving unplanned maintenance events, faults and defects.	Pass	90% of all Incidents resolved within the Priority Time Scales
			Fail	<90%
2	Planned Maintenance	Quantity of planned maintenance activities carried out.	Pass	95% of all Planned Maintenance completed on time
			Fail	<95%
3	Referral of non-platform issues	Referral of non-platform issues back to Service Centre.	Pass	>=90% of all issues identified as not platform related referred back to Service Centre within the response times detailed in the table below.
			Fail	<90%
4	Quarterly Review	Service Provider senior attendance at the quarterly operational board.	Pass	Attend 100%
			Fail	<100%
5	Statement of Work (SoW)	Response to Statement of Work (SoW)	Pass	Response received within 10 working days
			Fail	< 10 working days
6	Service Availability (Core Hours)	Platform availability	Pass	>99.95%
			Fail	<99.95%
7	Service Availability (non-core hours)	Platform availability	Pass	>99.5%

Table 2

Software Development

DGM Agility has over 25 years' experience working across multiple domains and services including MoD, NHS, and other Local and Central Government bodies as well Financial Services and other private sector industries.

We work with our customers either providing a DGM fully managed team to deliver specific outcomes or provide individuals and / or small teams of developers to work within your existing teams.

Secure by Design Principles

At DGM Agility we have adopted the secure by design 10 principles into our DNA, where each line of code written within each development cycle has security at its core. This approach not only ensures our development teams are placing security and the forefront of everything they do it also ensures better outcomes for our customers by reducing risks and the right controls are in place for continuous improvement throughout the life of the product.

- Create responsibility for cyber security risk.
- Source secure technology products.
- Adopt a risk-driven approach.
- Design useable security controls.
- Build in detect and respond security.
- Design flexible architectures.
- Minimise the attack surface.
- Defend in depth.
- Embed continuous assurance.
- Makes changes securely.

Software Languages Supported:

Python | Java | JavaScript | PHP | Ruby | C++ | C# | Swift | Golang | Kotlin | Rust | Scala

Web Development Frameworks Supported:

Laravel | Spring | Angular | React | Express | Django | Next.js | JQuery

Agile Methodologies and Frameworks used:

SCRUM | Kanban | Lean Development | SAFe

System Integration:

REST | SOAP | GraphQL | Webhook

Tooling:

Git | Jira | Maven | Gradle | Apache ANT | SE | Junit | Jenkins | Puppet | Chef | SALTSTACK | Ansible
| New Relic | SENSU | Nagios

DevSecOps

DGM Agility DevSecOps team is responsible for implementing and managing DevSecOps practices placing security, automation, and continuous improvement at the heart of everything they do.

The ability to deploy cloud infrastructure as part of DevSecOps continuous integration / continuous development (CI/CD) pipelines is critical to achieving full stack deployment particularly in the context of modern, dynamic cloud platforms.

Infrastructure as Code (IaC) can help streamline your operations, reduce manual errors, and enhance security and compliance. You will also achieve greater resilience and scalability with managing IT resources.

Assessment

DGM can carry out extensive assessments of your existing development, security and operational processes and identify where best practices can be more closely followed. Any assessment performed will be followed up with a report and detailed actionable recommendations.

Implementation

DGM can design and implement a tailored framework aligned to your current environment and ways of working with seamless integration into existing workflows while introducing Artificial Intelligence (AI) where needed.

Training

DGM can carry out informative bite size workshops and training sessions for your teams empowering your staff with the knowledge and skills to succeed.

Testing

DGM Agility will configure testing to your specific needs. Our teams can follow a Test-Driven Development (TDD) methodology where development teams write the tests before any code is implemented. This enables early detection of any bugs and design flaws giving confidence that any changes implemented haven't introduced regressions or broken existing functionality.

Our testing teams collaborate with the developers to ensuring a solid testing process is in place and that independent testing can be carried out assessed and assured later in the cycle, typically at Systems Integration.

Our Teams will adopt this approach as default but are equally able to follow your methodology and practices.

DGM Agility has extensive experience with testing best practices and can help in the following areas:

Test Policy

DGM can develop a test policy which is a high-level document that defines the overall approach and principles guiding the testing activities within an organization or project, and contains the following information:

- Objectives and scope
- Roles and responsibilities
- Testing standards and processes
- Test environments and infrastructure.
- Test Data Manager including the creation, storage, and usage of data.
- Defect Management defines the capture, reporting and prioritization of defects.
- Test automation guidelines along with metrics and reporting.
- Identify supporting documentation.

Test Plan

We can develop a comprehensive test plan document that outlines the approach, scope, resources, schedule, and activities of how testing will be carried out for a specific project. It will identify functional and non-functional testing along with test entry and exit criteria. It will also identify any risks, contingencies and over all test approach.

This is a critical document for software testing and execution within the testing cycle and can serve as a reference point for key stakeholders. It ensures that testing is conducted systematically, thoroughly and in accordance with the identified project requirements.

Test Automation

DGM Agility has extensive experience with test automation using specialised tools to automate the execution of tests and automatically comparing test outcomes against the expected results. We are also increasingly making use of AI to help:

- Threat detection by identifying and responding to security threats in real-time while predicting security vulnerabilities to measure and mitigate risk
- Faster development time by optimizing CI/CD pipelines automating code testing and deployment processes.
- AI can assist with code reviews identifying code issues, bugs and potential security flaws.
- Scale to handle larger data volumes and tasks.
- Continuous monitoring responding to security threats.
- Assist with ensuring testing practices adhere to industry specific compliance standards and regulations.

We provide knowledge share sessions to our customers on how to adapt AI into their standard practices and take advantage of its feature rich capabilities.

Test Analyses / Audit

As part of the DGM Agility offering we can provide an independent Quality Assurance role where our teams will review all aspects of your testing approach, including Test Policy, plans, and automation to ensure best practices are followed and artifacts meet predefined standards helping to deliver higher quality software products to end users.

DGM Agility has extensive working knowledge in this area and often carries out independent testing within the financial services to meet payment and regulatory standards.

Test Analysis

to ensure that they are well defined, comprehensive, and aligned with a project's objectives and requirements. It also ensures testing effort is focused in the right areas, that test cases cover the relevant aspects of the software, and that the testing process is well planned and executed.

- **Test Audit**
artifacts to verify compliance with established testing standards, policies, and guidelines. It identifies areas for improvement, ensuring adherence to best practices and overall effectiveness.

Architecture as a Service

At DGM Agility we believe in great outcomes for our customers, which is why we are perfectly positioned to provide Architecture as a Service no matter the size and complexity.

Our Architecture Team has over 25 years' experience providing Architecture services within disparate environments.

As part of AaaS offering we provide the following services:

- Architecture Governance
- Solutions Architecture
- Application, Data and Security Architecture
- Infrastructure design and optimization,
- Software development
- Data management
- Security, and risk management.
- Compliance with industry standards, best practices, and regulations.

DGM AaaS is a cost-effective solution for businesses of all sizes to adopt architecture practices and improve their IT capabilities.

Business Architecture

DGM Agility has developed a framework that defines the structure of an organisation in terms of its capabilities, people, processes, and technology including information, providing a blueprint for how an organisation will operate.

Business Alignment

Aligns the organisation to the business goals and objectives, providing a clear understanding of the organisation structure and how they interact. It also provides a common language to ensure complex discussions and communications are understood.

Change Management

Business Architecture provides a structured approach to assessing the current business landscape and how a new structure may work and identifying, risk within a full impact assessment, enabling better decision making.

Streamlined Process

Business Architecture also allows the business to identify where processes can be further streamlined and optimising resourcing.

Enterprise Architecture

Enterprise Architecture overlaps with Business Architecture but is more focused on translating the business Goals and Objectives into technical vision and requirements surrounding the organisations people, processes, and technology.

Business Alignment

Enterprise architecture helps align IT initiatives and investments with the organisation's strategic goals and objectives. Enterprise Architecture ensures that technology decisions support business priorities and value creation.

Change Management

Enterprise Architecture is typically the owner of the technical roadmap of transition from the current to future state. It also works with stakeholders to ensure a smooth transition is possible.

Streamlined Process

In the same way as Business Architecture, Enterprise Architecture looks at the risk and impact to individual departments and works with the stakeholders to find mitigations.

Solutions Architecture

The main focus of the Solutions Architect is to translate business technical requirements into technical specifications and designs, which enables the right product selection for the organisation. The Solution Architect oversees the implementation of the solution.

Business Alignment

The solution Architect ensures that any chosen solution is aligned with business requirements, by understanding the business context and needs, the solution architect can design solutions that deliver value and support to the organisations goals.

Change Management

The Solution Architect assess and mitigates risk associated with a particular solution or solutions which includes security, compliance, data privacy and solution reliability. They also ensure that the organisation can make informed decisions about technology investment considering cost, scalability, interoperability and supportability.

Streamlined Process

The solutions Architect addresses the challenges of integration by designing solutions with interoperable interfaces and standardised technology ensuring systems and business processes are optimised.

Domain Architecture

A domain Architect is a specialised role that focuses on a specific domain such as, Technology, process, data, security, applications and infrastructure including cloud services. They have overall responsibility for their domain of expertise.

Business Alignment

The domain architect ensures that their domain aligns to the broader business goals and objectives.

Change Management

Domain architects continually assess and adapt to their domain architecture to meet the new challenges and opportunities, enabling organisations to respond effectively to markets, regulations and internal needs.

Streamlined Process

The Domain Architect is critical in defining a more streamlined process facilitating data exchange and collaborative communications across the organisation.

Information Security

DGM Agility offers experienced information security services that regularly interface with large organisations and have a proven record of achievement in managing and defining every aspect of an information security project or programme of work

Definition of responsibilities and governance controls are essential within our management framework, and it is in the management and governance of complex risk assessments which will help an organisation to put in place the correct controls.

Assessment

Our approach is to design projects to take into account client requirements and environments, focussing on outcomes and minimising risks.

- Initiation session – aimed at understanding the business, its processes, strategic objectives and current data security operations
- Risk Identification Workshop – using representatives from across the organisation, identifying and assessing risks and threats to their areas
- Information Security Awareness interviews
- Gap Analysis and Outline Assessment of current compliance
- Risk Register with key prioritised risks faced by the organisation
- Action Plan based on priorities
- Areas of focus for improvement to ensure compliance with ISO27001 Standards

Implementation

DGM provides a number of sub-services which support the overall service, each of which can be delivered as a stand-alone work package or be grouped with other services as required.

- Risk Assessment – working with the organisation identifying its business needs and providing an assessment of its significant risks and recommended actions to mitigate those risks
- Policy Review – reviewing current policies in place, assess their relevance and applicability and analyse gaps, provide updates and implement new policies based on outcomes

Review

To ensure that our objectives have been met we address the following:

- Post Implementation Reviews – assess the success or otherwise of the project or programme of work and whether the objectives have been met. Identify areas for improvement and perform lessons learned.

Data Governance

DGM Agility offers experienced data governance services that regularly interface with large organisations and have a proven record of achievement in managing and defining every aspect of a data governance framework project or programme of work

Definition of responsibilities and governance controls are essential within our framework and it is in the management and governance of complex risk assessments which will help an organisation to put in place the correct controls.

Assessment

Our approach is to design projects to take into account client requirements and environments, focussing on outcomes and minimising risks.

- Initiation session – aimed at understanding the business, its processes, strategic objectives and current data governance frameworks
- Identification of Information Assets – using representatives from across the organisation, identifying and assessing information assets
- Information Security / Data Governance Awareness interviews
- Gap Analysis and Outline Assessment of current compliance
- Risk Register with key prioritised risks faced by the organisation
- Action Plan based on priorities
- Establishment of Data Governance framework and supporting governance structures to underpin digital transformation and cloud service delivery

Implementation

DGM provides a number of sub-services which support the overall service, each of which can be delivered as a stand-alone work package, or be grouped with other services as required.

- Risk Assessment – working with the organisation identifying its business needs and providing an assessment of its significant risks and recommended actions to mitigate those risks
- Policy Review – reviewing current policies in place, assess their relevance and applicability and analyse gaps, provide updates and implement new policies based on outcomes

Review

To ensure that our objectives have been met we address the following:

- Post Implementation Reviews – assess the success or otherwise of the project or programme of work and whether the objectives have been met. Identify areas for improvement and perform lessons learned.

The data governance services enable an organisation to deliver a range of structures, processes and people to manage the governance of an organisation's information assets.

Agile Coaching

DGM Agility offers experienced Agile coaching and mentoring services that regularly interface with Development teams both on-site and remotely, providing an efficient support and mentoring framework for development.

Assessment

Our approach is to design a framework in which the client requirements and environments are taken into account, whilst focussing on delivering the outcomes for the development function and maximising ROI.

- Agile Adoption and Transformation
- Facilitated Workshops
- Agile Engineering Practises
- Metrics, Governance and Roll-out
- Support successful adoption of new agile practises

Implementation

DGM provides a number of sub-services which support the overall service, each of which can be delivered as a stand-alone work package or be grouped with other services as required.

- In-House Training Service – sessions will include a short but informative overview of Agile, with a focus on how agile is used, small, medium and large organisations. The sessions will be led by a highly experience Agile Coach, and topics will include:
 - What is agile?
 - Why is it being adopted?
 - Introduction to SCRUM
 - Planning and Estimating in Agile
 - Scaling Agile and Governance
- Workshops – providing interactive workshops that will give participants hands-on experience and knowledge of how organisations use agile in practise. Led by an experienced Agile Coach who will facilitate and guide participants through practical exercises covering core agile concepts using real-life experience, topics will include:
 - Agile Planning and Estimation
 - Prioritisation
 - SCRUM
 - Daily Stan-ups
 - Story pointing
 - Charting and Definition of done
 - Sprint Reviews, Demonstrations and Retrospectives

Review

To ensure that our objectives have been met we address the following:

- Post Implementation Reviews – assess the success or otherwise of the project or programme of work and whether the objectives have been met. Identify areas for improvement and perform lessons learned.

Financial Services

DGM Agility is an authorised Account Information Service Provider (AISP) which enables us to provide a gateway to the Open Banking service for our customers. This service offers our customers access to and aggregation of financial information for an individual or business. We collect, store, and make available the information as a service within our dedicated cloud infrastructure.

Aggregated information enables users to access and view their financial information from multiple accounts. DGM surfaces this aggregated information via a common portal. Making use of Artificial Intelligence and Machine Learning (AI/ML) we can further enrich this information providing the detail and trends with predicted better outcomes for customers.

Making use of AI/ML tools

- We are able to efficiently aggregate and analyse large volumes of financial data from multiple sources. Our unique algorithms can identify patterns, trends, and anomalies in the data, providing valuable insights into the user's financial behaviour and preferences.
- By analysing the user's financial information and transaction history, AI powered AISP services can offer personalised recommendations tailored to the individuals' financial circumstances.
- We can use AI/ML with the use in fraud detection, creating financial risk profiling and detect potential fraud or suspicious activities by analysing patterns an unusual behaviour.
- We are able to improve end to end processes by automating routine tasks such as categorising transactions, generating reports, or updating financial records.

DGM , offers these SaaS services for both small and large organisations. With multiple deployment options:

Fully Integrated:

Our fully integrated service will enable you to provide the account information services seamlessly to your users via your website or portal. All branding and look and feel for the end user will be as if you are providing the service.

Mobile Connected:

Mobile connected will enable you to offer the account information service to your customers using a mobile device such as tablet or other proving they have internet access. This can be typically used during face-to-face engagements with your customers.

Our Approach

DGM Agility reviews are undertaken by highly experienced technology consultants and focus on three key aspects of IT.

- Architecture and Control
- IT Systems, Infrastructure, and tools
- IT Staffing, Support and Management

DGM Agility will take the following stepwise approach which breaks down the problem into easily definable and manageable sections.

- Understand Strategic and IT Priorities
 - Understand the organisations direction, both current and future requirements
 - Identify and prioritise key business requirements
- Review current status of arrangements and services
 - Review current systems and services topology
 - Review Project Support and Management
 - Investigate governance and policies
 - Assess strengths and weaknesses of existing services and infrastructure
- Evaluate project / programme options
 - Define and assess options including
 - Business systems and infrastructure
 - Hosting arrangements
 - Remote access / mobility
 - IT operations
 - Cloud based delivery of services
- Define governance framework recommendations
 - Define recommendations covering
 - Governance and controls
 - Systems Infrastructure and tools
 - Risk and threat management
 - Business continuity
 - Implementation plan and objectives

Deliverables and outcomes

The deliverables of this service will depend on the client requirements, scope of the project and work packages required. These will be clearly documented in the Service Request and will include;

- Project requirements and work definitions
- Action and delivery plans
- Commercial and technology strategies
- Indicative budgets and timescales for delivery
- Implementation and delivery plan

Responsibilities

DGM Agility services are designed to be delivered with you rather to you. In order for the strategy to be delivered successfully, we have assumed that you will be able to make the following commitment to the project.

We recognise that not all organisations are able to commit to this level of resource, and are flexible and able to offer a range of options which may suit the customer better. We would be happy to discuss how we can alter our approach to suit your needs.

- Make available the time of stakeholders and decision makers to attend meetings and workshops during the project
- Provide visible and tangible leadership, to enable and to drive delivery of the project across the business
- Provide access to latest and best information on current and future plans and strategies
- Provide information about business needs and corporate strategy
- Provide information on business requirements, priorities and context to inform the project strategy
- Provide organisational information, e.g. roles, responsibilities, skills, capabilities and organisation structures
- Provide dedicated resource to the project to allow DGM staff to work collaboratively to achieve the best results for the project
- Provide suitable joint working space for staff and members of the project
- Any software, hardware or technology solutions provisioned will need to be contracted and licensed separately

Service Costs

Pricing

Chargeable Services

Daily rates are based on the following assumptions:

- Consultants Working Day is 8 hours exclusive of travel and lunch
- The working week is Monday to Friday excluding national holidays
- Office hours are 09:00 to 17:00 Monday to Friday
- Travel and subsistence is included for the day rate for work outside the M25
- Travel and subsistence inside the M25 is payable at contractors standard T&S rates inside M25
- Mileage is charged as per the standards for Travel and Subsistence
- Professional Indemnity Insurance is included in the daily rates

Chargeable Services can be purchased on demand at the standard DGM Agility day rates as detailed in the Pricing Document.

Alternatively blocks of days can be purchased in advance at reduced rates agreed on a case by case basis with the customer.

Rate Card

To be provided

How to Order

To contact us and discuss or order a service

- Call your DGM Agility representative
- Send an email to Info@dgmagility.com containing the following information:
 - Your organisation name
 - Your name and contact details
 - The name of the service you wish to discuss/order
 - Any service requirements you wish to discuss

The ordering process is described in Schedule 3 of the Framework Agreement called Call-Off Ordering Procedure. Further information is available on the Digital marketplace and can be provided by you DGM Agility contact:

Invoicing

We will agree the most suitable invoice arrangement with you when finalising the order. Invoice options include:

- Invoice full amount on completion
- Invoice in monthly arrears based on days worked in that financial month
- Invoice in quarterly arrears based on days worked in that financial month
- Invoice at pre-determined key milestones based on an agreed invoice schedule

Normal Business Hours

DGM Agility Normal Business Hours are 09:00 to 17:00 Monday to Friday excluding.