

SERVICE DEFINITION

AGILE & DEVOPS COACHING AND TRAINING

DOCUMENT CONTROL

AUTHOR: RICHARD SAWYER

CLASSIFICATION: CONFIDENTIAL

VERSION: 1.0

STATUS: PUBLISHED

DATE: 13/01/2026

Service Overview

Agile & DevOps Coaching and Training provides cloud support services to help public sector organisations build sustainable capability in agile delivery and DevOps practices. The service focuses on coaching, mentoring and training delivery teams, leaders and practitioners to improve effectiveness, collaboration and confidence when delivering cloud-based services.

This service is offered under G-Cloud 15 – Lot 3 (Cloud Support Services).

Scope of Service

This service supports buyers seeking to improve organisational capability in agile delivery and DevOps within cloud-enabled environments. Services are delivered at the people, process and ways-of-working layer, rather than at infrastructure, hosting or operational service level.

The service includes:

- Agile coaching for delivery teams and leadership
- DevOps coaching aligned to cloud delivery practices
- Scrum Mastery coaching and facilitation support
- Product ownership coaching and mentoring
- Coaching for delivery managers and programme leads
- Bespoke training workshops tailored to organisational context
- Capability maturity assessments and improvement planning
- Structured learning pathways and coaching frameworks
- Knowledge transfer through documented guidance and materials

The service complements buyer-owned cloud platforms and delivery initiatives.

Service Exclusions

This service does not include:

- Provision or ownership of cloud hosting or infrastructure
- Managed cloud, infrastructure or operational services
- Software licensing or tooling provision
- Delivery ownership of cloud programmes or projects
- 24/7 operational or service desk support

Buyers remain responsible for delivery decisions, tooling, platforms and operational services

Service Delivery Approach

Services are delivered using collaborative, adaptive and outcome-focused coaching approaches. Coaching and training are tailored to the buyer's organisational context, maturity and objectives, and may be delivered as time-boxed engagements or ongoing support.

Services are delivered remotely from Collabify offices by default, with on-site coaching or training available by agreement.

Service Features

- Agile coaching for teams and leaders
- DevOps coaching aligned to cloud delivery
- Scrum Mastery and facilitation support
- Product ownership coaching and mentoring
- Bespoke coaching aligned to organisational context
- Structured coaching frameworks and learning pathways
- Capability maturity assessments and improvement plans
- Documented coaching materials and reusable guidance
- Continuous improvement and ways-of-working optimisation

Service Benefits

- Improves team delivery capability and confidence
- Embeds sustainable agile and DevOps practices
- Reduces dependency on external suppliers
- Improves collaboration across delivery teams
- Accelerates adoption of cloud delivery practices
- Increases delivery predictability and flow
- Improves leadership understanding of agile delivery
- Reduces delivery risk through better practices
- Builds long-term organisational delivery capability

Support Levels

Support levels are flexible and agreed at call-off. Standard support is provided during UK business hours, Monday to Friday, and includes scheduled coaching sessions, workshops and access to experienced coaches.

Enhanced support arrangements can be agreed where required.

A named coach or engagement lead can be provided as the primary point of coordination.

User Support

- Email or ticket-based support during UK business hours
- Phone support available during UK business hours by agreement
- Web chat support is not provided as standard

Response times and engagement arrangements are agreed at call-off.

Security and Compliance

Staff screening is performed in line with BS7858:2019. Staff can obtain Security Clearance (SC) where required by the buyer.

The service aligns with relevant NCSC guidance and public sector security expectations. Any access to buyer information is agreed in advance and managed in accordance with applicable data protection and security requirements.

Onboarding

Onboarding typically includes:

- Initial discovery and service initiation
- Confirmation of scope, objectives and success measures
- Agreement of ways of working, tooling and governance
- Access setup and knowledge transfer as required

Offboarding and Exit Management

Offboarding and exit activities are agreed at call-off and may include:

- Knowledge transfer and coaching handover
- Delivery of final materials and guidance
- Summary of progress and recommendations
- Support for transition to internal capability ownership

Pricing

Pricing is transparent and agreed at call-off. Pricing models may include:

- Time and materials (day rates by role)
- Fixed-price delivery for defined scopes

All pricing complies with G-Cloud framework requirements.

Service Availability

The service is available to:

- Central government departments
- Local authorities
- NHS and health bodies
- Education organisations
- Emergency services and arm's-length bodies

Discounted pricing for educational organisations can be agreed at call-off.