COLLABIFY
SOLUTIONS MADE SIMPLE

Service Definition

SERVICE DEFINITION

DEVOPS CLOUD APPLICATION MANAGEMENT

DOCUMENT CONTROL
AUTHOR: PETER TEICHNER
CLASSIFICATION: CONFIDENTIAL
VERSION: 1.1
STATUS: PUBLISHED
DATE: 20/11/2026

Service Overview

DevOps Cloud Application Management provides cloud support services to help public sector organisations deliver, operate and continuously improve cloud-based applications. The service focuses on DevOps practices, automation, agile delivery and application-level support to improve reliability, security and speed of delivery without taking ownership of underlying cloud infrastructure or hosting services.

This service operates at the delivery, governance and assurance layer, supporting application delivery and optimisation rather than infrastructure or hosting operations.

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

Scope of Service

This service supports buyers across the application lifecycle, including build, deployment, operation and optimisation of cloud-hosted applications. Services are delivered at the application and delivery layer rather than infrastructure or hosting level.

The service includes:

- DevOps enablement and application support
- CI/CD pipeline design, implementation and optimisation
- Infrastructure as Code (IaC) and automation support
- Monitoring, logging and alerting configuration
- Release and deployment support
- Incident support and service improvement facilitation
- Continuous improvement and delivery optimisation

The service works alongside buyer-owned cloud platforms and third-party cloud providers, supporting outcome-focused delivery without assuming operational ownership.

Service Exclusions

The service does not include:

- Provision or ownership of cloud hosting or infrastructure
- Managed infrastructure, platform or hosting services
- 24/7 managed service desk operations
- Security Operations Centre (SOC) or incident response authority
- Cloud licensing, subscriptions or consumption costs

Buyers remain responsible for cloud accounts, subscriptions and infrastructure costs.

Service Delivery Approach

Services are delivered using agile, collaborative and automation-first approaches. Delivery is iterative and outcome-focused, with close collaboration between supplier and buyer teams.

Delivery activities may include:

- Discovery and assessment of existing DevOps practices
- Incremental improvements to pipelines, tooling and processes
- Hands-on engineering support and coaching
- Knowledge transfer and documentation

Services are delivered remotely from Collabify offices by default, with on-site support available where agreed at call-off.

Service Features

- Cloud application support using DevOps and automation practices
- CI/CD pipeline implementation and optimisation
- Infrastructure as Code and configuration management
- Monitoring, logging and alerting configuration
- Release management and deployment support
- Incident support and service improvement facilitation
- DevOps tooling integration and optimisation
- Continuous improvement and delivery optimisation

Service Benefits

- Improves reliability and performance of cloud applications
- Reduces deployment failures and manual operational effort
- Accelerates delivery of cloud application updates
- Improves visibility of application health and performance
- Reduces operational risk through automation
- Enables faster recovery from incidents
- Improves collaboration between development and operations teams
- Builds sustainable DevOps capability within organisations

Support Levels

Support levels are flexible and agreed at call-off.

Standard support is provided during UK business hours, Monday to Friday, and includes email or ticket-based support, scheduled meetings and access to experienced cloud delivery specialists.

Enhanced support can be agreed where additional responsiveness or availability is required. This may include extended hours support, increased availability of specialists and priority handling of requests.

Support is typically priced using transparent day rates or time-and-materials models, with fixed-price options available for defined scopes.

A named delivery lead, such as a Technical Delivery Manager, DevOps lead or Cloud Support Engineer, can be provided as the primary point of coordination.

User Support

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

Response times and escalation arrangements are agreed at call-off based on service context and priority.

Security and Compliance

- Staff screening is performed in line with BS7858:2019
- Collabify can assign consultants who hold Security Check (SC) clearance where required, subject to availability and the buyer's security requirements
- The service aligns with the NCSC Cloud Security Principles, including Personnel Security
- Secure delivery practices are embedded into DevOps workflows

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 documentation handover
- Support for transition to internal teams or alternative suppliers
- Secure return or disposal of buyer information

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
- Optional enhanced support pricing

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.