



G-Cloud 15 Service Definition Document

Low Code – Environment Incident Management Implementation



1. Scope

Red Kite provides Low code - Environment Incident Management implementation and cloud support services. The service enables organisations to rapidly design, configure, and operate cloud-based incident management solutions that improve reporting, response, coordination, and regulatory compliance for environmental incidents. The solution is configured using leading enterprise low-code platforms (such as Pega or Kissflow), enabling rapid delivery and flexibility. Red Kite provides a proven Incident Management accelerator that significantly reduces design and build time. The accelerator includes pre-configured workflows, forms, SLAs, and dashboards aligned to best-practice incident management. The scope includes:

- Incident management process discovery and design
- Incident data modelling and classification setup
- Low-code workflow and escalation configuration
- SLA, priority, and exception handling rules
- Integration with existing enterprise and cloud systems
- Migration from spreadsheets and legacy incident tools
- Role-based access, governance, and audit configuration
- Dashboards, reporting, and compliance views
- User training, adoption, and knowledge transfer
- Ongoing cloud support and optimisation (optional)

The solution supports the following roles,

- Environmental operations and response teams
- Compliance and regulatory teams
- Incident managers and duty officers
- Investigators and analysts
- IT and digital transformation teams

The service supports the full incident lifecycle, including incident capture, triage, investigation, escalation, remediation actions, communications, and closure. Solutions are configured using low-code capabilities rather than custom development, enabling rapid deployment, easier change, and reduced delivery risk. Incident solutions can be integrated with existing systems such as GIS, document management, email, reporting, and identity services.

2. Approach

- **Discovery & Planning:** We begin by understanding existing incident management processes, regulatory obligations, data sources, and stakeholder roles to define clear outcomes and success criteria.



- **Solution Design:** We design a configurable, low-code incident management solution covering incident capture, triage, investigation, escalation, and resolution, aligned to organisational policies and UK compliance requirements.
- **Build & Configuration:** Using low-code capabilities, we rapidly configure workflows, forms, dashboards, and integrations, enabling quick adaptation to changing operational needs.
- **Testing & Deployment:** We conduct functional, security, and user acceptance testing before controlled deployment to minimise risk.
- **Adoption & Optimisation:** We support user onboarding, provide documentation, and continuously refine the solution based on feedback and operational insights

3. Expected Outcomes

- The delivery of Incident management solution that supports the exact needs of the customer requirements
- Fully integrated with other enterprise systems
- Data migration from spreadsheets and legacy systems
- Role-based access and governance configured
- Period notifications and reminders
- Reporting, dashboards, and analytics that provide essential information
- Trained and adopted users

4. Pricing

The Low Code – Environment Incident Management Implementation service can either be purchased on a Fixed Price basis on a daily rate as specified in the SFIA Rate Card. The accelerator components are provided free of charge part of the engagement.

5. Contact Information

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6. About Red Kite

Established in 2020, Red Kite is a SME (Small Medium Enterprise) IT Services organisation, headquartered in the UK.

It has a significant practice focussed on Business Orchestration and Automation Technologies and an enviable Track record in delivering IT Services to UK Public Sector



Over the last 6 years, Red Kite has built Strategic relationships with leading SIs supporting a number of strategic engagements across multiple accounts.

In 2025, Red Kite opened its first off-shore delivery centre in Bangalore - India, providing cost effective delivery to customers.

As a business we also have the following Security Accreditations:

- ISO27001:2013
- Cyber Essentials Plus