

CLOUD-NATIVE SOFTWARE DEVELOPMENT - SERVICE DEFINITION

1. SERVICE OVERVIEW

Lean-Agile Digital Services (LADS) provides Cloud-Native Software Development for UK public sector organisations, enabling secure, scalable, and resilient applications aligned with Government Digital Service (GDS) standards and Cloud First policies. Our approach combines Lean-Agile principles, pragmatic governance, and cloud-native engineering to reduce risk and accelerate transformation.

2. KEY FEATURES AND BENEFITS

- Cloud-native application development for public sector environments.
- Expertise in GDS-aligned delivery across Discovery, Alpha, Beta, and Live phases.
- Lean-Agile Practitioner Toolkit – practical guidance for cloud-native delivery managers.
- Lean-Scrum – streamlined approach tailored for cloud development.
- Rapid mobilisation and onboarding of cloud engineering teams.
- Risk reduction through service assessments and assurance.
- Support for multi-supplier environments and integration with existing governance..

Benefits

- Faster delivery of secure, scalable cloud-native services.
- Reduced delivery risk and improved compliance with GDS and cloud standards.
- Lower overhead compared to traditional development approaches.
- Enhanced collaboration and transparency across stakeholders.

3. SERVICE SCOPE

Included

- Cloud-native software development and engineering.
- Delivery planning and roadmap management for cloud solutions.
- Stakeholder engagement and governance reporting.
- Risk and dependency management for cloud adoption.
- Integration with GDS standards and assurance processes.

Excluded

- Hosting or infrastructure services.
- Non-cloud-related software development.
- Non-digital transformation activities.

4. ONBOARDING AND OFFBOARDING

Onboarding

- Initial discovery workshop to confirm scope and objectives.
- Rapid mobilisation of delivery team and governance setup.
- Access to Lean-Agile Practitioner Toolkit and templates.

Offboarding

- Knowledge transfer and documentation handover.
- Transition planning for internal teams or other suppliers.
- Post-engagement review and lessons learned.

5. PRICING

Pricing details, including any applicable discounts for educational organisations, are provided in the separate Pricing Document as required by G-Cloud 15. Our pricing model is transparent SME-friendly, and designed to deliver value for money.

6. SERVICE LEVELS AND SUPPORT

- Standard support via email and phone during UK business hours.
- Optional enhanced support packages available.
- SLAs tailored to engagement scope and agreed at contract stage.

7. SECURITY AND COMPLIANCE

- Fully compliant with UK GDPR and public sector security standards.
- Accredited by Bloom Procurement Services.
- Holds SE+ Certification for security and ethical delivery practices.
- All personnel are vetted and adhere to government security clearance requirements.

8. TECHNICAL REQUIREMENTS

- No proprietary technology lock-in.
- Compatible with major public sector cloud platforms (AWS, Azure, Google Cloud) and collaboration tools (Microsoft 365, Jira, Trello).
- Requires access to relevant client systems for development and delivery management.

9. ACCESSIBILITY AND SUSTAINABILITY

- All deliverables meet WCAG 2.1 AA accessibility standards.
- Commitment to environmental sustainability through remote-first delivery and reduced travel.

- Promotes inclusive practices and diverse team engagement.

10. DIFFERENTIATORS

- Lean-Agile Practitioner Toolkit – proven, practical guidance for cloud-native delivery managers.
- Lean-Scrum – a simplified, outcome-focused approach to cloud development for public sector.
- Extensive experience in regulated environments and multi-supplier delivery.

11. ABOUT LEAN-AGILE DIGITAL SERVICES

Lean-Agile Digital Services (LADS) is a UK-based SME specialising in Lean-Agile delivery, product leadership, and digital transformation for complex public sector environments. Our mission is to enable government and public bodies to deliver user-centred, secure, and sustainable digital services. We are accredited by Bloom Procurement Services, hold SE+ Certification, and actively contribute to social value through skills development and SME-friendly pricing. Learn more at <https://www.lean-agile.co.uk/>