



# G-Cloud 15

## Service Definitions



# Service Offerings

 Cloud

 Transform

 Invent

 Integrate

 Migrate

 Secure

 Support

# Cloud & Infrastructure Services

# Platform Engineering

## Service

Our Platform Engineering service designs, builds and evolves internal developer platforms that enable teams to deliver services faster, more safely and at scale. We focus on creating opinionated but flexible platforms that abstract cloud complexity while embedding security, reliability and compliance by default.

We work with organisations to define clear platform goals, user needs and operating models, then implement reusable cloud foundations such as landing zones, shared services and golden paths. These platforms provide consistent environments, standard tooling and automated workflows that reduce cognitive load for delivery teams and improve overall system quality.

Our approach aligns platform capabilities with organisational maturity. We combine deep cloud engineering expertise with strong product thinking, ensuring platforms are treated as long-lived products rather than one-off infrastructure projects. We support compliance with GDS standards, regulatory requirements and multi-supplier environments, and integrate with existing governance, assurance and service management processes.

Platform Engineering engagements can include discovery, design, build, handover and ongoing evolution. We work collaboratively with in-house teams, transferring knowledge and establishing sustainable ways of working that allow platforms to grow with changing business, technology and policy needs.

## Features

The Platform Engineering service delivers a coherent set of technical and operational capabilities that together form a reusable, secure and developer-focused platform. These features are designed to reduce duplication, enforce standards by default and provide teams with reliable, self-service foundations for building and operating cloud services.

- Standardised cloud landing zones with built-in security and governance
- Reusable and PaaS-able shared services for APIs, identity, networking, logging and monitoring
- Golden paths for common application and infrastructure delivery patterns
- Infrastructure as Code for repeatable, auditable environment provisioning
- Integrated CI/CD pipelines with automated testing and deployment controls
- Secure-by-default configurations aligned to organisational policies
- Platform APIs and self-service interfaces for delivery teams
- Observability and operational tooling embedded into the platform
- Support for multi-cloud and hybrid cloud architectures
- Clear platform documentation and developer enablement materials

## Benefits

The benefits of Platform Engineering are realised across delivery teams, operations and the wider organisation. By standardising foundations and embedding best practice into the platform itself, organisations achieve faster delivery, improved assurance and more sustainable long-term operations.

- Faster delivery through reduced setup time and standardised environments
- Improved security posture through consistent, automated controls
- Reduced operational risk via tested, repeatable infrastructure patterns
- Lower cognitive load for teams building and running services
- Better and easier compliance with organisational and regulatory requirements
- Increased reliability through shared resilience and observability tooling
- Improved cost control through standardised, optimised cloud foundations
- Easier onboarding of new teams and suppliers
- Greater consistency across services and environments
- Platforms that evolve sustainably with organisational needs

# Cloud Infrastructure Design & Build

## Service

Our Cloud Infrastructure Design and Build service provides the design, implementation and validation of secure, scalable cloud infrastructure using Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) components. We help organisations establish cloud environments that are robust, cost-effective and aligned to delivery, security and operational requirements.

We work from first principles, understanding service needs, data sensitivity, assurance constraints and existing technology landscapes. From this, we design cloud architectures that balance resilience, performance and cost while meeting public sector security and compliance obligations. Our teams build infrastructure using automation-first approaches, ensuring environments are repeatable, auditable and ready for live service use.

We support a range of use cases, from greenfield cloud environments to the extension or remediation of existing platforms. The service integrates with organisational governance, assurance and service management processes, and can be delivered independently or as part of a wider transformation, migration or platform engineering engagement.

## Features

This service delivers end-to-end cloud infrastructure capabilities, from architecture and security design through to automated build and operational readiness. Features focus on creating reliable foundations that support modern application delivery and long-term operational sustainability.

- Cloud architecture design for IaaS and PaaS workloads
- Secure network, identity and access configuration
- Automated infrastructure provisioning using Infrastructure as Code
- Resilient design across availability zones and regions
- Platform services configuration (databases, messaging, runtime services)
- Backup, recovery and disaster recovery design
- Cost-aware infrastructure design and optimisation
- Integration with monitoring, logging and alerting tools
- Documentation and handover for operational teams
- Support for public, private and hybrid cloud models

## Benefits

Cloud Infrastructure Design and Build enables organisations to adopt cloud safely and confidently, providing dependable foundations for digital services. Benefits are realised through improved reliability, security and operational clarity.

- Secure, compliant cloud environments ready for live services
- Reduced risk through proven, repeatable infrastructure patterns
- Faster environment setup using automated build approaches
- Improved resilience and availability for critical services
- Clear alignment with security and assurance requirements
- Better cost visibility and control from the outset
- Easier integration with delivery and platform teams
- Improved operational readiness and supportability
- Scalable foundations that grow with service demand
- Reduced technical debt through well-architected infrastructure

# Embedded DevOps Engineering

## Service

Our DevOps Engineering service enables organisations to deliver software and infrastructure changes rapidly, reliably and safely through automation and modern delivery practices. We design and implement continuous integration and continuous delivery (CI/CD) pipelines, Infrastructure as Code (IaC) and supporting tooling that streamline the path from code to production.

We work closely with delivery teams to understand their workflows, constraints and assurance requirements, then build pipelines that embed testing, security and quality controls by default. Our approach supports frequent, low-risk releases while maintaining strong governance and auditability, particularly in regulated and public sector environments.

DevOps Engineering engagements can support new services, modernisation programmes or improvements to existing delivery pipelines. We focus on pragmatic automation, knowledge transfer and sustainable practices that teams can operate and evolve independently over time.

## Features

This service provides a set of delivery automation capabilities that improve consistency, speed and reliability across the software lifecycle. Features are designed to integrate with existing platforms, cloud infrastructure and organisational controls.

- CI/CD pipeline design and implementation
- Automated build, test and deployment workflows
- Infrastructure as Code for environments and services
- Integration of security and quality checks into pipelines
- Version control and branching strategy support
- Environment promotion and release automation
- Secrets management and secure configuration handling
- Pipeline observability and failure diagnostics
- Toolchain integration across cloud and application stacks
- Documentation and enablement for delivery teams

## Benefits

DevOps Engineering improves delivery performance and operational confidence by reducing manual effort and embedding best practice into automated workflows.

- Faster and more reliable delivery of software and infrastructure changes
- Reduced deployment risk through automated testing and validation
- Consistent build and release processes across teams and environments
- Clear auditability and traceability of all changes
- Earlier detection of defects and security issues
- Reduced manual effort and operational overhead
- Improved collaboration between development and operations teams
- Greater confidence in frequent, incremental releases
- Faster recovery from failed deployments
- Sustainable delivery practices teams can operate and evolve independently

# Embedded Site Reliability Engineering

## Service

Our Site Reliability Engineering (SRE) service helps organisations operate cloud services that are reliable, scalable and resilient under real-world conditions. We apply engineering approaches to operations, combining automation, observability and reliability practices to ensure services meet agreed service levels while continuing to evolve safely.

We work with teams to define clear reliability objectives, such as Service Level Indicators (SLIs) and Service Level Objectives (SLOs), and design systems and processes that support them. This includes improving resilience, reducing toil, automating operational tasks and embedding reliability considerations into delivery pipelines and platform design.

Our SRE approach is pragmatic and context-aware. We recognise the constraints of public sector environments, including regulatory requirements, legacy dependencies and multi-supplier ecosystems. We integrate SRE practices with existing service management, incident response and assurance processes rather than attempting wholesale replacement.

Engagements can range from advisory support and assessments through to embedded SRE capability within delivery or live service teams. Throughout, we focus on knowledge transfer and sustainable practices, enabling organisations to balance service reliability with the pace of change required for modern digital services.

## Features

This service delivers a structured set of practices and engineering capabilities that improve service reliability and operational maturity while supporting continuous delivery.

- Definition and implementation of SLIs, SLOs and error budgets
- Reliability-focused architecture and resilience design reviews
- Incident response design and on-call model support
- Automation of operational tasks to reduce manual toil
- Capacity planning and performance engineering
- Observability design using metrics, logs and traces
- Failure mode analysis and resilience testing
- Integration of reliability practices into delivery pipelines
- Post-incident reviews and continuous improvement practices
- Knowledge transfer and SRE capability enablement

## Benefits

SRE enables organisations to operate critical services with confidence while continuing to deliver change safely and sustainably.

- Improved service availability and reliability
- Reduced frequency and impact of incidents
- Faster detection and resolution of service issues
- Clear, measurable reliability targets aligned to user needs
- Reduced operational toil through automation
- Better balance between reliability and delivery speed
- Improved resilience to peak demand and failure scenarios
- Stronger operational readiness for live services
- Increased confidence in running cloud-native services
- Sustainable operational practices embedded into teams

# Observability & Operational Tooling

## Service

Our Observability and Operational Tooling service helps organisations gain clear, actionable insight into the health, performance and behaviour of their cloud services. We design and implement observability solutions that enable teams to understand what their systems are doing in real time, diagnose issues quickly and make informed operational decisions.

We specialise in implementing and operating observability platforms based on the LGTM stack—logs, metrics and traces unified through modern, open tooling—as well as Splunk, which remains widely adopted across NHS and public sector environments. Our approach focuses on consistency, scalability and operational usability rather than dashboards for their own sake.

We work with delivery, SRE and live service teams to define meaningful signals, design telemetry standards and integrate observability into platforms and pipelines. This includes structuring logs, defining metrics, enabling distributed tracing and ensuring data is accessible to the right people at the right time, while meeting security and data governance requirements.

The service can be delivered as part of a new platform build, service onboarding, or improvement of existing operational tooling. We place strong emphasis on knowledge transfer and sustainable operation, ensuring observability capabilities continue to deliver value beyond initial implementation.

## Features

This service provides end-to-end observability capabilities that support modern cloud operations, incident response and continuous improvement.

- Design and implementation of LGTM-based observability stacks
- Splunk onboarding, configuration and optimisation
- Centralised logging strategy and structured log design
- Metrics collection and alerting aligned to service objectives
- Distributed tracing for complex, multi-service architectures
- Dashboard design focused on operational decision-making
- Alerting and escalation integration with on-call processes
- Secure handling of sensitive operational and patient-adjacent data
- Integration with CI/CD, platforms and SRE practices
- Documentation, training and operational handover

## Benefits

Effective observability enables teams to operate services confidently, respond quickly to issues and continuously improve service quality.

- Faster detection and diagnosis of service issues
- Improved visibility into system health and performance
- Reduced mean time to recovery during incidents
- Clearer understanding of complex, distributed systems
- More effective incident response and on-call support
- Reduced reliance on manual investigation and guesswork
- Improved service reliability through data-driven insights
- Better alignment between operational data and service objectives
- Scalable observability platforms aligned to NHS standards and tooling
- Sustainable operational insight embedded into everyday team workflows



# Cloud Cost Management (FinOps)

## Service

Our Cloud Cost Management (FinOps) service helps organisations understand, control and optimise their cloud spending while enabling teams to deliver services at pace. We apply FinOps principles to create transparency, accountability and informed decision-making around cloud costs, balancing financial control with operational flexibility.

We work with organisations to establish clear cost visibility across cloud platforms, services and teams. This includes designing cost allocation models, implementing tagging and chargeback approaches, and integrating cost data into operational and delivery workflows. Our approach ensures that engineers, service owners and finance stakeholders share a common understanding of cloud consumption and its drivers.

We focus on practical, sustainable FinOps practices rather than one-off cost-cutting exercises. This includes identifying optimisation opportunities, improving forecasting and embedding cost awareness into architecture, delivery and operational decisions. We support public sector constraints, including budget cycles, assurance requirements and multi-supplier environments.

FinOps engagements can range from short assessments and optimisation sprints through to establishing ongoing FinOps capability within teams. Throughout, we prioritise knowledge transfer and lightweight governance so organisations can continuously manage cloud costs as usage and services evolve.

## Features

This service delivers the tools, processes and practices required to make cloud costs visible, understandable and actionable, without slowing down delivery.

- Cloud cost visibility and reporting design
- Cost allocation, tagging and chargeback models
- FinOps operating model and governance setup
- Integration of cost data into dashboards and tooling
- Identification of cost optimisation opportunities
- Forecasting and budget management support
- Cost-aware architecture and design reviews
- Automation of cost controls and alerts
- Support for multi-cloud cost management
- Training and enablement for teams and stakeholders

## Benefits

FinOps enables organisations to maximise value from cloud investment while maintaining financial control.

- Improved visibility of cloud spend across services and teams
- Better cost control without slowing delivery
- Reduced waste through targeted optimisation
- More accurate forecasting and budgeting
- Clear accountability for cloud consumption
- Better-informed architectural and delivery decisions
- Improved alignment between engineering and finance teams
- Early identification of unexpected cost changes
- Sustainable cost management as cloud usage scales
- Greater confidence in long-term cloud investment decisions

# Managed Cloud Engineering Teams

## Service

Our Managed Cloud Engineering Teams service provides skilled, outcome-focused cloud engineers who integrate seamlessly with your organisation to design, build, operate and improve cloud services. This service is suited to organisations that need sustained engineering capability without the overhead of permanent recruitment or fragmented supplier arrangements.

We provide multi-disciplinary teams covering cloud infrastructure, platform engineering, DevOps, SRE and operational support, scaled to meet service needs. Teams operate using agreed ways of working, service objectives and governance models, aligning with your delivery and assurance requirements. We support both project-based delivery and live service operation, including transition into steady-state support.

Our teams are designed to be transparent, collaborative and knowledge-sharing. We avoid "black box" delivery, focusing instead on building capability within your organisation through pairing, documentation and clear handover. This approach is particularly effective in public sector and NHS environments, where continuity, assurance and operational confidence are critical.

Managed Cloud Engineering Teams can be engaged for a defined period or as an ongoing service. The model provides flexibility to scale capacity up or down while maintaining continuity, quality and accountability for cloud engineering outcomes.

## Features

This service delivers sustained, flexible cloud engineering capability aligned to your operational and delivery needs.

- Multi-disciplinary cloud engineering teams
- Coverage across build, run and improve activities
- Integration with existing delivery and support models
- Clear service objectives and outcome-based working
- On-call and operational support options
- Knowledge transfer and capability uplift
- Alignment with public sector governance and assurance
- Flexible team sizing and engagement duration
- Tooling, process and documentation consistency
- Smooth transition between delivery and live support

## Benefits

Managed Cloud Engineering Teams provide continuity, flexibility and confidence for cloud delivery and operations.

- Rapid access to experienced cloud engineering capability
- Reduced reliance on short-term contractors and ad-hoc support
- Improved continuity between delivery and live service operation
- Faster response to operational and delivery demands
- Clear accountability for cloud engineering outcomes
- Improved service stability and operational confidence
- Flexible scaling of capacity as needs change
- Knowledge retained within your organisation
- Reduced recruitment and onboarding overhead
- Sustainable support for long-running cloud services

# Digital Transformation & Change

# Digital Transformation Discovery & Roadmapping

## Service

Our Digital Transformation Discovery and Roadmapping service helps organisations define how they should change digitally in a way that is achievable, prioritised and aligned with real constraints. The service provides a structured approach to understanding current challenges and translating them into a clear, phased transformation plan.

We work with policy, service, operational and technical stakeholders to understand user needs, organisational objectives and delivery realities. This includes assessing existing services, processes, technology and capabilities, as well as identifying constraints such as funding, regulation, legacy systems and supplier dependencies.

From this discovery, we co-create a target vision and a practical roadmap that sets out what should change, in what order, and why. Roadmaps are designed to be actionable rather than aspirational, with clear phases, dependencies and decision points. We explicitly consider options to stop, pause or defer work where transformation is not yet viable.

The service is well suited to public sector and NHS organisations that need evidence-based plans to support investment decisions, business cases or programme initiation. Outputs provide clarity, alignment and confidence before committing to large-scale delivery.

## Features

This service delivers structured discovery and planning to support effective digital transformation.

- Stakeholder discovery and problem framing
- Assessment of current services, processes and technology
- User and operational needs analysis
- Identification of constraints and dependencies
- Definition of target-state principles and outcomes
- Transformation options analysis
- Phased roadmap and sequencing design
- Risk and assumption identification
- Alignment with funding and delivery capacity
- Clear discovery and roadmap artefacts

## Benefits

Discovery and roadmapping reduce uncertainty and improve transformation outcomes.

- Clear understanding of transformation needs and priorities
- Reduced risk of unrealistic or undeliverable plans
- Better alignment across policy, service and delivery teams
- Evidence-based input to investment and funding decisions
- Clear sequencing of change over time
- Early identification of risks and dependencies
- Improved confidence in transformation direction
- Reduced likelihood of wasted effort or rework
- Strong foundation for subsequent delivery phases
- Transformation plans aligned to public sector realities

# Service & Operating Model Transformation

## Service

Our Service and Operating Model Transformation service helps organisations redesign how services are owned, delivered and operated so that digital change can be sustained over time. We focus on aligning service models, team structures and ways of working with modern digital delivery and live service operation.

We work with organisations to examine how services are currently organised, including decision-making, ownership, funding, supplier relationships and operational responsibilities. From this, we design service and operating models that support clearer accountability, faster decision-making and better alignment between delivery and live operation.

The service is grounded in public sector and NHS delivery realities, including multi-supplier environments, regulatory constraints and the need to maintain continuity of critical services. We support transitions from project-led to product- or service-led models, introduce clearer service ownership, and design operating models that integrate delivery, support and continuous improvement.

Transformation is delivered pragmatically and incrementally. We avoid large-scale reorganisations in favour of targeted changes that can be tested, adapted and embedded. The service can support new services, major service changes or broader organisational transformation initiatives.

## Features

This service delivers practical changes to service and operating models that enable sustainable digital delivery.

- Assessment of existing service and operating models
- Definition of service ownership and accountability
- Design of product- and service-led delivery models
- Integration of delivery, support and operations
- Multi-supplier and federated delivery model design
- Role, responsibility and decision model clarification
- Alignment with live service and support practices
- Incremental transition and adoption planning
- Support for governance and assurance alignment
- Documentation and enablement for teams

## Benefits

Effective service and operating models enable digital services to thrive.

- Clear ownership and accountability for services
- Better alignment between delivery and live operations
- Faster, more informed decision-making
- Reduced friction across teams and suppliers
- Improved sustainability of digital services
- Greater consistency in how services are run
- Reduced reliance on temporary delivery structures
- Better integration of change and day-to-day operations
- Increased confidence in long-term service management
- Operating models aligned to public sector delivery needs

# Legacy Modernisation & Service Transformation

## Service

Our Legacy Modernisation and Service Transformation service helps organisations improve and evolve existing services that are constrained by legacy systems, processes or operating models. We focus on incremental, risk-managed change that delivers value without disrupting critical services.

We work with organisations to understand the current service landscape, including legacy technologies, dependencies, data flows and operational constraints. From this, we identify practical options for modernisation, such as decoupling components, introducing new interfaces, migrating parts of a service, or improving operational practices while legacy systems remain in place.

The service is designed for public sector and NHS environments, where legacy systems are often business-critical and cannot be replaced quickly. We explicitly plan for coexistence between old and new systems, ensuring continuity, safety and compliance throughout the transition.

Modernisation activities are aligned with service ownership, operating models and live support arrangements. We prioritise changes that reduce risk, improve reliability and enable future transformation, rather than pursuing wholesale replacement programmes that are costly and difficult to sustain.

## Features

This service provides structured, incremental approaches to modernising legacy services.

- Legacy service and system assessment
- Identification of modernisation options and pathways
- Incremental change and coexistence strategies
- Decoupling and interface design
- Introduction of new platforms or capabilities alongside legacy
- Risk and dependency management
- Alignment with operational and support models
- Integration with cloud and interoperability services
- Modernisation roadmaps and sequencing
- Documentation and knowledge transfer

## Benefits

Incremental modernisation reduces risk while enabling progress.

- Improved reliability of legacy services
- Reduced operational and technical risk
- Ability to modernise without service disruption
- Clear pathways away from legacy constraints
- Better integration between old and new systems
- Reduced long-term maintenance burden
- Improved service resilience and operability
- Alignment with future cloud and platform adoption
- More predictable transformation outcomes
- Sustainable improvement of critical public services



# Digital Capability Uplift & Enablement

## Service

Our Digital Capability Uplift and Enablement service helps organisations build the skills, confidence and ways of working needed to sustain digital change over the long term. We focus on enabling people and teams to own, operate and evolve services independently, reducing reliance on external suppliers.

We work with organisations to assess current digital, data and delivery capabilities across roles, teams and functions. From this, we identify priority gaps and design targeted enablement approaches that align with real delivery and operational needs. Enablement is delivered through practical, hands-on methods such as coaching, pairing, embedded roles and structured knowledge transfer.

The service is designed for public sector and NHS environments, where capability must be built alongside ongoing service delivery and operational pressures. We avoid classroom-only training in favour of contextual learning that is directly applied to live work, tools and services.

Capability uplift is aligned with service and operating model changes, ensuring new skills are reinforced by appropriate roles, responsibilities and governance. The outcome is not just increased knowledge, but improved confidence, ownership and sustainability of digital services.

## Features

This service delivers practical, embedded approaches to building sustainable digital capability.

- Digital capability and skills assessment
- Definition of target capability models
- Embedded coaching and mentoring
- Pairing with delivery, platform and support teams
- Knowledge transfer and documentation practices
- Enablement aligned to live services and tools
- Support for product, delivery and operational roles
- Incremental capability uplift planning
- Measurement of capability progress
- Transition away from supplier dependency

## Benefits

Capability uplift enables organisations to sustain digital services and transformation outcomes.

- Increased confidence and ownership within internal teams
- Reduced reliance on long-term external support
- Improved quality and consistency of delivery
- Stronger operational capability for live services
- Better alignment between skills and service needs
- Faster onboarding of new team members
- Improved resilience to staff or supplier changes
- More sustainable digital and cloud adoption
- Stronger foundations for future transformation
- Capability that endures beyond individual programmes

# Digital Strategy & Portfolio Alignment

## Service

Our Digital Strategy and Portfolio Alignment service helps organisations ensure their digital activity is focused on the right priorities and is deliverable within real constraints. We support leaders in aligning strategy, investment and delivery capacity so that digital change is coherent, evidence-led and sustainable.

We work with organisations to understand their strategic objectives, policy drivers, service landscape and delivery commitments. From this, we assess existing digital initiatives and portfolios, identifying duplication, misalignment, dependencies and delivery risks. We support informed decisions about where to invest, where to sequence work differently, and where to pause or stop activity.

The service is designed for public sector and NHS environments, where funding, governance and assurance requirements must be balanced against the need to deliver outcomes. We provide clear, defensible inputs to business cases, spending reviews and programme initiation, without creating additional bureaucratic burden.

Digital Strategy and Portfolio Alignment integrates closely with transformation discovery, service design and capability uplift. It ensures that digital work is prioritised based on value, risk and capacity, and that organisations can adapt their plans as circumstances change.

## Features

This service provides structured support for aligning digital strategy with delivery reality.

- Assessment of existing digital strategies and plans
- Review of digital portfolios and programmes
- Alignment of initiatives to organisational objectives
- Identification of dependencies, risks and constraints
- Prioritisation and sequencing of digital work
- Support for investment and funding decisions
- Alignment with delivery and operational capacity
- Integration with service and operating models
- Decision-making frameworks and artefacts
- Strategy and portfolio documentation

## Benefits

Clear strategy and portfolio alignment improve delivery outcomes and reduce wasted effort.

- Improved focus on the most valuable digital initiatives
- Reduced duplication and conflicting priorities
- Better alignment between strategy and delivery capacity
- More defensible investment and funding decisions
- Clearer visibility of risks and dependencies
- Improved confidence in digital decision-making
- Reduced likelihood of stalled or failed programmes
- Stronger coherence across digital initiatives
- Greater adaptability as priorities change
- Digital strategies grounded in public sector reality

# AI, Machine Learning & Innovation

# Applied AI & Automation Discovery

## Service

Our Applied AI and Automation Discovery service helps public sector organisations identify where artificial intelligence or automation can deliver genuine value, and where it cannot. The service provides a structured, evidence-led approach to exploring AI opportunities without committing to delivery prematurely.

We work with service owners, policy teams, delivery teams and subject matter experts to understand business problems, user needs and operational constraints. From this, we identify candidate use cases and assess their feasibility across data availability, technical complexity, operational impact, risk and assurance requirements.

The service is explicitly designed for public sector and NHS contexts, where ethical considerations, transparency, explainability and accountability are critical. We assess potential impacts on users, staff and decision-making, and consider whether AI is appropriate or whether simpler digital or process improvements would deliver better outcomes.

Outputs are clear, defensible and decision-focused. They support investment decisions, business cases and internal governance, and help organisations avoid costly or inappropriate AI initiatives while focusing effort where it is most likely to succeed.

## Features

This service provides a structured approach to identifying and assessing AI and automation opportunities.

- Use-case discovery workshops and stakeholder interviews
- Assessment of data availability and quality
- Technical feasibility and complexity analysis
- Operational and organisational readiness assessment
- Risk, ethics and assurance considerations
- Automation vs AI suitability analysis
- Benefits, costs and constraints evaluation
- Prioritisation of candidate use cases
- Clear recommendations and next steps
- Discovery outputs and decision artefacts

## Benefits

Applied AI discovery reduces risk and improves decision-making before investment.

- Clear understanding of where AI can deliver value
- Reduced risk of inappropriate or low-value AI initiatives
- Better alignment between technology and real needs
- Early identification of data and capability gaps
- Improved confidence in investment decisions
- Clear rationale for proceeding or stopping
- Reduced reputational and ethical risk
- Stronger foundations for future AI work
- Evidence to support governance and assurance
- Focused innovation aligned to public sector values

# Responsible AI Design & Prototyping

## Service

Our Responsible AI Design and Prototyping service supports the safe exploration of AI-enabled solutions through controlled, transparent experimentation. We help organisations design and prototype AI systems that are explainable, proportionate and aligned with public sector responsibilities.

The service focuses on decision-support and human-in-the-loop use cases, where AI augments professional judgement rather than replacing it. We work with teams to design models, workflows and interfaces that make AI behaviour understandable and contestable, supporting trust and accountability.

We place strong emphasis on responsible design. This includes considering bias, fairness, explainability, data provenance and model limitations from the outset. Prototypes are built to demonstrate feasibility and value while generating evidence that can be used for assurance, ethics review and stakeholder scrutiny.

The service is well suited to NHS and government organisations that want to experiment without creating production dependencies. Outputs are designed to inform go/no-go decisions, policy development and future delivery planning, rather than committing organisations to long-term AI deployment prematurely.

## Features

This service delivers hands-on AI prototyping with strong emphasis on responsibility and transparency.

- Responsible AI design workshops
- Human-in-the-loop and decision-support patterns
- Prototype model development and evaluation
- Explainability and transparency techniques
- Bias and fairness considerations
- Data handling and governance alignment
- Prototype user interfaces and workflows
- Documentation of assumptions and limitations
- Support for ethics and assurance review
- Knowledge transfer and learning artefacts

## Benefits

Responsible prototyping enables safe experimentation without long-term risk.

- Ability to explore AI safely and transparently
- Reduced risk of opaque or unexplainable systems
- Improved understanding of AI limitations and trade-offs
- Evidence to support assurance and ethics review
- Clear insight into user and operational impact
- Faster learning without full-scale deployment
- Better-informed decisions about future investment
- Increased stakeholder confidence in experimentation
- Alignment with public sector accountability expectations
- Prototypes that inform policy and delivery planning

# Data & Machine Learning Enablement

## Service

Our Data and Machine Learning Enablement service helps organisations build the foundations required for effective analytics and AI, even where no immediate AI deployment is planned. We focus on improving data quality, pipelines and operational readiness so future innovation is possible and sustainable.

We work with organisations to understand their data landscape, including sources, ownership, quality and governance. From this, we design improvements that make data more usable for reporting, analytics and machine learning, while remaining aligned with security and regulatory requirements.

The service addresses common blockers to AI adoption in the public sector, such as fragmented data, unclear accountability and fragile pipelines. We design ML-ready architectures and lifecycle practices that support experimentation, monitoring and control without introducing unnecessary complexity.

This service delivers value even in the absence of active AI projects. Improved data quality, clearer pipelines and better operational practices support a wide range of digital and analytical outcomes, reducing future risk and increasing organisational readiness for innovation.

## Features

This service establishes practical foundations for analytics and machine learning.

- Data readiness and quality assessment
- Data pipeline and integration design
- Feature engineering and reuse strategies
- ML lifecycle and operational design
- Secure data handling and access patterns
- Model training and evaluation environments
- Monitoring and governance considerations
- Integration with cloud and platform services
- Documentation of data and ML practices
- Capability uplift and knowledge transfer

## Benefits

Strong data and ML foundations reduce risk and increase future flexibility.

- Improved data quality and usability
- Reduced barriers to future AI adoption
- More reliable analytics and insights
- Clearer ownership and governance of data
- Reduced technical debt in data pipelines
- Better operational control of ML workloads
- Increased confidence in data-driven decisions
- Reusable foundations across multiple use cases
- Lower risk when experimenting with AI
- Sustainable enablement rather than one-off solutions

# Data, Integration & Interoperability

# Cross-Domain Interoperability Design

## Service

Our Cross-Domain Interoperability Design service helps organisations design secure, reliable ways to share data and capabilities across organisational, network and security boundaries. We support interoperability between systems operating in different domains, including differing trust levels, data classifications, suppliers and governance models.

We work with stakeholders to understand the business outcomes that require cross-domain exchange, then design interoperability approaches that are proportionate to the risks and constraints. This includes selecting appropriate integration patterns (APIs, messaging, file-based exchange), defining data contracts and designing controls for security, auditability and resilience.

Our work is grounded in pragmatic delivery realities: legacy constraints, incomplete data models, fragmented ownership and the need for incremental progress. We place strong emphasis on clear interface definitions, consistent standards and operable designs that can be supported over time.

Cross-domain interoperability often requires alignment across architecture, security, operations and service management. We ensure that interoperability designs are implementable and supportable, integrating with observability, incident response and assurance processes where required. Engagements can range from discovery and design through to implementation support and validation.

## Features

This service delivers the design artefacts, patterns and controls needed to enable safe, operable cross-domain interoperability.

- Stakeholder discovery focused on cross-domain outcomes and constraints
- Interoperability architecture design across trust and network boundaries
- Selection of appropriate exchange patterns (API, messaging, batch, file)
- Data contracts, schemas and interface definitions
- Security controls for cross-domain exchange and auditability
- Resilience and failure-handling design for inter-domain workflows
- Reference architectures and reusable interop patterns
- Integration with observability and operational support models
- Assurance support and evidence-friendly design artefacts
- Knowledge transfer and design documentation

## Benefits

Cross-domain interoperability design enables safe, scalable integration across complex organisational boundaries.

- Clear, implementable designs for cross-domain integration
- Reduced risk when sharing data across trust boundaries
- Improved consistency through well-defined interfaces and contracts
- Faster delivery by reusing proven interoperability patterns
- Better alignment between architecture, security and operations
- Reduced integration failures through resilience-focused design
- Improved auditability and accountability for data exchange
- Easier onboarding of new systems and partners
- Strong foundations for interoperable platforms and shared services
- Interoperability that remains operable and maintainable over time



# API Strategy and Platform Delivery

## Service

Our API Strategy and Platform Delivery service helps organisations design, build and operate APIs as strategic assets rather than one-off integrations. We support the creation of coherent API strategies and the delivery of API platforms that enable secure, scalable and reusable integration across services, teams and organisations.

We work with stakeholders to define clear API goals, consumers and governance models. This includes identifying which capabilities should be exposed via APIs, how they should be versioned and lifecycle-managed, and how access should be controlled. From this strategy, we design and deliver API platforms that support consistent standards, developer experience and operational oversight.

Our approach is grounded in public sector and NHS delivery realities, including multi-supplier environments, legacy systems and regulatory constraints. We prioritise simplicity, operability and incremental adoption, enabling organisations to introduce API capabilities without large-scale disruption.

API Strategy and Platform Delivery can include advisory support, platform implementation or improvement of existing API estates. We integrate API platforms with security, observability, incident management and support processes, ensuring APIs are reliable, supportable and safe to operate as part of live services.

## Features

This service delivers strategic and practical capabilities for designing and operating API platforms at scale.

- API strategy and roadmap development
- API platform and gateway design and implementation
- API standards, conventions and versioning strategies
- Authentication, authorisation and access control design
- Developer onboarding and API documentation tooling
- API lifecycle management and governance models
- Integration with monitoring, logging and alerting
- Support for internal, partner and public APIs
- Secure exposure of legacy system capabilities
- Documentation and enablement for teams

## Benefits

A clear API strategy and platform improves integration quality while reducing long-term complexity.

- Consistent, reusable APIs across services and teams
- Reduced integration duplication and bespoke interfaces
- Improved security and control over exposed capabilities
- Faster onboarding of consumers and partners
- Better developer experience and adoption
- Improved operational visibility of API usage
- Easier evolution and versioning of interfaces
- Stronger governance without heavy central control
- Improved reliability of system integrations
- Scalable foundations for interoperable digital services

We have experience designing and delivering APIs for use on the NHS Digital API Platform, working within its technical, security and assurance requirements. This includes aligning APIs to NHS standards, producing clear and consumable API specifications, and supporting onboarding, testing and lifecycle management through the platform. Our experience ensures APIs are designed to be interoperable, well-governed and suitable for use across NHS organisations, suppliers and national services.

# Standards-Based Interoperability

## Service

Our Standards-Based Interoperability service helps organisations design and implement integrations that are consistent, reusable and aligned with recognised open standards. We support the use of shared schemas, data models and interface contracts to reduce ambiguity, improve interoperability and enable systems to evolve independently over time.

We work with organisations to select and apply appropriate standards based on context, regulatory requirements and system maturity. In health and care settings, this includes experience working with FHIR-based standards and CareConnect profiles, ensuring data is structured, validated and exchanged in ways that support interoperability across NHS systems and suppliers.

Our approach focuses on practical application rather than theoretical compliance. We help teams interpret standards, define profiles and constraints, and document clear contracts that can be implemented consistently by multiple parties. This includes handling versioning, optionality and extension points in a controlled, evidence-friendly way.

Standards-based interoperability is particularly important in multi-supplier and cross-domain environments. We ensure standards are embedded into API design, data exchange platforms and operational processes, enabling integrations that are testable, supportable and resilient over time.

## Features

This service provides structured support for applying open standards and shared contracts in real delivery environments.

- Selection and application of appropriate open standards
- FHIR-based data modelling and exchange design
- Use of CareConnect profiles where applicable
- Schema and contract definition for APIs and data exchange
- Versioning and compatibility management
- Validation and conformance support
- Documentation of standards usage and constraints
- Integration with API and data integration platforms
- Support for multi-supplier interoperability
- Knowledge transfer and enablement for teams

## Benefits

Standards-based interoperability reduces friction and risk when integrating systems at scale.

- Improved consistency across system integrations
- Reduced ambiguity in data exchange
- Easier integration between multiple suppliers
- Better alignment with NHS and public sector expectations
- Improved data quality and semantic consistency
- Reduced long-term integration maintenance costs
- Easier evolution of systems without breaking consumers
- Stronger foundations for national and regional interoperability
- Improved testability and assurance of integrations
- Interoperability approaches that scale and endure

# Cloud Migration & Landing Zone

# Landing Zone Design & Implementation

## Service

Our Landing Zone Design and Implementation service establishes secure, scalable and repeatable cloud foundations that enable organisations to adopt cloud safely and at pace. We design and build landing zones that provide consistent environments, guardrails and shared services aligned to organisational, security and assurance requirements.

We work with organisations to understand their delivery model, risk appetite, regulatory obligations and operating constraints. From this, we design landing zones that define how cloud accounts or subscriptions are structured, how networking and identity are managed, and how security and governance controls are enforced by default. Our approach supports public sector and NHS requirements, including auditability, separation of duties and multi-supplier delivery.

Landing zones are built using automation-first approaches, typically leveraging Infrastructure as Code to ensure environments are repeatable, versioned and easy to evolve. We focus on pragmatic designs that support real delivery needs, avoiding unnecessary complexity while ensuring platforms are resilient and supportable.

The service can be delivered for greenfield cloud adoption or to remediate and standardise existing environments. We place strong emphasis on documentation, enablement and handover, ensuring teams can confidently operate and extend the landing zone over time.

## Features

This service delivers the core cloud foundations and guardrails required for safe, scalable cloud adoption.

- Landing zone architecture and design
- Account or subscription structure and segmentation
- Network topology and connectivity foundations
- Identity and access management integration
- Security baseline configuration and guardrails
- Policy-as-code and governance controls
- Infrastructure as Code implementation
- Logging, monitoring and audit foundations
- Support for hybrid and multi-cloud models
- Documentation and onboarding guidance

## Benefits

Landing Zone Design and Implementation provides stable foundations for secure and repeatable cloud delivery.

- Secure cloud environments aligned to organisational policies
- Faster onboarding of teams and services
- Reduced risk through consistent, tested foundations
- Improved auditability and compliance readiness
- Clear separation of environments and workloads
- Reduced duplication of foundational cloud work
- Easier scaling of cloud adoption across teams
- Improved operational visibility from day one
- Strong foundations for migration and platform services
- Landing zones that evolve safely as needs change

# Cloud Migration Discovery & Assessment

## Service

Our Cloud Migration Discovery and Assessment service helps organisations understand what they have, what it will take to move to cloud, and how to do so safely and efficiently. We provide a structured, evidence-based view of applications, data and infrastructure to support informed migration decisions.

We work with technical, operational and business stakeholders to assess the current estate, including application architectures, dependencies, data sensitivity, operational characteristics and regulatory constraints. From this, we identify suitable migration approaches such as rehost, replatform or refactor, and highlight risks, constraints and prerequisites.

The service places strong emphasis on public sector and NHS realities, including legacy technologies, shared platforms, assurance requirements and limited documentation. We combine technical analysis with pragmatic judgement to avoid overly theoretical plans that cannot be delivered in practice.

Outputs from the assessment support prioritisation, sequencing and investment decisions. They can be used to inform migration roadmaps, landing zone design, business cases and delivery plans. The service can be delivered independently or as the first phase of a wider migration or transformation engagement.

## Features

This service provides structured insight into an organisation's estate to inform safe and effective cloud migration.

- Application and infrastructure discovery
- Dependency and integration analysis
- Data classification and sensitivity assessment
- Migration strategy recommendation per workload
- Risk, complexity and constraint identification
- Cloud readiness and capability assessment
- Migration effort and sequencing analysis
- High-level cost and benefit considerations
- Alignment with security and assurance requirements
- Clear assessment outputs and documentation

## Benefits

Cloud Migration Discovery and Assessment reduces uncertainty and risk before migration begins.

- Clear understanding of the current technology estate
- Reduced risk of unexpected migration issues
- Informed selection of appropriate migration approaches
- Better prioritisation of migration candidates
- Improved accuracy of migration planning and estimates
- Early identification of security and compliance constraints
- Stronger alignment between technical and business goals
- Clear inputs to landing zone and platform design
- Reduced likelihood of rework during migration delivery
- Confident decision-making before committing to change

# Application and Data Migration Planning

## Service

Our Application and Data Migration Planning service translates discovery insights into clear, actionable migration plans that can be delivered safely and predictably. We help organisations define how applications and data will be migrated, when migrations should occur, and what needs to be in place to reduce risk during execution.

We work with delivery, operations, security and service owners to plan migrations at an application and data level. This includes defining migration approaches (such as rehost, replatform or refactor), identifying dependencies and sequencing, and planning data movement, validation and cutover activities. Plans are shaped around operational constraints, service criticality and regulatory requirements.

The service explicitly addresses public sector and NHS considerations, including patient-adjacent data, legacy technologies, shared services and assurance processes. We ensure migration plans account for operational readiness, rollback options, business continuity and stakeholder communication.

Outputs from this service are designed to be delivery-ready. They support migration waves, supplier coordination and risk management, and integrate with landing zone design, DevOps pipelines and live service support. Migration planning can be delivered as a standalone service or as part of a wider migration programme.

## Features

This service provides detailed, delivery-focused planning for application and data migrations.

- Application-level migration approach definition
- Data migration strategy and sequencing
- Dependency mapping and migration ordering
- Cutover and rollback planning
- Business continuity and service impact assessment
- Data validation and integrity planning
- Security and compliance considerations during migration
- Operational readiness and support planning
- Migration wave and release planning
- Clear migration plans and artefacts

## Benefits

Effective migration planning reduces risk and enables smooth execution.

- Clear, executable plans for application and data migration
- Reduced risk of service disruption during migration
- Better coordination across technical and business teams
- Early identification of migration dependencies and blockers
- Improved data integrity and validation outcomes
- Clear cutover and rollback strategies
- Better alignment with operational and support readiness
- Reduced rework during migration delivery
- Improved confidence in migration timelines
- Strong foundations for successful migration execution

# Rehost, Replatform & Refactor

## Service

Our Rehost, Replatform and Refactor Migrations service delivers the controlled execution of application and data migrations to cloud environments. We support different migration approaches based on technical, operational and business needs, ensuring each workload is moved in the most appropriate way.

Rehosting focuses on moving applications with minimal change, enabling faster migration while retaining existing architectures. Replatforming introduces targeted improvements, such as adopting managed services, to improve resilience or reduce operational overhead. Refactoring involves more substantial change to enable cloud-native patterns, improved scalability or long-term cost efficiency.

We execute migrations using automation-first approaches wherever possible, integrating with landing zones, CI/CD pipelines and operational tooling. Our teams work closely with service owners, security and operations to manage dependencies, minimise disruption and maintain service continuity.

The service is designed for public sector and NHS environments, where legacy systems, data sensitivity and assurance requirements must be carefully managed. We apply proportionate controls, clear documentation and repeatable migration patterns to reduce risk and improve predictability. Migrations can be delivered individually or at scale as part of a wider migration programme.

## Features

This service delivers hands-on execution of application and data migrations using appropriate migration strategies.

- Rehost migrations with minimal application change
- Replatform migrations using managed cloud services
- Refactor migrations for cloud-native architectures
- Migration automation and tooling integration
- Application and data dependency handling
- Security and compliance controls during migration
- Integration with landing zones and platforms
- Coordination with delivery and operations teams
- Migration progress tracking and reporting
- Documentation and knowledge transfer

## Benefits

Targeted migration execution enables safe and effective cloud adoption.

- Migration approaches matched to workload needs
- Reduced risk through proven migration patterns
- Faster migration of suitable applications
- Improved resilience and scalability where appropriate
- Reduced operational overhead through managed services
- Better long-term maintainability of migrated systems
- Clear coordination across teams and suppliers
- Reduced service disruption during migration
- Predictable migration outcomes
- Strong alignment with operational readiness

# Cutover, Validation & Post-Migration Stabilisation

## Service

Our Cutover, Validation and Post-Migration Stabilisation service ensures services transition safely into cloud environments and operate reliably after migration. We support the critical final stages of migration, where risk is highest and operational confidence is essential.

We plan and execute cutovers in line with agreed service impact tolerances, ensuring clear communication, rollback options and decision points. Following migration, we validate that applications and data operate as expected, including functional checks, performance validation, security verification and data integrity confirmation.

Post-migration stabilisation focuses on monitoring, incident response and fine-tuning during the early life of migrated services. We work with support, SRE and service teams to address issues quickly, reduce noise and ensure services settle into steady-state operation. This includes tuning monitoring, resolving residual defects and confirming operational handover.

The service integrates tightly with Live Service Support, Operational Monitoring and On-Call services. It is particularly important for public sector and NHS services, where stability, auditability and user impact must be carefully managed during transition.

## Features

This service provides structured support for the final transition into live cloud operation.

- Cutover planning and execution
- Rollback and contingency planning
- Functional and non-functional validation
- Data integrity and reconciliation checks
- Security and compliance verification
- Enhanced monitoring during early life support
- Incident response and rapid issue resolution
- Performance tuning and optimisation
- Operational handover and documentation
- Transition to steady-state support

## Benefits

Structured cutover and stabilisation reduces risk and builds confidence after migration.

- Reduced risk during service cutover
- Improved confidence in migrated services
- Early detection and resolution of issues
- Verified data integrity and service functionality
- Clear rollback options if needed
- Smoother transition into live support
- Reduced operational disruption post-migration
- Faster stabilisation of migrated services
- Improved stakeholder confidence in cloud adoption
- Strong foundation for ongoing service improvement



# Cloud Security & DevSecOps

# Embedded DevSecOps

## Service

Our DevSecOps and Secure Delivery Pipelines service embeds security controls, assurance and risk management directly into modern delivery practices. We help organisations design and operate delivery pipelines that are secure by default, auditable and aligned with regulatory expectations, without slowing down teams or undermining DevOps principles.

We work with delivery, platform and security teams to integrate security controls throughout the software lifecycle. This includes automating security testing, managing secrets and credentials safely, enforcing policy through code and ensuring security considerations are addressed early rather than deferred to release gates.

Our approach supports public sector and NHS requirements, where assurance, traceability and risk management are critical. We design pipelines that produce evidence as a by-product of delivery, supporting activities such as audits, accreditations and external assurance without introducing manual overhead.

DevSecOps engagements can range from improving existing pipelines through to designing secure delivery patterns for new platforms and services. We prioritise pragmatic automation, clear ownership and knowledge transfer, enabling teams to maintain and evolve secure delivery practices independently over time.

## Features

This service delivers integrated security controls and automation within delivery pipelines, aligned to modern DevOps practices.

- Secure CI/CD pipeline design and implementation
- Automated security testing (code, dependencies, images)
- Secrets management and secure configuration handling
- Policy-as-code and compliance automation
- Infrastructure as Code security controls
- Integration of security tooling into developer workflows
- Secure promotion and release mechanisms
- Audit logging and evidence generation
- Alignment with organisational security policies
- Documentation and enablement for delivery teams

## Benefits

DevSecOps enables teams to deliver quickly while maintaining strong security and assurance.

- Security embedded into delivery rather than added at release
- Reduced risk of vulnerabilities reaching production
- Faster feedback on security issues during development
- Improved auditability and compliance evidence
- Consistent security controls across teams and services
- Reduced reliance on manual security checks
- Better collaboration between delivery and security teams
- Lower cost of fixing security issues earlier
- Greater confidence in frequent, automated releases
- Secure delivery practices that scale with the organisation

# Cyber Security Engineering

## Service

Our Cyber Security Architecture and Engineering service helps organisations design, implement and evolve secure systems that are resilient, compliant and appropriate to their risk context. We focus on embedding security into architectures and platforms from the outset, rather than relying on compensating controls or after-the-fact remediation.

We work with organisations to understand threat models, data sensitivity, regulatory obligations and operational constraints. From this, we design security architectures that balance protection, usability and maintainability. This includes securing cloud infrastructure, platforms, networks, identities and data flows across complex, multi-supplier and hybrid environments.

Our approach is aligned with public sector and NHS expectations, supporting recognised standards and frameworks while remaining pragmatic and delivery-focused. We design architectures that can be evidenced and assured, including support for accreditation, audit and risk management activities, without creating unnecessary operational burden.

Cyber Security Architecture and Engineering engagements can include advisory support, design assurance, hands-on implementation or remediation of existing environments. Throughout, we prioritise clarity, proportionality and knowledge transfer, enabling organisations to own and evolve their security posture as services and threats change.

## Features

This service delivers practical security architecture and engineering capabilities that protect services while supporting delivery and operations.

- Security architecture design for cloud and hybrid environments
- Threat modelling and risk assessment
- Identity, access and privilege management design
- Secure network segmentation and connectivity
- Data protection and encryption strategies
- Secure platform and infrastructure configuration
- Architecture assurance and design reviews
- Alignment with recognised security standards and policies
- Support for accreditation and assurance activities
- Documentation and security design artefacts

## Benefits

Cyber Security Architecture and Engineering provides strong, proportionate protection for modern digital services.

- Security built into systems by design
- Reduced exposure to cyber threats and vulnerabilities
- Clear understanding of security risks and mitigations
- Improved compliance with regulatory and assurance requirements
- Stronger protection of sensitive and patient-adjacent data
- Reduced reliance on reactive security controls
- Improved resilience of cloud and platform services
- Easier security assurance and audit processes
- Better alignment between security and delivery teams
- Security architectures that evolve with services and threats

# Security Operations Integration

## Service

Our Security Operations Integration service embeds security monitoring, detection and response into day-to-day service operations. We help organisations integrate security concerns into existing support, SRE and Remote Operations Centre models, ensuring security events are detected, triaged and responded to as part of normal operational workflows.

Rather than creating parallel security processes, we focus on integrating security signals into operational monitoring, incident management and on-call arrangements. This includes aligning security alerts with service severity models, ensuring clear ownership and escalation paths, and enabling responders to act confidently and proportionately.

The service is designed for public sector and NHS environments, where clarity, auditability and risk management are critical. We support integration with existing security tooling, observability platforms and incident response processes, ensuring security operations complement rather than disrupt service delivery.

Security Operations Integration can be delivered as part of a broader Secure or Support engagement, or as a targeted improvement to existing operations. We emphasise practical integration, knowledge transfer and continuous improvement, enabling organisations to maintain effective security operations without introducing unnecessary complexity.

## Features

This service integrates security monitoring and response into existing operational and support models.

- Integration of security alerts into operational monitoring platforms
- Alignment of security events with incident management processes
- Clear escalation paths for security-related incidents
- Coordination between security, support and engineering teams
- Integration with Remote Operations Centre workflows
- Secure handling and investigation of security events
- Incident response playbooks and runbooks
- Support for regulated and sensitive environments
- Post-incident security reviews and improvement actions
- Documentation and operational knowledge updates

## Benefits

Integrated security operations improve detection and response while minimising disruption to live services.

- Faster detection of security incidents
- Clear, consistent handling of security events
- Reduced risk of security issues escalating unnoticed
- Improved coordination between security and operations teams
- Faster, more confident security incident response
- Better visibility of security posture in live services
- Reduced duplication between security and support functions
- Stronger operational assurance for critical services
- Improved learning from security incidents
- Security embedded into everyday service operations

# Live Service Support

# Live Service Support

## Service

Our Live Service Support service provides structured, dependable support for cloud infrastructure, platforms and live digital services. We help organisations operate services safely, meet service level commitments and respond effectively to operational issues while maintaining compliance with public sector and NHS expectations.

We support services across cloud infrastructure, platforms and application layers, integrating with existing engineering, SRE and service management practices. Our approach focuses on stability, clarity and repeatability, ensuring services are supported consistently regardless of delivery model or supplier landscape.

Live Service Support is delivered using defined support models, service levels and escalation paths. We work with service owners to agree responsibilities, support hours and severity definitions, and ensure operational knowledge is captured and maintained. Where required, we support regulated environments with evidence-based processes, auditability and clear operational controls.

This service can be provided as part of a managed support arrangement or as a transition from delivery into live operations. We emphasise smooth handover, clear ownership and continuous improvement, enabling services to remain reliable and supportable as they evolve.

## Features

This service delivers structured operational support capabilities for live cloud and platform services.

- Support for cloud infrastructure and platform components
- Defined support hours, service levels and escalation paths
- Integration with delivery, SRE and engineering teams
- Clear incident logging and tracking processes
- Operational runbooks and support documentation
- Secure access and change controls
- Alignment with public sector assurance requirements
- Multi-supplier and shared service support models
- Knowledge base maintenance and updates
- Regular service reporting and reviews

## Benefits

Live Service Support enables organisations to operate cloud services reliably and with confidence.

- Stable, predictable operation of live services
- Faster response to operational issues
- Clear accountability and escalation routes
- Reduced risk of service disruption
- Improved confidence in service operability
- Consistent support across cloud and platform layers
- Better operational visibility and control
- Reduced burden on delivery teams
- Support models aligned to public sector expectations
- Smooth transition from build into live service operation

# Incident and Problem Management

## Service

Our Incident and Problem Management service provides structured processes and experienced support to manage service disruptions effectively and prevent their recurrence. We help organisations respond quickly to incidents, minimise user impact and learn systematically from failures to improve long-term service reliability.

Incident Management focuses on restoring normal service operation as quickly as possible. We provide clear severity definitions, escalation paths and communication practices, ensuring incidents are handled consistently and transparently. We integrate with existing on-call arrangements, live service support teams and engineering functions to coordinate effective responses.

Problem Management addresses the underlying causes of incidents. We support structured root cause analysis, trend identification and prioritisation of corrective actions. This ensures recurring issues are addressed systematically rather than repeatedly firefighted. Our approach balances operational pragmatism with the level of rigour expected in regulated public sector environments.

The service aligns with ITIL practices while remaining practical and lightweight. We integrate incident and problem management with SRE practices, observability tooling and change management, ensuring learning feeds back into delivery, platform and operational improvements.

## Features

This service delivers consistent, auditable approaches to handling incidents and preventing repeat failures.

- Incident triage and severity classification
- Defined escalation and communication processes
- Coordination of technical and operational responders
- Incident logging, tracking and status reporting
- Post-incident reviews and lessons learned
- Root cause analysis and problem identification
- Problem backlog management and prioritisation
- Integration with monitoring and alerting systems
- Alignment with ITIL and SRE practices
- Documentation and operational knowledge updates

## Benefits

Effective incident and problem management reduces disruption while improving service reliability over time.

- Faster restoration of services during incidents
- Reduced impact of outages on users and stakeholders
- Clear, consistent handling of operational issues
- Improved communication during service disruptions
- Reduced recurrence of known issues
- Better understanding of systemic service weaknesses
- Stronger operational accountability and ownership
- Improved confidence in live service operations
- Continuous improvement driven by real incidents
- Practices aligned to public sector and NHS expectations

# Continuous Improvement & Optimisation

## Service

Our Continuous Improvement and Optimisation service helps organisations systematically improve the reliability, performance, cost efficiency and operability of their cloud services over time. Rather than treating live services as static, we work with teams to establish feedback loops that turn operational insight into practical, prioritised improvements.

We draw on data from incidents, monitoring, observability and service performance to identify areas for optimisation. Improvements may relate to infrastructure efficiency, reliability, delivery practices, security posture or operational processes. We focus on changes that deliver measurable benefit while managing risk in live, regulated environments such as the NHS.

The service integrates closely with Live Service Support, SRE and delivery teams. We support structured improvement cycles, from identifying opportunities and agreeing priorities through to implementing and validating changes. Our approach is pragmatic and proportionate, avoiding heavy governance while maintaining the evidence and assurance expected in the public sector.

Continuous Improvement and Optimisation can be delivered as a standalone engagement or as part of an ongoing support arrangement. Throughout, we emphasise knowledge transfer and sustainable practices, enabling teams to continue improving services independently over time.

## Features

This service provides structured, data-driven approaches to improving live services without disrupting day-to-day operations.

- Analysis of incidents, alerts and operational data
- Identification and prioritisation of improvement opportunities
- Reliability, performance and resilience optimisation
- Cloud cost and resource optimisation
- Reduction of operational toil through automation
- Technical debt identification and remediation support
- Continuous improvement cycles aligned to live services
- Validation of improvements against agreed metrics
- Integration with delivery and support teams
- Documentation of improvements and outcomes

## Benefits

Continuous improvement ensures live services remain reliable, efficient and fit for purpose as demands change.

- Measurable improvements in service reliability and performance
- Reduced recurrence of operational issues
- Better use of cloud resources and reduced waste
- Improved service resilience over time
- Reduced operational toil for support and engineering teams
- Clear prioritisation of improvements based on evidence
- Lower risk of service degradation as systems evolve
- Increased confidence in long-running live services
- Stronger alignment between operations and delivery
- Sustainable improvement embedded into normal ways of working



# On-Call & Out-of-Hours Support

## Service

Our On-Call and Out-of-Hours Support service provides reliable, structured operational coverage outside standard working hours for live cloud and platform services. It is designed to integrate seamlessly with our Live Service Support, Operational Monitoring and Alerting, and Remote Operations Centre capabilities, providing a cohesive end-to-end support model.

We provide on-call coverage for incidents that require timely response, ensuring issues detected through monitoring, alerts or user reports are triaged and addressed appropriately. The service operates using agreed support models, severity definitions and escalation paths, with clear ownership and communication throughout the incident lifecycle.

Out-of-hours support is delivered by engineers familiar with the supported environments, tooling and services. We avoid generic call-centre models, instead focusing on informed responders who can diagnose issues effectively, coordinate with other teams and take proportionate action. This is particularly important in NHS and public sector contexts, where service continuity and risk management are critical.

The service can be tailored to service criticality and operational needs, including partial or full out-of-hours coverage. It integrates with incident management, observability platforms and continuous improvement practices to ensure learning from out-of-hours incidents feeds back into service improvement.

## Features

This service delivers dependable on-call and out-of-hours operational support as part of a wider remote operations and support model.

- On-call engineering coverage outside standard working hours
- Integration with Remote Operations Centre monitoring and alerting
- Agreed severity definitions and response targets
- Incident triage, coordination and escalation
- Secure remote access to cloud and platform environments
- Handover between out-of-hours and in-hours support teams
- Clear communication and status updates during incidents
- Alignment with incident and problem management processes
- Support for regulated and safety-critical services
- Documentation and runbooks for out-of-hours scenarios

## Benefits

On-call and out-of-hours support ensures critical services are protected beyond normal working hours.

- Timely response to critical incidents at any time
- Reduced impact of out-of-hours service disruptions
- Clear, predictable support coverage for live services
- Improved confidence in 24/7 service operation
- Faster incident resolution through informed responders
- Seamless integration with monitoring and remote operations
- Reduced risk for critical and patient-adjacent services
- Consistent handling of incidents regardless of time
- Better continuity between out-of-hours and in-hours teams
- Operational assurance for high-availability services

# Transition to Live Operations

## Service

Our Transition from Delivery to Live Operations service supports organisations in moving new or changed cloud services safely, smoothly and predictably into live operation. We help ensure services are operable, supportable and compliant before they are exposed to real users.

The service aligns delivery teams, operational support and service owners around a clear transition process. We work with teams to confirm that operational readiness has been achieved, including monitoring, alerting, incident response, documentation and support arrangements. This reduces the risk of service instability and avoids common handover failures between build and run phases.

Our approach is grounded in GDS service standards, ITIL-aligned service management practices, and DevOps principles. We focus on automation, shared ownership and early operational involvement, ensuring that operational considerations are addressed throughout delivery rather than deferred to the end.

Transition activities are proportionate to service risk and complexity. We support both new services and significant changes to existing services, including onboarding into Remote Operations Centres, on-call models and live service support. The outcome is a service that can be confidently operated, supported and improved from day one.

## Features

This service provides structured, standards-aligned support for transitioning services into live operation.

- Operational readiness assessments aligned to GDS standards
- Definition of live service support and on-call arrangements
- Monitoring, alerting and observability validation
- Incident and problem management readiness checks
- Operational documentation and runbook creation
- Knowledge transfer from delivery to support teams
- Alignment with ITIL service transition principles
- Integration of DevOps practices into operational handover
- Go-live coordination and transition support
- Post-transition review and improvement actions

## Benefits

Effective transition to live operations reduces risk and builds confidence in new services.

- Reduced risk during service go-live
- Clear operational ownership from day one
- Improved service stability after launch
- Faster response to early-life incidents
- Better alignment between delivery and support teams
- Compliance with GDS, ITIL and DevOps best practices
- Improved confidence for service owners and stakeholders
- Reduced operational surprises post-launch
- Smoother onboarding into support and remote operations
- Strong foundations for long-term service operation and improvement

We can facilitate transition-to-live for cross-border services by aligning with diverse regulatory and assurance regimes, including US Government ATO, EU cybersecurity certification, NIS2, and ISO/IEC 27001. We consolidate security, operational readiness, and risk management requirements across multiple jurisdictions (UK, US, EU) into a single operational model. This coherent approach minimises duplication, avoids control conflicts, and ensures confident compliance. This service is not supplied at SFIA rates due to the cost and complexity of cross-border operations.