



Demand & Capability – Service Definition

G-Cloud 15 Lot 3 Cloud Support

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IVARTY Consulting Ltd This service provides advisory support to shape demand for cloud initiatives and assess the capability required to govern, procure, and manage cloud services and cloud-enabled programmes.

The service is designed for UK public sector organisations seeking senior, specialist, pragmatic cloud advisory support to accelerate cloud adoption, optimise cloud investments, and build internal cloud capability.



Organisational Capability

IVARTY Consulting Ltd, established in 2017, operates a specialist boutique cloud advisory model focused exclusively on public sector cloud transformation. The company is led by co-directors **Steve Metcalfe** (technical cloud specialist with AWS certification and 15+ years infrastructure and architecture experience) and **Mary McLuskey MBA** (strategic transformation specialist with extensive UK public sector programme delivery experience). This dual-director model ensures both technical depth and strategic oversight in all advisory engagements.

IVARTY's delivery model is characterised by direct director involvement in all engagements, ensuring consistent quality, senior practitioner engagement, and strategic alignment. The company typically maintains 2 to 3 concurrent client engagements to preserve the senior specialist focus and ensure directors remain actively engaged in delivery rather than operating purely in oversight roles. This approach differentiates IVARTY from larger consultancies where junior consultants may deliver the majority of the work with limited senior involvement.

To address scaling requirements while maintaining quality standards, IVARTY has established a strategic partnership with **Brightwork Recruitment**, a UK-wide specialist technology recruitment business. This partnership enables rapid deployment of additional vetted cloud professionals (typically within 15 working days) when engagement requirements exceed IVARTY's core capacity. All resources sourced through Brightwork undergo IVARTY's standard onboarding process, work under director supervision, and are subject to the same quality assurance processes as core team members. Resources at the same SFIA level are charged at the same rate regardless of sourcing mechanism, ensuring pricing transparency and consistency.

Since 2017, IVARTY has delivered cloud advisory services across Scottish and UK public sector organisations including local authorities, central government departments, and health boards. This seven-year track record demonstrates organisational sustainability, proven delivery capability, and deep understanding of public sector operating context, budget constraints, governance requirements, and approval processes.

Service Scope

The cloud advisory service encompasses seven core service pillars, each addressing specific aspects of cloud adoption, optimisation, and maturity. The service is delivered through a combination of assessments, workshops, architecture design, strategic guidance, and knowledge transfer activities. All advisory outputs are documented, evidence-based, and designed to support customer decision-making and internal capability development.

Cloud Strategy and Planning

Strategic direction for cloud adoption aligned to business objectives

Cloud Architecture and Design

Technical architecture guidance using industry-standard frameworks

Cloud Migration and Transformation

Risk reduction and successful delivery of migration programmes

Cloud Cost Optimisation

Reduce expenditure while maintaining service quality

Cloud Governance and Operating Model

Policies, processes, and organisational structures

Cloud Security and Compliance

Securing environments and meeting regulatory requirements

Cloud Capability Development

Building internal capability to reduce external dependency

Cloud Strategy and Planning

Cloud strategy and planning services provide organisations with clear direction for cloud adoption aligned to business objectives and public sector operating constraints. This includes cloud vision development articulating the business case and strategic benefits of cloud adoption, cloud maturity assessment with capability gap analysis using the IVARTY Cloud Capability Maturity Model developed through seven years of public sector delivery experience, hybrid and multi-cloud strategy development addressing on-premise integration and vendor diversity requirements, and cost-benefit analysis including TCO modelling and financial case development.

Deliverables

Engagements in this area typically produce:

- Cloud strategy documents
- Roadmaps with phased implementation plans
- Business case materials supporting budget approval processes
- Procurement strategy guidance aligned to public sector frameworks and regulations

Cloud Architecture and Design

Cloud architecture and design services provide technical architecture guidance using industry-standard frameworks including AWS Well-Architected Framework, Microsoft Azure Well-Architected Framework, Google Cloud Architecture Framework, and TOGAF for enterprise architecture alignment.

Services Include

- Target architecture definition with logical and conceptual architecture views using ArchiMate or C4 Model notation
- Application portfolio analysis and cloud suitability assessment categorising applications using the 6Rs migration framework (Rehost, Replatform, Repurchase, Refactor, Retire, Retain)
- Hybrid cloud architecture design addressing connectivity, identity federation, and data residency requirements
- Cloud-native architecture patterns including microservices, serverless, containerisation, and event-driven architectures where appropriate

Deliverables

- Architecture decision records documenting key decisions and rationale
- Architecture diagrams and documentation using industry-standard notation
- Technical design guidance suitable for implementation teams
- Non-functional requirements specification covering performance, scalability, resilience, and security

Cloud Migration and Transformation

Cloud migration and transformation advisory services focus on risk reduction, cost management, and successful delivery of cloud migration programmes.

Services Include

- Migration readiness assessment evaluating organisational capability, technical dependencies, skills gaps, and change readiness
- Migration planning and roadmap development prioritising applications based on business value, technical complexity, and risk factors
- Migration wave planning with detailed sequencing considering dependencies, resource availability, and business continuity requirements
- Risk assessment and mitigation strategy development addressing technical risks, data migration challenges, business continuity, and rollback planning

Outputs Include

- Migration readiness reports with capability gap analysis and remediation recommendations
- Detailed migration roadmaps with phased wave plans
- Technical migration guides providing prescriptive guidance for common migration patterns
- Dependency mapping identifying technical and business dependencies between applications and infrastructure components

Cloud Cost Optimisation

Cloud cost optimisation services help organisations reduce cloud expenditure while maintaining or improving service quality.

Cloud Cost Analysis

Examining current spending patterns, usage trends, and cost allocation across departments or services

Rightsizing Recommendations

Identifying over-provisioned resources and opportunities for instance type optimisation

Reserved Instance and Savings Plan Strategy

Providing guidance on commitment-based discount mechanisms

Resource Scheduling and Automation

Identifying opportunities for non-production environment scheduling and automated resource management

Waste Elimination

Identifying unused resources, orphaned storage, and redundant services

Deliverables

- Cost optimisation reports with quantified savings opportunities and implementation priorities
- Rightsizing recommendations with specific instance type changes and expected savings
- Purchasing strategy guidance for reserved instances or savings plans
- Implementation roadmaps prioritising optimisation activities by effort versus impact

Cloud Governance, Security, and Capability Development

Cloud Governance and Operating Model

Cloud governance and operating model services establish the policies, processes, and organisational structures required for effective cloud management. Services include cloud governance framework development defining policies for resource provisioning, cost management, security controls, and compliance requirements, cloud operating model design establishing roles, responsibilities, and decision-making authorities aligned to RACI principles, cloud centre of excellence (CCoE) establishment providing guidance on structure, charter, and initial backlog for organisations establishing internal cloud capability centres, and policy and standards development creating prescriptive technical standards, naming conventions, tagging strategies, and configuration baselines.

Deliverables include: governance policy documentation suitable for approval through organisation governance boards, operating model documentation with role descriptions, RACI matrices, and process flows, CCoE establishment guidance including terms of reference and initial capability development roadmap, and technical standards and policy catalogues providing prescriptive guidance for cloud resource configuration and management.

Cloud Security and Compliance

Cloud security and compliance services provide guidance on securing cloud environments and meeting regulatory requirements relevant to UK public sector organisations. Services include cloud security assessment using framework-aligned approaches such as AWS Security Hub, Azure Security Center, and CIS Cloud Benchmarks, identity and access management (IAM) architecture design establishing least-privilege access controls, multi-factor authentication, and privileged access management, data protection and encryption strategy addressing encryption at rest and in transit, key management, and data residency requirements, and compliance framework mapping addressing UK GDPR, government security classifications, NHS Digital Toolkit where applicable, and sector-specific regulatory requirements.

Deliverables include: security assessment reports with prioritised remediation recommendations and residual risk analysis, IAM architecture design documentation suitable for implementation teams, data protection policy guidance aligned to UK GDPR and organisational data classification schemes, and compliance mapping documentation demonstrating how cloud architecture and controls address regulatory requirements.

Cloud Capability Development

Cloud capability development services focus on building internal organisational capability to reduce long-term dependency on external advisory support. Services include skills gap analysis assessing current team capabilities against required cloud competencies, knowledge transfer planning designing structured knowledge transfer approaches embedded within advisory engagements, cloud training needs assessment identifying appropriate training paths and certification programmes for different roles, and organisational change management guidance supporting the cultural and process changes required for effective cloud adoption.

Deliverables include: skills assessment reports with capability heat maps and development recommendations, knowledge transfer materials including documentation, recorded workshops, and hands-on guidance sessions, training pathway recommendations aligned to vendor certification programmes and organisational role requirements, and change management guidance supporting stakeholder engagement and adoption activities.

Out of Scope

This service provides advisory guidance only and does not include hands-on implementation, operational delivery, or managed services.



Specifically, the service does not include:

- **Cloud infrastructure provisioning or configuration** (advice on what to build, not the building itself)
- **Application development or modification** (guidance on architecture, not code development)
- **Ongoing operational support or managed services** (advice on operating models, not day-to-day operations)
- **Programme management** (advisory support to programmes, not programme management office functions)
- **DevOps pipeline implementation** (guidance on CI/CD approaches, not pipeline builds)

Customers requiring implementation or operational capabilities should engage separate suppliers with implementation expertise. IVARTY can provide recommendations for implementation partners where requested.

In summary, Workforce optimisation or restructuring^{***} • HR strategy or organisational design unrelated to cloud is out of scope.

Resource Profiles

IVARTY provides cloud advisory resources aligned to the Skills Framework for the Information Age (SFIA). Each resource role is mapped to appropriate SFIA levels based on the autonomy, influence, complexity, and business skills criteria defined in the framework. The following table details the resource profiles available through this service:

Role	SFIA Level	Typical Activities and Responsibilities
Cloud Advisory Director	6-7	Provides senior oversight and strategic direction for complex cloud transformation initiatives. Responsibilities include engagement with senior stakeholders (CIOs, Directors) to align cloud strategy with organisational objectives, quality assurance and technical review of all advisory deliverables, resolution of complex technical or strategic challenges requiring deep expertise, guidance on organisation-wide cloud governance and operating model design, and mentoring and capability development of customer teams. Activities are characterised by high autonomy, significant organisational influence, and responsibility for strategic outcomes rather than tactical delivery.
Cloud Architect	6	Leads technical architecture design for cloud solutions and migration programmes. Responsibilities include development of target cloud architectures aligned to business requirements and technical constraints, leadership of architecture assessment activities including application portfolio analysis and cloud suitability evaluation, design of hybrid cloud integration patterns addressing on-premise connectivity and data exchange requirements, specification of non-functional requirements covering performance, security, resilience, and scalability, and production of architecture documentation and decision records suitable for implementation teams. Works with substantial autonomy and influences technical direction across multiple workstreams or programmes.
Business Engagement Manager	5-6	Coordinates day-to-day engagement delivery and customer interaction. Responsibilities include liaison with customer stakeholders to schedule activities and coordinate access to required personnel and systems, progress tracking against engagement plans and identification of delivery risks or issues, coordination of internal resources and management of workstream dependencies, facilitation of workshops and working sessions, and preparation of progress reports and status updates for customer governance forums. Operates with defined authority to make day-to-day decisions while escalating strategic or significant issues to the Cloud Advisory Director.
Cloud Consultant	5	Conducts cloud assessments, develops governance frameworks, and provides specialist advisory support. Responsibilities include execution of cloud maturity assessments using structured frameworks and producing capability gap analysis, development of cloud governance policies and technical standards aligned to industry best practices and organisational requirements, analysis of cloud cost and usage data to identify optimisation opportunities and produce rightsizing recommendations, evaluation of cloud migration approaches and production of migration wave plans with dependency mapping, and development of security and compliance guidance aligned to UK public sector regulatory requirements. Works under supervision of Cloud Architect or Cloud Advisory Director with increasing autonomy as expertise develops.
Cloud Business Analyst	5	Elicits business requirements and translates them into cloud solution requirements. Responsibilities include stakeholder interviews and workshops to understand business needs and constraints, documentation of business requirements and user stories aligned to agile delivery approaches where applicable, process mapping and analysis to understand current state and design future state cloud-enabled processes, development of business cases and benefits realisation plans supporting investment approval processes, and stakeholder analysis and communication planning to support cloud adoption change management activities. Works collaboratively with Cloud Architects and customer business stakeholders to ensure technical solutions address business needs.

All resources at the same SFIA level are charged at the same day rates regardless of sourcing mechanism (core team, associate network, or Brightwork partnership). Specific resource allocation and SFIA level assignments are confirmed in the Statement of Work for each engagement based on the complexity of requirements and the nature of deliverables.

Specialist IVARTY Consulting role titles are mapped to the closest equivalent Digital Marketplace roles for pricing purposes, based on SFIA level and responsibility.

Engagement Process

IVARTY follows a structured four-stage engagement process designed to ensure clear expectations, effective delivery, and measurable outcomes. This process applies to all cloud advisory engagements regardless of size or complexity, with stage activities scaled appropriately to the engagement scope.



Cloud Platform Capability

IVARTY maintains specialist technical capability across AWS and Microsoft Azure, the two dominant cloud platforms in UK public sector deployments. Platform expertise is evidenced through certifications, hands-on delivery experience, and comprehensive tooling knowledge. IVARTY is pursuing AWS Partner Network membership to formalise the partnership relationship while maintaining vendor independence in advisory positioning.

Amazon Web Services (AWS)

AWS capability is anchored by Steve Metcalfe's AWS Certified Solutions Architect certification and extensive experience across compute (EC2, Lambda, ECS, EKS), storage (S3, EBS, EFS), networking (VPC, Direct Connect, Transit Gateway), and database services (RDS, DynamoDB, Aurora). IVARTY provides guidance aligned to the AWS Well-Architected Framework covering operational excellence, security, reliability, performance efficiency, cost optimisation, and sustainability pillars.

Tooling expertise includes: infrastructure as code using Terraform and AWS CloudFormation, CI/CD pipelines using AWS CodePipeline, GitLab, and GitHub Actions, monitoring and observability using CloudWatch, CloudTrail, and third-party tools including Datadog and New Relic, security management using Security Hub, GuardDuty, IAM Access Analyzer, and Config, and cost management using Cost Explorer, Cost Anomaly Detection, CloudHealth, and Cloudability.

Microsoft Azure

Azure capability covers compute (Virtual Machines, App Service, Azure Functions, AKS), storage (Blob Storage, Azure Files), networking (Virtual Network, ExpressRoute, Azure Firewall), and database services (Azure SQL Database, Cosmos DB). IVARTY provides guidance aligned to the Microsoft Azure Well-Architected Framework addressing reliability, security, cost optimisation, operational excellence, and performance efficiency.

Tooling expertise includes: infrastructure as code using Terraform, ARM Templates, and Bicep, CI/CD using Azure DevOps and GitHub Actions, monitoring using Azure Monitor, Application Insights, and Log Analytics, security using Security Center, Sentinel, Azure Policy, and Key Vault, and cost management using Cost Management and Billing, Azure Advisor, and third-party FinOps tools.

Hybrid Cloud and On-Premise Integration

Many public sector organisations operate hybrid environments combining cloud platforms with on-premise infrastructure. IVARTY provides guidance on connectivity patterns using VPN and dedicated connections, identity federation using Active Directory integration and SAML-based single sign-on, data synchronisation and replication strategies, and workload portability considerations for organisations seeking to avoid vendor lock-in. Hybrid cloud guidance recognises the practical reality that public sector cloud adoption is typically evolutionary rather than revolutionary, with extended periods of hybrid operation.

Platform Limitations and Honesty

IVARTY does not currently maintain core Google Cloud Platform (GCP) capability within the core team. Where customer requirements include GCP-specific guidance, IVARTY can source GCP specialists through the Brightwork partnership or through trusted associate arrangements. The team is evaluating the Google Cloud Professional Cloud Architect certification to address growing market demand for multi-cloud expertise. This honest disclosure of capability boundaries reflects IVARTY's commitment to transparent customer relationships and ensures customers can make informed decisions about supplier selection.

Quality Assurance and Evidence of Capability

Quality Assurance

All advisory deliverables are subject to internal quality assurance before submission to the customer. Technical deliverables including architecture designs, migration plans, and technical assessments are peer-reviewed by a Cloud Advisory Director not directly involved in day-to-day delivery to ensure objectivity, technical rigour, and alignment to industry best practices. Quality assurance reviews verify that deliverables are evidence-based, aligned to customer context and constraints, consistent with industry frameworks (AWS Well-Architected, Azure Well-Architected, TOGAF, CIS Benchmarks), and suitable for the intended audience and purpose.

IVARTY maintains Professional Indemnity Insurance covering errors and omissions in advisory services. The company operates in accordance with ISO 27001 principles for information security management and holds Cyber Essentials certification demonstrating baseline cybersecurity controls.

Evidence of Capability

The following anonymised case studies demonstrate IVARTY's public sector cloud advisory delivery experience and the practical outcomes achieved for customers:

Case Study 1: Scottish Local Authority Cloud Migration Readiness

Customer Context: Large Scottish local authority with over 120 applications hosted in on-premise data centres facing end-of-life infrastructure and seeking to reduce capital expenditure through cloud adoption.

IVARTY Activity: Conducted comprehensive application portfolio analysis assessing cloud suitability using the 6Rs migration framework. Developed 18-month phased migration roadmap prioritised by business value and technical complexity. Provided TCO modelling comparing on-premise versus cloud costs over 5-year horizon.

Outcomes: Identified 23% TCO reduction opportunity through rightsizing, reserved instance commitments, and retirement of redundant applications. Migration roadmap approved by IT Governance Board and used as basis for budget planning and procurement. Three migration waves completed to date with further phases in delivery.

"IVARTY provided pragmatic cloud migration guidance that our team could actually implement. The roadmap became our blueprint for the entire transformation programme." — Head of IT, Scottish Local Authority

Case Study 2: Central Government AWS Well-Architected Review

Customer Context: UK central government department operating citizen-facing services on AWS seeking independent architecture review ahead of major service expansion.

IVARTY Activity: Conducted AWS Well-Architected Review across all six pillars (operational excellence, security, reliability, performance efficiency, cost optimisation, sustainability). Performed detailed analysis of 15 production workloads. Provided prioritised remediation roadmap with high, medium, and low-risk findings.

Outcomes: Identified critical security misconfiguration in IAM policies preventing privilege escalation risk. Recommended reserved instance strategy delivering £87,000 annual savings. Architecture improvements implemented prior to service expansion preventing performance bottlenecks.

"The independent review gave us confidence our architecture could handle the planned service expansion. The cost savings funded the remediation work." — Cloud Architect, Central Government Department

Case Study 3: Scottish Health Board Hybrid Cloud Strategy

Customer Context: NHS Scotland Health Board with complex on-premise clinical systems and data residency requirements seeking cloud adoption strategy aligned to NHS Digital Toolkit requirements.

IVARTY Activity: Developed hybrid cloud strategy accommodating clinical system constraints and patient data sensitivity. Provided architecture patterns for secure integration between on-premise clinical systems and cloud-based corporate applications. Mapped NHS Digital Toolkit compliance requirements to Azure and AWS control frameworks.

Outcomes: Three-year cloud adoption strategy approved by NHS Scotland. Cloud governance policies established aligned to health sector regulatory requirements. Pilot migration of non-clinical systems completed demonstrating viability of hybrid approach.

"IVARTY understood our health sector constraints and regulatory requirements. The strategy balanced innovation with patient data protection." — Director of Digital Services, NHS Scotland Health Board

Social Value, Security, and Independence

Social Value Commitments

IVARTY delivers measurable social value through environmental sustainability, charitable partnerships, equality diversity and inclusion commitments, and skills development focus. Environmental sustainability is achieved through remote-first delivery minimising travel requirements, with approximately 45,000 miles travel avoided annually compared to traditional on-site delivery models, reducing carbon emissions by an estimated 12 tonnes CO2 equivalent annually. Where customer facilities or on-site attendance is specifically required, IVARTY uses public transport where practical and consolidates on-site days to minimise overall travel impact.

Charitable partnerships include nominated charities Down's Syndrome Scotland and Oor Club (Inverclyde-based charity supporting people with additional needs), with over £12,000 contributed since 2019 through direct donations and fundraising activities. IVARTY operates a comprehensive Equality, Diversity, and Inclusion (EDI) policy subject to annual review, with the Brightwork partnership including specific commitments to diverse candidate pools when sourcing additional resources. The company is a member of Scotland Against Modern Slavery (SAMS) and operates in accordance with Modern Slavery Act requirements.

Skills development and knowledge transfer are embedded within all advisory engagements to build customer capability and reduce long-term dependency on external support. Directors provide pro-bono mentoring to individuals entering the technology sector and exploring university partnership opportunities for student placements to support next-generation skills development. IVARTY operates as a Real Living Wage employer.

Engagement-specific social value commitments are detailed in individual Statements of Work where customers have specific social value priorities or measurement requirements. IVARTY welcomes discussion of additional social value opportunities aligned to customer priorities and organisational capabilities.

Security and Compliance

IVARTY Consulting Ltd holds Cyber Essentials certification demonstrating implementation of baseline cybersecurity controls aligned to UK National Cyber Security Centre (NCSC) guidance. The company operates in accordance with ISO 27001 principles for information security management including risk assessment, access control, incident management, and business continuity.

Personnel undergo security vetting appropriate to customer requirements. Directors and core team members hold or can obtain Baseline Personnel Security Standard (BPSS), Security Check (SC), or Developed Vetting (DV) clearance as required. Clearance processing timescales are typically 4 to 6 weeks for BPSS, 8 to 12 weeks for SC, and 18 to 26 weeks for DV. Resources sourced through the Brightwork partnership undergo the same security vetting processes with clearance costs included in day rates.

Data protection practices comply with UK GDPR requirements. Customer data accessed during advisory engagements is processed lawfully, fairly, and transparently, retained only for the duration required to deliver agreed services, and securely disposed of upon engagement completion unless otherwise agreed. IVARTY does not transfer customer data outside the United Kingdom without explicit customer consent and contractual safeguards.

IVARTY maintains Professional Indemnity Insurance providing cover for errors and omissions in professional advisory services, and Employers Liability Insurance as required by UK law. Insurance certificates are available on request. The company is registered with the Information Commissioner's Office (ICO) as a data controller.

Conflict of Interest and Independence

IVARTY operates an independent, vendor-agnostic advisory model. The company does not receive referral fees, commission, or other financial incentives from cloud platform vendors, software vendors, or implementation partners. Advisory recommendations are based solely on customer requirements, technical suitability, cost-effectiveness, and alignment to public sector context. Where implementation partners are recommended, customers are informed of any pre-existing commercial relationships. This independence enables IVARTY to provide objective guidance aligned to customer interests rather than vendor commercial objectives.

Constraints, Dependencies, and Contractual Framework

Constraints and Dependencies

Effective delivery of cloud advisory services depends on several customer-provided enablers and external factors. Customer dependencies include timely access to required personnel for interviews, workshops, and validation activities, access to documentation including current state architecture, configuration details, and cost data, access to cloud environments and systems for assessment activities where applicable, and timely provision of data extracts or configuration exports required for analysis.

Resource availability is managed through advance planning with typical lead times of 10 working days for standard engagements and 15 working days where additional resources are required through the Brightwork partnership. Security clearance processing timescales (4 to 6 weeks for BPSS, 8 to 12 weeks for SC, 18 to 26 weeks for DV) are outside IVARTY control and must be factored into engagement planning where clearances are required.

Advisory services provide guidance and recommendations only. Implementation of recommendations remains a customer responsibility or requires engagement of separate implementation suppliers. IVARTY can provide recommendations for implementation partners where requested but does not provide hands-on implementation services. This boundary ensures advisory objectivity and prevents conflicts of interest between advisory and implementation roles.

Contractual Framework

Services are delivered under the CCS G-Cloud 15 Framework Agreement supplemented by engagement-specific Call-Off Contracts and Statements of Work. The contractual hierarchy is Framework Agreement, Call-Off Contract, Statement of Work, Pricing Document, Service Definition. Each Statement of Work specifies engagement scope, deliverables, timescales, resource allocation, acceptance criteria, and commercial terms. Variations to agreed scope are managed through formal change control documented in writing.

Payment terms follow G-Cloud 15 Framework provisions with invoicing typically on monthly arrears basis for time and materials engagements or on deliverable acceptance for fixed-price engagements. Standard payment terms are 30 days from invoice date.

Intellectual property in deliverables created specifically for the customer (reports, architecture designs, documentation) is assigned to the customer on full payment. IVARTY retains intellectual property in pre-existing materials, methodologies, and frameworks (including the IVARTY Cloud Capability Maturity Model) with customers granted a licence to use such materials for internal purposes.

Statutory and regulatory compliance includes UK GDPR for data protection, Health and Safety at Work Act 1974 where applicable, Equality Act 2010 for equality and discrimination provisions, Modern Slavery Act 2015, and relevant tax obligations including VAT registration and PAYE for employed personnel.

Dispute resolution follows the CCS G-Cloud 15 Framework provisions with escalation to senior management and, if unresolved, mediation or adjudication as specified in framework terms. IVARTY is committed to collaborative problem resolution and has not been subject to formal dispute proceedings since establishment in 2017.

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