



OPTIMISE
ENGINEERING

G-Cloud 15 Service Definition Document

IBM® Engineering
Lifecycle Management
on SaaS





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Enabling public sector engineering teams to respond to challenges associated with increasingly complex system design, acquisition, test and maintenance needs.

Public sector organisations delivering complex digital and engineering services require secure, scalable cloud platforms to manage requirements, architecture and delivery at scale. Our consultancy focuses on the delivery and operation of IBM® Engineering Lifecycle Management (ELM®) as a Software-as-a-Service (SaaS) solution, hosted and managed to meet public systems engineering, security and compliance needs.

As an IBM Gold Partner, our specialist technical team has extensive experience implementing IBM® ELM® in cloud environments, enabling public sector teams to adopt and enhance Systems Engineering and Systems Thinking across the full service and product lifecycle. We support configuration, integration, migration and optimisation of IBM® ELM®, aligned to Agile, DevOps and government digital standards.

We provide IBM® ELM® SaaS delivery, tooling, training and specialist services that accelerate adoption, reduce delivery risk and improve service quality for public sector organisations.



Service Scope

A Simple Overview of the Service

This service provides IBM® Engineering Lifecycle Management (ELM®) as a fully managed Software-as-a-Service (SaaS) platform for public sector organisations delivering complex digital, engineering and regulated programmes. The service enables secure management of requirements, architecture, modelling, testing, change control and end-to-end traceability within a resilient cloud environment.

The platform is hosted, operated and supported as a cloud service, removing the need for buyers to manage infrastructure, patching or upgrades. The service supports Agile, DevOps and Systems Engineering delivery models aligned to UK government digital standards.





OPTIMISE ENGINEERING

Who This Service is For

Designed for Complex Public Sector Delivery

IBM® Engineering Lifecycle Management (ELM) is ideally suited to public sector organisations delivering complex, regulated and multi-supplier programmes where traceability, assurance and governance are critical. The platform supports teams that need to manage changing requirements, demonstrate compliance, coordinate across organisational boundaries and maintain full lifecycle visibility.



**Central
Government**



**Transport, Infrastructure
& Utilities**



**Defence, Security &
Critical Systems**



**Health & Public
Services**

Delivery Teams & Roles

- Programme and Delivery Managers
- Systems and Solution Architects
- Product Owners and Business Analysts
- Test and Assurance Teams
- Governance, Risk and Compliance Teams
- Supplier and Commercial Managers



IBM® Engineering Lifecycle Management

Platform Components Overview

IBM® Engineering Lifecycle Management (ELM) is a powerful, enterprise-grade application suite for managing the full lifecycle of complex digital systems, products and services. It combines specialist tools for requirements management, delivery workflow, testing, reporting and lifecycle governance into a single integrated platform.

ELM provides advanced traceability, configuration control, impact analysis and auditability, enabling teams to maintain visibility and control across large-scale and regulated programmes. Tight integration eliminates data silos and supports consistent decision-making across the lifecycle.

The platform supports Systems Engineering, Agile and DevOps delivery models and integrates with enterprise platforms and digital toolchains using open standards and APIs. Delivered through a managed cloud service, ELM provides a scalable foundation for managing complexity, improving quality and reducing delivery risk.

The following components collectively provide a scalable, secure foundation for delivering complex public sector programmes with confidence, transparency and control.



IBM® Engineering Lifecycle Management Platform Components Overview



Requirements Management with DOORS® Next

Capture, structure and manage requirements across programmes with full version control, traceability and change impact analysis. Supports collaborative reviews, baselining and audit-ready governance.



System Design with Rhapsody

Supports systems modelling and architecture design, linking system models to requirements and verification to strengthen end-to-end traceability.



Workflow Management with Engineering Workflow Management (EWM)

Plan, track and manage work using Agile and DevOps practices. Provides backlog management, workflow automation, dependency tracking and real-time delivery visibility across multiple teams



Test Management with Engineering Test Management

Manage manual and automated testing across the lifecycle. Enables traceability between requirements, tests and defects, supporting quality assurance, release readiness and compliance reporting.



Reporting & Publishing with Lifecycle Management

Generate controlled documents and dashboards directly from live lifecycle data. Supports automated reporting, evidence generation and governance documentation.



Integration & Traceability with OSLC

All tools are integrated using open standards and APIs, enabling end-to-end traceability across requirements, delivery, testing and releases, and integration with enterprise systems.

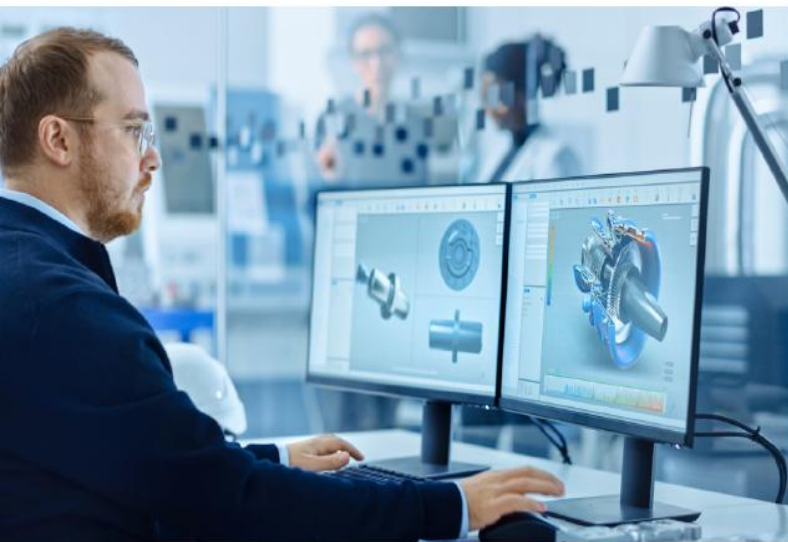


OPTIMISE ENGINEERING

Cloud Delivery Model

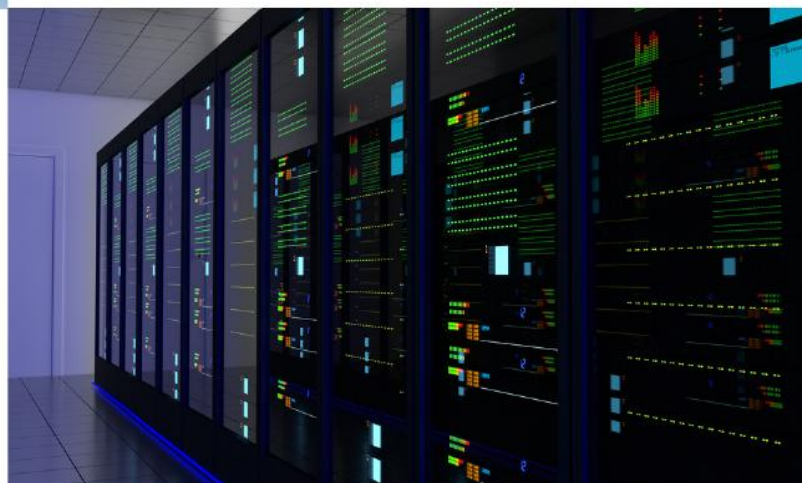
Secure, Scalable Delivery of IBM® ELM

IBM® Engineering Lifecycle Management (ELM) is delivered as a fully managed cloud service, providing secure, resilient access to enterprise lifecycle tooling without infrastructure overhead. The platform supports rapid onboarding, elastic scaling and secure collaboration for distributed teams.



Security is embedded throughout the service, including encryption, role-based access control, audit logging and continuous monitoring. Resilient hosting architecture provides redundancy, backup and recovery, with disaster recovery available by agreement.

The service is accessed through supported web browsers with no local installation required. Open APIs enable integration with enterprise platforms and delivery toolchains.





Security & Compliance

Built-in-Protection, Proven Assurance

IBM® Engineering Lifecycle Management (ELM) SaaS is designed to meet the security, resilience and assurance expectations of public sector organisations. Security controls are embedded across the platform, infrastructure and operational processes.

The service is hosted in accredited cloud data centres that comply with recognised security standards and assurance frameworks. Security governance includes formal incident management, change control and operational monitoring processes

Security Capabilities include:

- 1 Encryption in transit and at rest
- 2 Role-based access control and audit logging
- 3 Multi-factor authentication and identity integration
- 4 Continuous monitoring and vulnerability management
- 5 Regular penetration testing
- 6 Secure backup and disaster recovery
- 7 Data Sanitisation and secure deletion processes



Accessibility

Inclusive Access for Diverse User Needs

IBM® Engineering Lifecycle Management (ELM) SaaS is accessed through a supported web browser and is designed to support common assistive technologies and accessibility features. The service works with keyboard navigation, screen readers and browser-based zoom and display settings, helping users interact with records, workflows and reporting without requiring local software installation.

Authorised users can create, update and review lifecycle records, participate in approvals, run reports and access audit information using assistive technology. Role-based permissions ensure users only see and act on information appropriate to their role.

The service is primarily designed for desktop and laptop use and is not optimised for mobile devices. Some complex dashboards, visualisations or drag-and-drop interactions may have limited accessibility depending on browser and assistive software.

Accessibility considerations and reasonable adjustments can be discussed during onboarding to ensure users can access the service effectively.



Onboarding, Training & Delivery Partnership

Accelerating Adoption, Reducing Risk, Maximising Value

The service provides a structured onboarding process to enable rapid and secure adoption. This includes environment provisioning, user access configuration, workflow setup and validation of security and integration requirements.

Optimise Engineering offers training for administrators and end users through remote or onsite sessions, supported by user guides, online documentation and knowledge resources. Role-based enablement supports rapid capability development.

Ongoing support is provided through a service desk with incident management, maintenance communication and escalation management.

Optional enhanced support and technical account management can be provided where required.

Why Customers Choose Our Delivery Partnership

- Faster Time to Value
- Reduced Implementation Risk
- Proven Systems Engineering Expertise
- Practical Governance and Assurance Models
- Sustainable Capability Transfer
- Scalable Delivery Support



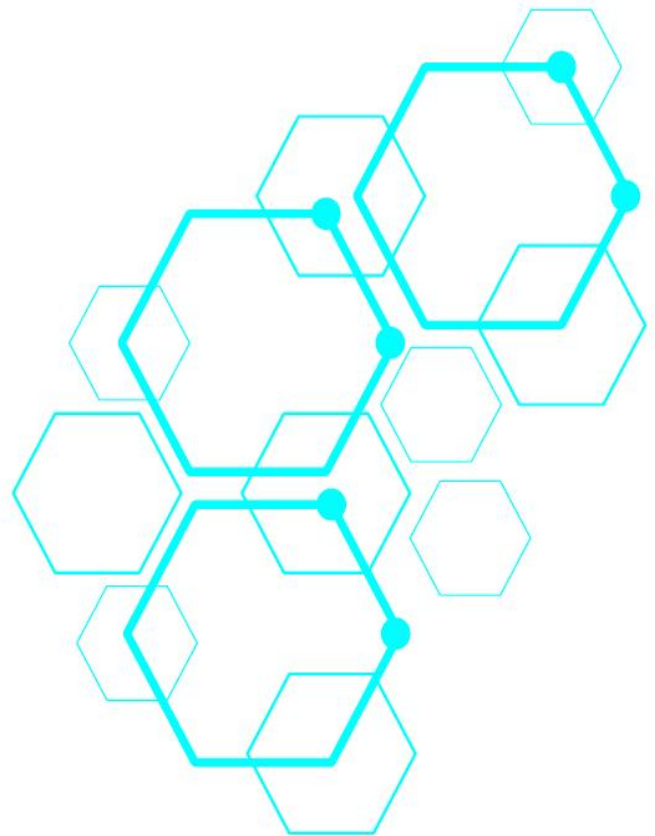
Data Management & Exit

Your Data, Always Under Your Control

Buyers retain full ownership of their data. Data is stored securely and protected through encryption, access controls and backup processes.

Users can export data using built-in tools and APIs in standard formats to support reporting, migration and long-term retention. At contract end, buyers are supported to complete data extraction during an agreed offboarding period.

Following offboarding, environments are securely decommissioned and all customer data is permanently deleted in accordance with contractual and data protection requirements.





Open Standards Integration with OSLC

Connect Seamlessly Across Your Digital Ecosystem

IBM® Engineering Lifecycle Management (ELM) is built on open integration standards, with Open Services for Lifecycle Collaboration (OSLC) providing the primary mechanism for connecting tools, data and delivery pipelines across the lifecycle.

OSLC enables federated linking and data exchange between requirements, delivery, test and design tools without duplicating data or creating tight system coupling. This supports end-to-end traceability, impact analysis and consistent governance across complex multi-tool and multi-supplier environments.

Access is secured through authenticated endpoints and role-based permissions. Integration documentation and reference material are available, and non-production environments can be provided by agreement to support safe integration development and validation.

Optional integration support services are available where required.



Measurable Value for Public Sector Delivery

Faster Delivery with Confidence

Accelerate complex programmes without
sacrificing governance or quality.

End-to-End Tracability

Connect requirements, delivery, testing and design in a single auditable lifecycle.

Built in Assurance & Compliance

Generate evidence automatically for audits, safety and regulatory needs.

Reduced Delivery Risk

Identify impacts early, manage change safely and improve decision-making.

Scalable for Long-Term Programmes

Grow from pilot to enterprise without replatforming or disruption.



Service Summary

Everything You Need at a Glance

Service Name	IBM® Engineering Lifecycle Management (ELM) SaaS
Framework	G-Cloud 15
Who Benefits	For organisations that need visibility, control and confidence when delivering complex programmes.
Service Overview	Enterprise lifecycle management platform enabling end-to-end tracability, governance and delivery across complex digital and engineering programmes.
Core Capabilities	Requirements management, workflow and delivery management, test management, systems modelling (Rhapsody), reporting and lifecycle optimisation.
Delivery Model	Fully managed cloud service accessed via supported web browsers.
Security	Encryption in transit and at rest, role-based access control, audit logging, monitoring and vulnerability management.
Accessibility	Supports keyboard navigation, screen readers and browser accessibility features. Desktop and laptop optimised.
Integration	Open standards-based integration using OSLC.
Support Options	Standard product support included. Optional value-added onboarding, training and advisory services available.
Data Ownership & Exit	Buyers retain ownership of all data. Data export supported in open formats with secure deletion at contract end.



Document Information

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