

Service 3 – Cloud, Platform and Engineering Enablement

Service description

Glowar provides cloud, platform and engineering enablement to help public sector organisations establish effective ways of working, standards and capabilities. The service focuses on enabling teams to adopt modern cloud, platform and DevOps practices, improving delivery flow, reliability and consistency without taking on operational responsibility for platforms or services.

What's included

- Cloud, platform and engineering capability assessment
- Definition of engineering standards and ways of working
- Enablement of DevOps and platform operating models
- Guidance on CI/CD, automation and cloud-native practices
- Platform team and responsibility model design
- Secure-by-design and compliant engineering enablement
- Coaching and support for engineering and platform leaders
- Alignment of platform, product and delivery teams

What's not included

- Managed or operational platform services
- Software licensing or tooling provision
- Ongoing engineering or on-call support
- Incident management or service desk functions
- Direct implementation ownership of platforms or pipelines

Service constraints

The service is primarily delivered remotely and is dependent on access to relevant engineering, platform and delivery teams, documentation and

stakeholders. On-site engagement can be provided by agreement where required. The service is focused on enablement and advice rather than hands-on operational delivery.

Security

The service is delivered in line with UK GDPR and public sector security expectations. Personnel involved in delivery meet Baseline Personnel Security Standard (BPSS) requirements. The service aligns to client security policies, engineering standards and governance frameworks and typically involves minimal personal data.

Support

Support is provided as part of agreed engagements through scheduled meetings, workshops and written outputs. The service does not include ongoing operational support, helpdesk services or incident response.

Pricing model

The service is provided on a time and materials basis using published day rates, with optional fixed-price enablement or assessment phases agreed in advance.