

Site Reliability Engineering Service G-Cloud 15





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1 Service Overview

Capgemini's Site Reliability Engineering Service can:

- Provide consulting support to facilitate the development of Site Reliability Engineering Strategies
- Provide an assessment of current Site Reliability Engineering capability and maturity with advice and guidance on how to incrementally develop capability to match current standard practices and identify high-impact improvement areas. We provide actionable guidance to incrementally evolve capabilities, while measuring and demonstrating the value of SRE across the organisation.
- Establish SRE practices within new or existing environments, ensuring alignment with delivery goals and operational needs
- Build scalable, centralised SRE and platform engineering capabilities to support cross-functional teams and drive consistency.
- Run a dynamic, effective Site Reliability Engineering capability across one or more delivery teams
- Scale Reliability Engineering capability throughout the entire organisation, blending with existing operating models to help deliver incremental improvement.

Capgemini's SRE Service can provide guidance on, and implementation of, ways of working, practices and processes, in conjunction with a variety of open-source technologies to support the development of new, and the improvement of existing, Site Reliability Engineering capability. This can facilitate the creation of a variety of best practices, tooling and automation, supporting concepts such as observability, governance, infrastructure-as-code, serverless architecture, infrastructure and software-defined networking.

The advisory elements of the service help clients identify the objectives, required investment, targeted benefits and approaches to the design, introduction and operation of the service.

The delivery elements of the service support the realisation and operation of Site Reliability Engineering capability including:

- **People and Culture:** Experienced, outcome-focused teams with shared and aligned objectives working in an environment of continuous experimentation, collaboration and relentless improvement
- **Processes:** Based on industry best practice and informed by the latest innovative thinking within the space, with a focus on business outcomes and underpinned by metrication, continuous improvement, toil reduction, transparency and empowering teams and individuals through self-service and the use of standards and patterns.
- **Tools:** Integrated, purpose-built tooling enabling automation, CI/CD, and reliability. Focused on real-world use cases and scalable engineering practices.

These services can be tailored to integrate with existing governance, service regimes, cross-organisational requirements and stakeholders, and adapted according to the current state and the agreed outcome.

2 Business Need

Site Reliability Engineering seeks to drive improvements to the reliability of applications, systems, processes and infrastructure by applying a software-centric way of thinking to traditional operational concerns.

The changes to technology standards across all industries - including the Public Sector - means that users are more reliant than ever on complex systems made up of many components and moving parts, making it far more challenging to maintain a reliable service or diagnose issues when they occur. Site Reliability Engineering approaches, by taking into consideration People, Culture, Processes and Tooling elements, can significantly reduce downtime of systems and services, lower running costs, enable greater insight into service function and risk profiles and improve the organisation's ability to quickly mitigate and learn from incidents.



3 Our Approach

Capgemini is experienced in delivering Site Reliability Engineering at scale, with multiple successful engagements across Government and the private sector, including in areas supporting Critical National Infrastructure

Capgemini has 300,000+ employees working in over 50 countries including c.12,000 within Capgemini UK PLC. We have over 1,000 security cleared people delivering digital services across UK government.

We continuously improve our SRE Service based on the practical knowledge gained from implementing it at scale for our clients. In addition, our global internal network of SRE specialists, dialogue with open-source communities and relationships with technology suppliers and our other ecosystem partners mean we can constantly evolve the service to stay aligned with industry best practice.

The service is technology-agnostic. We work with open-source, proprietary and bespoke products; these include but are not limited to:

- **Cloud Hosting:** AWS, Azure, Google Cloud, Cloud Foundry, Openshift
- **Observability, Monitoring and Alerting:** Dynatrace, Datadog, Splunk, Prometheus, Kibana, Grafana, PagerDuty.
- **Big Data:** Hadoop, Casandra, Apache Spark and Storm, Kafka, KSQL, Streams, Elasticsearch
- **Development:** Golang, Node.js, Java, Jenkins, Drone, Concourse, GoCD, Artifactory, Atlassian Suite, Gerrit, Gitlab, Slack, GitHub, JIRA/Confluence, Maven, Python, Ruby, SonarQube
- **Infrastructure: Virtual Machines,** Serverless, Containerisation, Kubernetes, Ansible, Terraform, Consul, Vault, Packer
- **Cloud Native:** Lambda, Service Mesh, Istio, Prometheus, StatsD, KNative, Linkerd, Envoy, Anchore, Claire.

4 Capgemini's Service

Capgemini's SRE service uses a common core approach which can be tailored according to Buyers' agreed needs and circumstances.

Factors considered are:

- The type of service required including any combination of:
 - Strategy for the realisation of a Site Reliability Engineering capability
 - Design and Implementation of a Site Reliability Engineering Service
 - Operation of Site Reliability Engineering Services within and across one or more delivery teams.
- The scope of service, for example:
 - Small number of new discrete agile projects
 - New and existing agile projects
 - Integration with traditional ITIL and waterfall IT management and development regimes and support of matrix modal IT.
- The culture of the existing delivery organisation, the business culture, and readiness to adopt a new model and ways of working
- The existing capability within Buyers' organisations and on-going supplier strategy.



- Varying levels of integration and engagement:
 - Central SRE teams, developing and driving policy, best practice, standards, automation, and centralised tooling across the organisation
 - Tactical, embedded SRE teams and operatives, working directly alongside and within development and operational teams to facilitate targeted improvement

4.1 Engagement Model

For each engagement, teams can be a mixture of people from the buyer organisation, third parties and Capgemini or they can be entirely staffed by Capgemini.

Upon selection, we will mobilise and perform project initiation activities using agile principles aligned to the GOV.UK Service Manual.

Where the objective is to take on an existing service or in-flight project, Capgemini will agree a transition plan with the buyer to identify the activities, accountabilities, and key external dependencies.

Transition is typically straightforward where there is:

- Already a high level of understanding of the service required
- A documented definition of the existing service and capability
- A limited number of manageable dependencies.

Where the Buyer requires greater flexibility or where scope is less certain, Capgemini can:

- Provide an initial discovery phase on a day rate basis to establish a joint understanding of scope, complexity, and requirements. Once established a project with defined scope can be set up.
- Provide resources on an ongoing day rate basis. This approach can be appropriate where the buyer is looking to develop internal capability and is looking for skills transfer or additional capability within a limited timeframe.

5 Capgemini's Proposition

Capgemini's Site Reliability Engineering service comprises:

- SRE maturity assessments, production readiness checklists, plus formulation, production, and advice on strategy
- Organisation and transformation planning
- Architecture, technology, tooling and process governance, delivery expertise and guidance
- Technology, tooling and process support operation and management.

Capgemini believes the key to successful outcomes is establishing experienced, autonomous, decision-driven teams working within a culture of continuous improvement to implement predictable cycles of frequent releases.

The SRE service aims to build teams that:

- Are a recognised Centre of Capability
- Are known for anticipating issues, opportunities and demands
- Are known for showing 'how'
- Offer frequent releases via release trains



- Enable the early realisation of value
- Facilitate effective data driven decision making
- Provide a consistent, secure, responsive service across legacy and digital environments.
- Engage with and enable client teams, via transparent front door processes
- Drive standards and shared practices through reusable components, patterns, and crowdsourcing of expertise

We achieve this by:

- Being market aware
- Applying innovation
- Applying Lean Enterprise principles
- Focus on standardised metrics such as DORA and the Golden Signals
- Automating and adopting Infrastructure as Code
- Automating the provisioning and management of complex cloud architectures
- Communicating and proactively collaborating with all stakeholders
- Leveraging common, shared, reusable components, frameworks, and patterns
- Using generative AI driven insights into resource configuration, cost saving and security posture across the organisation's estate
- Balancing project needs with the need for commonality and reuse
- Applying contract-based testing
- Automating promotions, tests, and releases
- Focusing on metrics and observability
- Offering self-service
- Designing for failure
- Leveraging chaos engineering to uncover risk factors
- Enabling and providing improved knowledge management
- Providing documentation templates and exemplars
- Decoupling architecture
- Adopting suitable and agreed tooling
- Service monitoring
- Implementing secure-by-design principles. This encompasses the Cloud Security Guidance published by CESG UK alongside other industry sources, for example, The National Cyber Security Centre (NCSC), Open Web Application Security Project (OWASP) and Amazon Web Services (AWS) Well-Architected Framework guidance.

Capgemini will work with the Buyer to define the key metrics and goals to be measured in the Site Reliability Engineering lifecycle. This allows the SRE team to implement monitoring and regularly feedback throughout the development lifecycle enabling them to stay aligned with the strategic vision.



6 Benefits

Our SRE Service provides the following benefits:

Reduced Costs through, for example:

- Improved productivity due to greater automation and repeatable processes
- Cost reduction through a FinOps-by-design approach and tooling to rightsize components, identify waste, driven by enhanced observability and insights from SRE methodologies.
- Technical standardisation to improve knowledge transfer and simplify recruitment
- Increasing in-house capability where existing employees are upskilled.

Better Outcomes including:

- More reliable, predictable environments
- Improved incident management, reducing downtime and enhancing reliability
- Reduced time-to-market for new services or new functionality
- Reduction in toil for development and operational teams, through automation of manual work
- Continuous improvement to services.

7 Buyer Responsibilities

Please refer to the Supplier Terms listed with this service on the Platform. These may contain additional Buyer obligations/costs the Buyer is subject to that are not identified anywhere else in the Supplier's Application or on the Platform.

8 Service Management

Capgemini can design, implement and manage a DevOps Service, across one or more delivery teams. The DevOps service can be specially tailored for each use case providing for full stack delivery and with focus on Site Reliability Engineering, Cloud Native or Continuous Delivery models.

9 Protection of Data

This service is based on a security classification of 'Official', however, should you have a requirement for a different security classification, please contact us.

10 Additional Security Requirements

Capgemini can discuss any additional requirements identified to comply with a Buyer's security policy or requests for a Security Management Plan or Information Security Management System.

11 Information Assurance

Capgemini has worked with multiple Buyers with stringent information assurance requirements and has SC and DV level security cleared people.



12 On-boarding and Off-boarding

Capgemini will undertake on-boarding and off-boarding activities agreed within the Order Form (including an exit plan in line with the Call-Off Contract terms) which will be charged in accordance with the pricing section for this service.

13 Skills and Knowledge Transfer

Capgemini recognises skills and knowledge transfer is critical for the provision of G-Cloud services to public sector clients. Where possible, this forms part of the delivery plan for the service agreed at the start of the engagement. Our consultants and engineers are experienced in providing skills and knowledge transfer for private and public sector clients.

Our standard Assess-Plan-Implement framework can be tailored to specific topics, skills-gaps and individuals to provide consistency and effectiveness. This approach has been used repeatedly by our teams to structure the work required to transfer skills and create new capable teams. The framework can be applied throughout a project to understand knowledge transfer objectives, plan training delivery methods, materials and deliver and evaluate success.

14 References

References can be supplied upon request.

15 Vendor Accreditations/Awards



For the 13th year in a row, Capgemini has been recognised as one of the World's Most Ethical Companies® by the Ethisphere® Institute. This is an acknowledgement of our ethical culture that makes us an employer of choice and responsible player in the eyes of our clients, shareholders, and the wider community.

16 Sub-contractors

None.

17 Business Continuity and Disaster Recovery

No disaster recovery plan is provided as part of these Services.

18 Pricing

This service is priced in accordance with the SFIA Rate Card attached. Capgemini can also provide offshore resources at reduced rates where appropriate. Projects can be priced either on a Time & Materials or Fixed Price basis.



19 Ordering and Invoicing

Please refer to the Supplier Terms for this service.

We would be pleased to arrange a call or meeting to discuss your requirements in more detail.

20 Termination Terms

Please refer to the Supplier Terms for this service.

21 Further Information

For more information about this or any of our G-Cloud services, please contact our Public Sector Team.

Phone: 0370 904 4858

Email: publicsector.opps.uk@capgemini.com including the following information:

1. The name of this service
2. The name of your organisation
3. Your name and contact details
4. A brief description of your business situation
5. Your preferred timescales for starting the work.

About Capgemini

Capgemini is a global business and technology transformation partner, helping organizations to accelerate their dual transition to a digital and sustainable world, while creating tangible impact for enterprises and society. It is a responsible and diverse group of 340,000 team members in more than 50 countries. With its strong over 55-year heritage, Capgemini is trusted by its clients to unlock the value of technology to address the entire breadth of their business needs. It delivers end-to-end services and solutions leveraging strengths from strategy and design to engineering, all fueled by its market leading capabilities in AI, generative AI, cloud and data, combined with its deep industry expertise and partner ecosystem. The Group reported 2024 global revenues of €22.1 billion.

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