

DevOps Service G-Cloud 15





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1 Service Overview

Capgemini's DevOps Service can:

- Provide consulting support to facilitate the development of DevOps, Site Reliability and Cloud Native Strategies
- Provide an assessment of current DevOps capability and maturity with advice and guidance on how to incrementally develop capability to match current standard practices
- Enable the creation of DevOps, Site Reliability and Cloud Native Engineering capability within a new or existing environment, project or programme
- Enable the creation of specialised shared service capability using platform engineering and site reliability engineering
- Include DevSecOps integration, embedding security practices directly into CI/CD pipelines. This includes automated vulnerability scanning, secret detection, and compliance checks.
- Scale Engineering and DevOps capability throughout the entire organisation, blending with existing operating models to help deliver incremental improvement.
- Provide a key focus on Developer Experience (DevEx), supported through Internal Developer Platforms and curated developer portals such as Backstage. These platforms reduce cognitive load and improve developer productivity through abstraction and automation.
- AI/ML capabilities are leveraged to optimise DevOps operations, including predictive failure analysis, intelligent automation, and AI-generated test cases and documentation.
- Observability is a core component, with integrated tooling for metrics, tracing, and incident response to ensure system reliability and rapid feedback.
- Governance and compliance are automated using policy-as-code frameworks, ensuring consistent enforcement and visibility across environments.
- Capgemini promotes NoOps models where appropriate, enabling autonomous teams to manage their own operations and deployments with embedded SRE and platform support.

Capgemini's DevOps 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 continuous integration, continuous deployment, automated provisioning of infrastructure, networks and cloud-based solutions. This can facilitate the creation of an automated, self-service 'development-to-production' capability, supporting concepts such as microservices, containerisation, 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 DevOps, DevSecOps, Site Reliability and Cloud Native Engineering capability including:

- **People and Culture:** Experienced, decision-driven teams with shared and aligned objectives working in an environment of continuous experimentation and learning
 - Developer Experience (DevEx): How the environment supports developer productivity through internal developer platforms (IDPs), curated workflows, and reduced cognitive load.
 - Security Culture: DevSecOps principles are embedded from the start.
 - Autonomy and NoOps Models: Modern DevOps encourages autonomous teams with platform ownership and "you build it, you run it" accountability.



- **AI-Augmented Teams:** The use of AI tools to assist with decision-making, code reviews, and incident prediction is becoming standard.
- **Processes:** Based on Build-Release-Run-Repeat principles with the focus on business outcomes and underpinned by continuous improvement, measuring results, welcoming feedback and empowering teams and individuals through self-service
 - **Policy-as-Code and Compliance Automation:** Processes including automated governance, audit trails, and compliance enforcement.
 - **Observability and Feedback Loops:** Processes include real-time telemetry, tracing, and feedback mechanisms from production to development.
 - **Security as Code:** Integrating security checks, dependency scanning, and secret management into the release process is now a best practice.
 - **AI/ML-Driven Automation:** Processes increasingly leverage AI for anomaly detection, test generation, and pipeline optimisation.
- **Tools:** Innovative, industry-recognised and integrated tooling focused on specific use cases, enabling the principles of continuous integration and delivery through the pursuit of automation.

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

2 Business Need

The way technology is being applied is undergoing profound transformation across all sectors, including the Public Sector. Customers and citizens now expect seamless, intuitive digital services as standard.

Adopting a structured DevOps approach—encompassing People, Culture, Processes, and Tooling—can significantly reduce the cost and time required to develop or enhance these services. Modern DevOps also integrates emerging capabilities such as AI-driven automation, GitOps, platform engineering, and DevSecOps, enabling faster, more secure, and more resilient delivery pipelines. These innovations support continuous improvement, enhance developer experience, and ensure services are scalable, compliant, and future-ready.

3 Our Approach

Capgemini is experienced in delivering DevOps at scale, with multiple successful engagements across Government and the private sector.

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 DevOps Service based on the practical knowledge gained from implementing it at scale for our clients. In addition, our global internal network of DevOps specialists, dialogue with open-source communities and relationships with technology suppliers and our other ecosystem partners mean we are able to 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:

- **Identity and Access Management (IDAM):** Keycloak, Forgerock, OpenAm
- **Cloud Hosting:** AWS, Azure, Google, Cloud Foundry, UK Cloud, Openstack, Openshift
- **Database:** Object, document, relational, non-relational, graph, key-val (MongoDB, Postgres, MySQL, Oracle, MS SQL, Neo4j, Redis, memcached)



- **Big Data:** Hadoop, Casandra, Apache Spark and Storm, Kafka, KSQL, Streams, Elasticsearch, Hortonworks – HDFS, Hbase, Solr/Lucerne, Nifi
- **Development:** Golang, Node.js, .Net, Jenkins, Drone, Concourse, GoCD, Artifactory, Atlassian Suite, Gerrit, Gitlab, Slack, GitHub, Hipchat, MapReduce, JIRA/Confluence, Maven, Python, Ruby, SonarQube, Visual Studio Team Services
- **Infrastructure:** Serverless, Docker Containerisation, Kubernetes, Mesos, Ansible, Chef, Puppet, Terraform, Consul, Vault, Packer, PowerShell
- **Cloud Native:** Lambda, Service Mesh, Istio, Prometheus, StatsD, KNative, Linkerd, Envoy, Anchore, Clair.

4 Capgemini's Service

Capgemini's DevOps 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 DevSecOps, Site Reliability and Cloud Native Engineering capability
 - Design and Implementation of DevSecOps, Site Reliability and Cloud Native Engineering Service(s)
 - Operation of DevSecOps, Site Reliability and Cloud Native 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.

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 time-frame.

5 Capgemini's Proposition

Capgemini's DevOps service comprises:

- DevOps maturity assessment, 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 DevOps 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.

We achieve this by:

- Being market aware
- Applying innovation
- Applying Lean Enterprise principles
- 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
- 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
- Decoupling architecture



- Leveraging MVT and A/B tools
- Adopting suitable and agreed tooling
- Service monitoring
- Implementing Site Reliability Engineering (SRE) where appropriate
- Implementing Cloud Native Engineering where appropriate
- 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 DevOps lifecycle. This allows the DevOps team to implement monitoring and regularly feedback throughout the development lifecycle enabling them to stay aligned with the strategic vision.

6 Benefits

Our DevOps Service provides the following benefits:

Reduced Costs through, for example:

- Improved productivity due to greater automation and repeatable processes
- Reduced tooling and platform proliferation
- Increased self-service of shared service offerings and common platforms and tools
- 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
- Reduced time-to-market for new services or new functionality
- 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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