

Service Definition

Application Development and Modernisation

FUJITSU



G-Cloud 15

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Application Development and Modernisation Overview

Fujitsu's Application Development and Modernisation service is designed to help your organisation gain the most from your Application Portfolio. We will work with you to understand your applications and form collaborative teams to help you deliver your application/product strategy and vision.

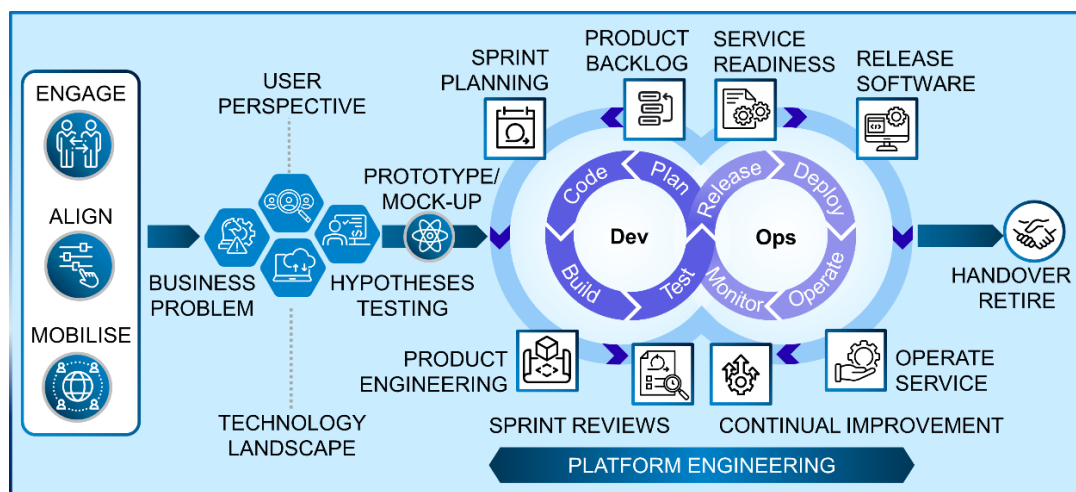
Agile Approach

Fujitsu understands that customers are unique and that the scale and pace of change in consumer behaviour, socio-economic conditions and advances in technology, require organisations to respond and adapt evermore quickly.

So, while understanding the importance of Agile industry methods such as SAFe, Scrum, etc. we know that these need to have the flexibility to meet each customer's specific needs.

To meet these needs, we have created a set of adaptable and dependable working practices that provide the flexibility required to accommodate standard and bespoke methods, all whilst maintaining a reliable and effective delivery. This allows our Agile approach to be determined on a case-by-case basis, that best suits customer needs.

Fujitsu's approach is defined within our Adaptive Digital Engineering (ADE) DevOps delivery methodology, which aligns with the UK Government's GDS Service Manual and is consistent with the Digital, Data and Technology (DDAT) approach, as illustrated in the following diagram.



Our services are flexible to align to this DevOps delivery methodology model, where we:

- **Build** – Fujitsu will be responsible for delivering the business outcome.
- **Supply** – Fujitsu will deliver your outcome using Fujitsu capability or a hybrid team (where Fujitsu augments your team), for a defined term including enablement and knowledge transfer to allow you to insource.
- **Deploy** – Fujitsu will deliver a Fujitsu product to help you accelerate to deliver more.

Service Scope

This document describes Fujitsu's Application Development and Modernisation service and forms part of Fujitsu's overall G-Cloud 15 services. Fujitsu provides a full scope of Application Development and Modernisation services based on an innovative model that forms the basis of your business case for change.

The specific deliverables from the Application Development and Modernisation Services will depend on the element(s) of the Service to be delivered. Our services include (but not limited to) the following features:

- **Resource Augmentation** – Fujitsu provides you with specialist resource to act as part of your delivery team to fill capability gaps to help accelerate success.
- **Cloud Migration Readiness Assessment** – Fujitsu will work with you to provide a rapid discovery of your current posture for cloud adoption. The output is a clear action plan to help you accelerate and de-risk your cloud migration programme.
- **Application Assessment** – Fujitsu provides you with our application assessment services that allow you to gain insight into your overall application landscape. This service will help you scope your application development and modernisation programme through technical discovery, application discovery and requirements gathering.
- **Cloud Transformation Assessment** – Fujitsu takes the input from an application assessment and helps you to define a migration strategy for your application portfolio based on the industry cloud migration 'R' model (Rehost / Re-platform / Refactor / Rebuild / Relocate / Repurchase / Retain / Retire).
- **Business Case support** – Fujitsu will work with you to define the business case for your migration or modernisation project or programme to give a clear linkage from business benefits to outcomes and planned milestones.
- **Governance Programme Management** – management of the delivery of projects and programmes aligned to the delivery model including Agile and Waterfall. The Management of Programmes includes key aspects such as governance, benefits management, release and change management and risk management.
- **User Centred Design** – Fujitsu takes an iterative approach to design with a focus on the users and their needs in each phase of the design process.
- **Full Stack Agile Development** – Fujitsu provides development services that cover any aspect of a complete product from platform through to application including elements such as alerting and backup.
- **Testing Services** – Fujitsu provides testing services integrated with the application development services. Fujitsu will use automated testing approaches to ensure your applications are tested thoroughly and rapidly to support an Agile model.
- **Agility Services** - Fujitsu provides Agile services to support organisations in adopting and implementing Agile methodologies and practices. These services include; Agile coaching, training, community, consultancy and delivery. Helping you to achieve greater business Agility to accelerate change and transformation.
- **User Training** – Fujitsu provides training to the application users to ensure they understand how to use the newly delivered systems. We provide multiple levels of support from train the trainer type services through to onsite presence with floor walkers to ensure a successful go-live.
- **Release Engineering** – Fujitsu provides build and support services for your CI/CD pipeline, build tooling and developer environments.

Service Approach

Fujitsu is an experienced service integrator with unique knowledge of heritage and cloud solutions. We have delivered complex application programmes for large organisations and have deep skills in a wide range of cloud and heritage technologies.

Fujitsu will deliver application development and modernisation using an Agile model. Our model is designed to work as a responsible member of a wider ecosystem of services ensuring agility, quality, reliability and security at all stages.

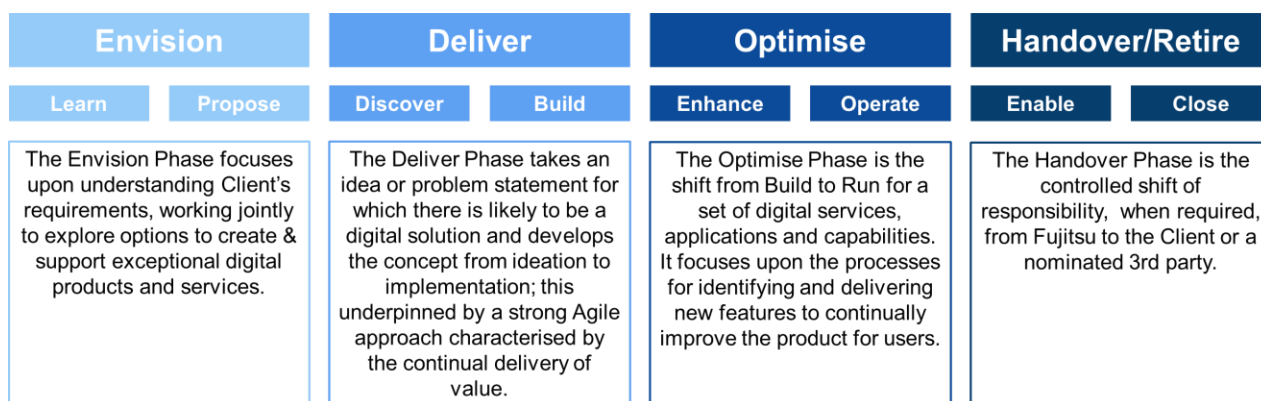
Agile Methodology

Fujitsu implements a collaborative DevOps approach to break down the traditional barriers that have existed between development and operations teams. Our tried and tested DevOps methodology drives professionalism in application development and application operations by fostering collaboration and standardisation.

Adaptive Digital Engineering (ADE) is our bespoke DevOps delivery methodology and accelerator that provides a framework within which Fujitsu and our customers can collaboratively design, build and operate Digital Services in line with their shared fundamental principles, values and culture. ADE has been especially developed by Fujitsu to align to the GDS Service Manual, focusing on delivering user needs by applying approaches such as; Test Driven Development, User Centred Design, Secure by Design, etc. to ensure the most robust, secure and optimised digital outcomes adding the most value for our customers.

It is a phased approach, which can be applied end-to-end or in individual sub-sections, allowing our customers the flexibility required, delivering maximum impact and business benefits. The ADE methodology is designed to optimise development, delivery and operation when Modernisation Services for our customers Digital Services.

It comprises four phases and eight stages, which are identified below and outline a workplan for delivery of successful outcomes:



Our Working Principles for DevOps are centred around collaboration, automation and continuous improvement, as follows:

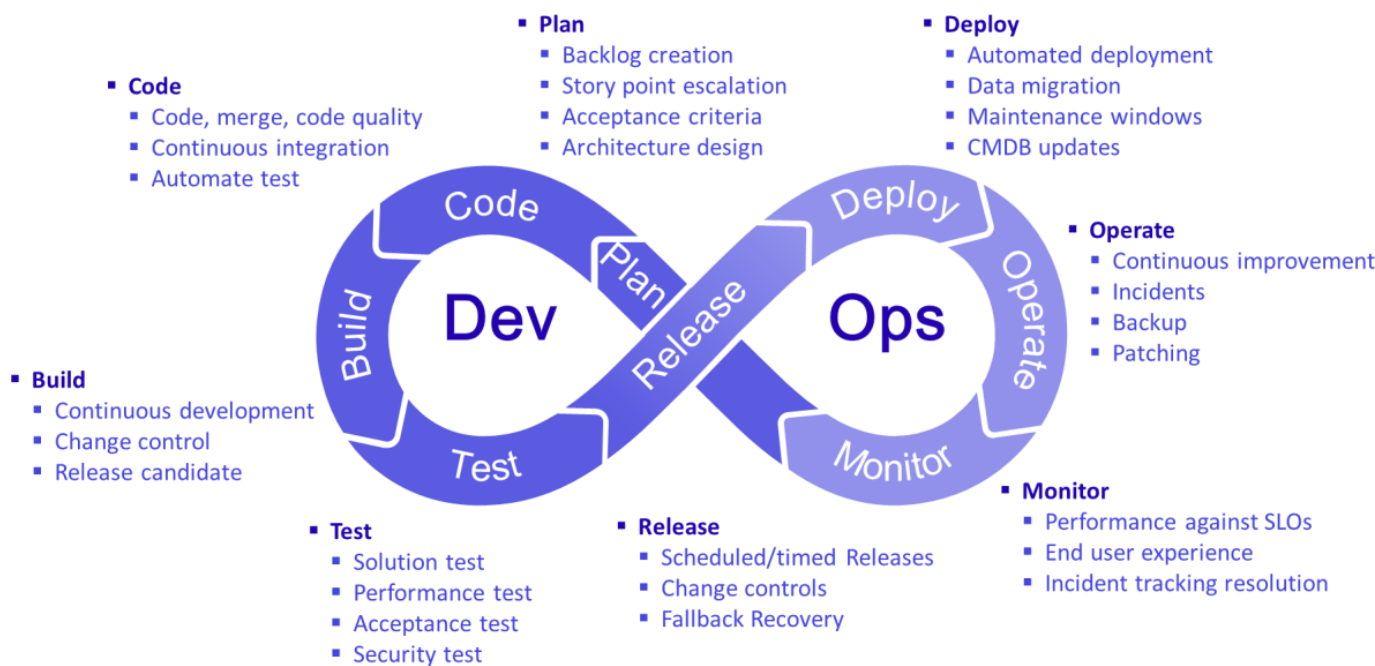
- **Culture of Collaboration:** we promote a culture where development, operations and other stakeholders collaborate seamlessly, breaking down silos and fostering shared responsibility, as One (DevOps) Team.
- **Automation:** we maximise automation for driving optimum efficiencies, that include infrastructure provisioning, testing, deployment and monitoring, to ensure quality, reduce errors and accelerate delivery.
- **Continuous Integration (CI):** we encourage frequent integration of code changes using industry-standard tools e.g. Jenkins, GitLab, AWS DevOps, etc., enabling early detection of integration issues and ensuring that the software always remains in a deployable state.
- **Continuous Delivery (CD):** we promote the practice of automating the delivery process to deploy code changes into production or other environments rapidly, reliably and frequently, integrating with the chosen cloud tooling platform to seamlessly deploy services. Additionally, we implement monitoring and alerting mechanisms to track the pipeline's performance and detect any issues.

- **Infrastructure as Code (IaC):** we treat infrastructure configuration as code, enabling infrastructure provisioning and management through code-based tools, such as AWS CloudFormation, Azure Resource Manager, Google Deployment Manager or Terraform, which ensures quality, repeatability and scalability. Additionally, we use configuration management tools like Ansible or Puppet to automate the provisioning and configuration of resources and we apply best practices for modularisation, parameterisation and reusability of infrastructure code.
- **Monitoring and Feedback:** we advocate continuous monitoring of applications and infrastructure to provide feedback on performance, user experience and other agreed metrics, enabling the collective team, including stakeholders, to make data-driven decisions and improve continuously.
- **Feedback Loops:** we establish feedback loops throughout the development lifecycle, enabling teams to gather insights from users, stakeholders and monitoring systems to iterate and improve rapidly, through agile ceremonies including sprint retrospectives, show and tells, demos, etc.
- **Lean Practices:** we apply lean principles to eliminate waste, streamline processes and optimise workflows, ensuring that resources are utilised efficiently and value is delivered to customers quickly.
- **Cross-Functional Teams:** we encourage the formation of cross-functional teams with diverse skills and expertise, enabling them to take ownership of end-to-end delivery and respond quickly to changing requirements.
- **Shared Goals and Objectives:** we align the goals and objectives of DevOps and other stakeholders with the overall customer business objectives, fostering a sense of a common purpose and collective responsibility towards delivering value.

By embracing these principles, we create a culture of collaboration, automation and continuous improvement that ensures the delivery of high-quality software in most optimum, reliable and secure way.

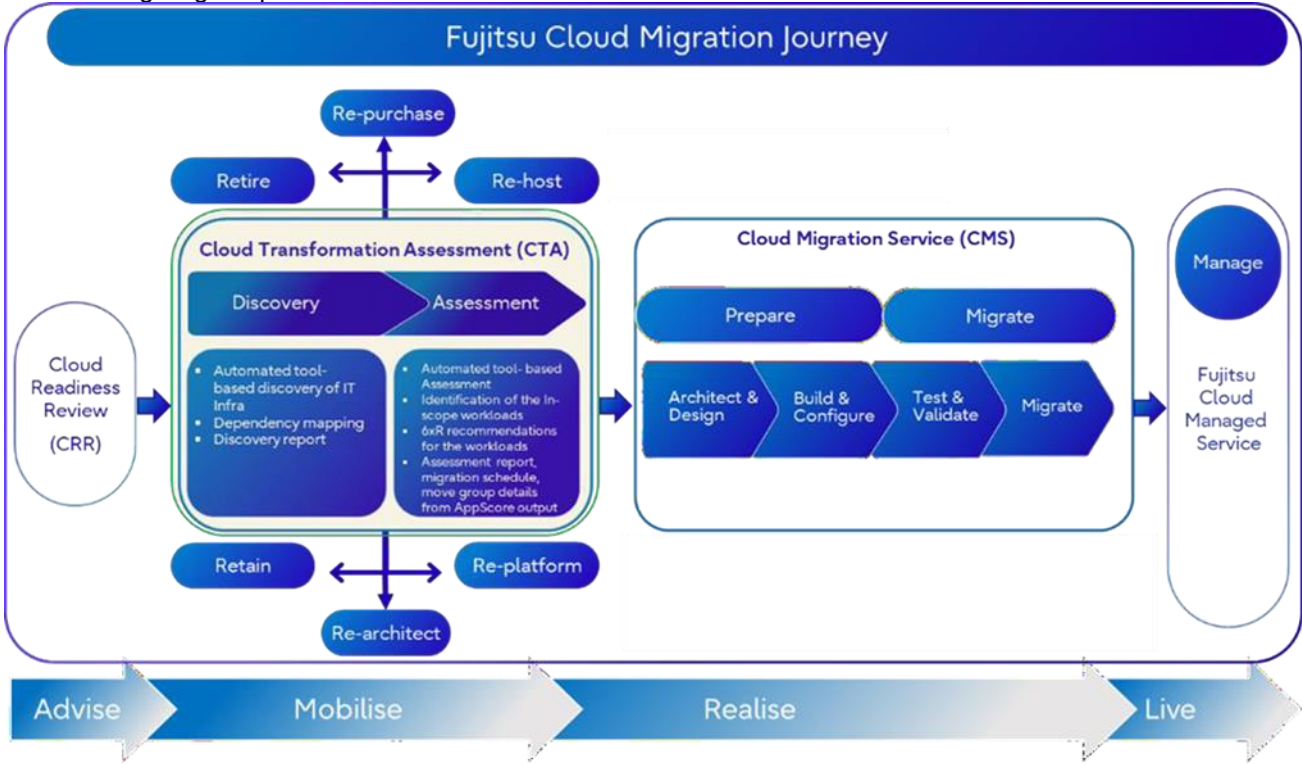
The success of DevOps is as much about a cultural shift as process and technology to enable seamless rapid business change.

The diagram below provides a high-level outline of the tasks performed for the various DevOps stages.



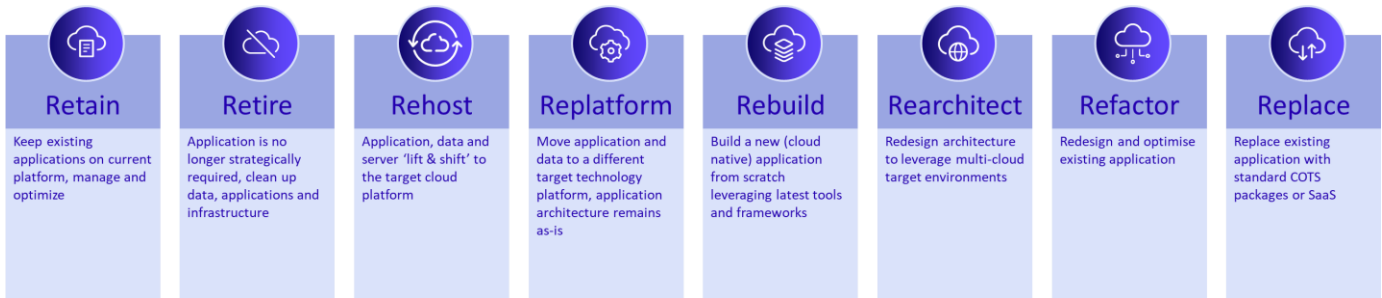
Fujitsu’s application development and modernisation services are based on our agile delivery model. This model is a tried and tested approach that has been used extensively including for public sector Critical National Infrastructure projects such as The National Flood Warning system. We have a wide range of skills through ourselves and our wider Partner network that enables us to shape the right teams to support you.

The following diagram provides an overview of our cloud transformation model:



Cloud Migration Model

Assessment & Validation: assessment and validation support you to define your approach to modernising your application landscape based on our 8R model, shown in the following diagram:



Fujitsu Application of the 8Rs for Migration and Modernisation Assessments

Platform Engineering

Our ADE DevOps Approach is underpinned by our Platform Engineering solution, which enables the templated composition of well-integrated code and capability for Rapid Project Development. This provides a stable, efficient and scalable platform that allows developers to focus on creating high- quality business outcomes and consists of the following features:

- Cloud Agnostic Account vending and Guardrail deployment
- Automated build of Kubernetes Clusters
- Automated deployment of CI/CD
- Credential Management
- Automated deployment of a Full stack monitoring / Observability tool
- Container Backup and restore
- Software provided on Opensource basis
- Code & Backup Support

In essence, our platform engineering solution provides the foundational infrastructure and tools that enable DevOps teams to develop, test, deploy and monitor applications efficiently and effectively.

Business Value

Using Fujitsu's Application Modernisation and Development Services will enable you to:

- Powered by Fujitsu's UK based Public Sector Centre of Excellence
- Quickly prove value to business, stakeholders and end users by providing them with working applications
- sooner
- Flexible collaborative agile model including options for joint teams
- Aligned to Government Digital Services (GDS) Agile policy ensuring the right outcomes
- Realise the true benefits of cloud agility and cost optimisation
- Deliver y higher quality services to market faster than before using agile delivery and cloud native technology
- Removal of dependency on low supply high cost legacy skills such as COBOL, RPG and more
- Fujitsu's breadth and depth across technologies including Open Source, Cloud Native and key vendors
- Adaptable governance model that protects critical systems while enabling change
- Accelerate to cl oud native with standard patterns and templates
- Accessibility, Security and Reliability from Fujitsu as standard

Common Opportunities for Application Modernisation and Development Services include:

- Your organisation's legacy systems are difficult to interact with, with out of date interfaces
- You are struggling with complex, unclear and ever changing requirements
- Your organisation is constrained by the speed of application development and release
- You are experiencing high levels of technical debt
- You are constrained by requirements for legacy or niche technology skills

Pricing

This service is priced as per the SFIA rate card in the Pricing Document for this service. Other pricing models can be agreed to support the project requirements.

About Fujitsu

As one of the world's leading IT companies, Fujitsu is at the forefront of pioneering technology in the UK since we made our initial investment over 40 years ago. As a key strategic partner we deliver essential services, from our secure hybrid IT which underpins critical national infrastructure to our investment in emerging technologies to boost national capability. Drawing on our Japanese technology expertise we provide bespoke digital transformation solutions. This unrivalled expertise has allowed us to specialise in emerging focus areas; Hybrid IT, AI & RPA, Data analytics, Agile application development/transformation and Security. Together, we offer a full package of solutions to support the UK as a long-term industry supplier.

We believe in realising the significant alignment between the UK and Japan in emerging technologies and in creating a UK-Japan 'Innovation Bridge' to support the UK's science and technology superpower objectives. We are committed to investment in UK skills and research and development, driving customer outcomes and promoting social value. We employ 124,000 people around the globe, including around 8,000 people across the UK, promoting diversity and inclusion as a DWP Disability Confident Leader. We are recognised as a Times Top 50 employer for Women since 2017, a Stonewall Top 100 Employer for 2023 and were awarded an EcoVadis Silver Rating, the world's largest provider for sustainability ratings.

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