

Service Definition

DevOps / DevSecOps Services

FUJITSU



G-Cloud 15

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DevOps Services Overview

Fujitsu, as a cloud-agnostic digital transformation specialist, has over 50 years of extensive experience delivering successful business outcomes for Public Sector bodies, including HM Revenue & Customs, the Home Office (HO), the Department for Education (DfE) and the Department for Energy Security & Net Zero (DESNZ).

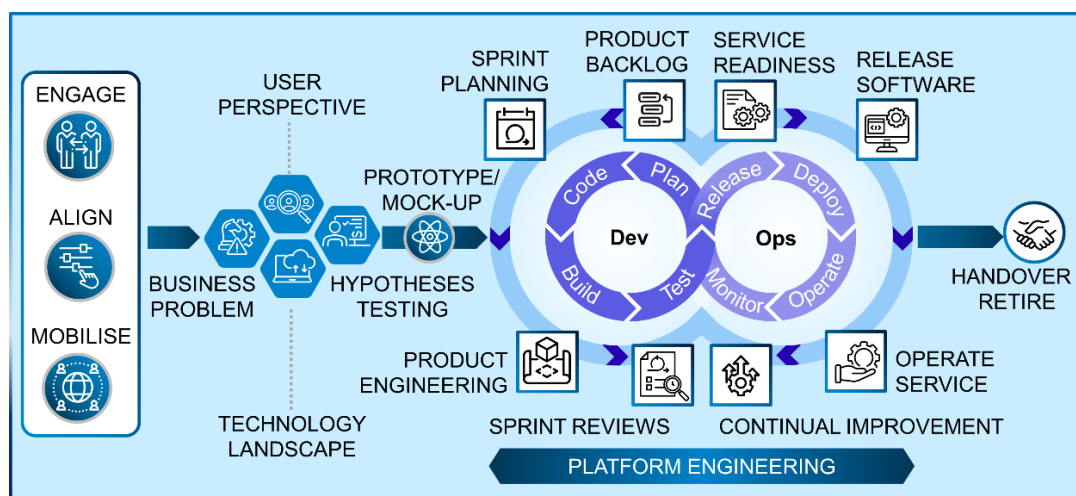
Our priority is to deliver substantial business value to our clients by deploying and managing fully optimised, automated solutions in a cost-effective manner. Our commitment to achieving maximum efficiency not only enhances operational agility but also guarantees that the client's investment in digital solutions yields tangible business value.

Adaptive Digital Engineering (ADE) DevOps Delivery

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 with 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 and deliver more.

Service and Approach

DevOps

Fujitsu implements a collaborative DevOps approach to break down the traditional barriers that have historically 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.

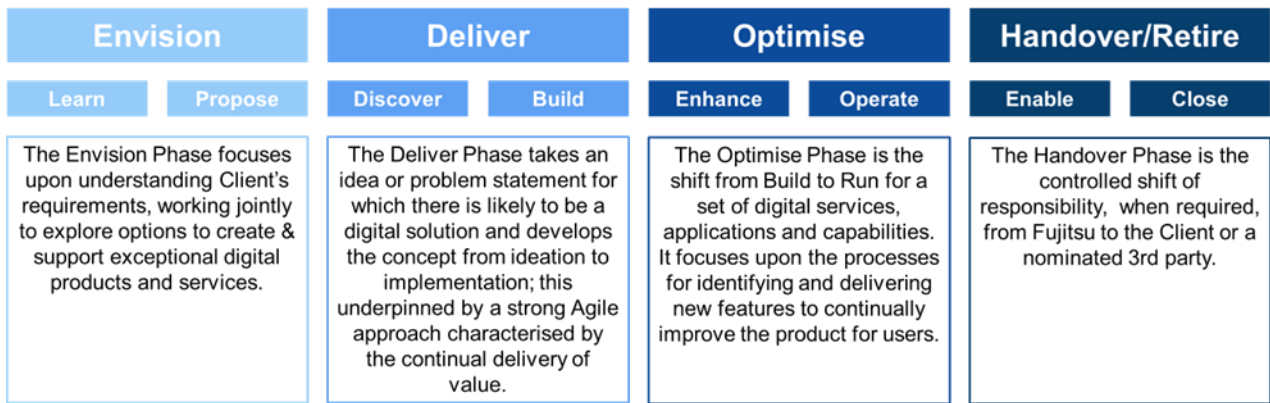
Our **Adaptive Digital Engineering (ADE)** DevOps methodology defines our unique delivery approach to drive the delivery of high-quality products at high velocity, delivering business value sooner. ADE blends modern engineering practices with a deep focus on user-centred design and delivery; it is Agile by design.

ADE 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 with the **GDS Service Manual**, focusing on delivering user needs by applying approaches such as:

- **Test Driven Development:** Ensuring code quality from the outset.
- **User Centred Design:** Focusing on the user and their needs in each phase.
- **Secure by Design:** Integrating security into the architecture from day one.

These practices ensure the most robust, secure and optimised digital outcomes, adding the most value for our customers.

It is a phased, modular approach which can be applied end-to-end or in individual sub-sections, allowing our customers the flexibility required to deliver maximum impact and business benefits. It comprises four phases and eight stages, which outline a workplan for the delivery of successful outcomes.



The ADE Methodology Phase 1 Envision

The Envision phase uses discovery and prototyping to understand the customer's business and jointly explore options to learn and propose the creation of impactful outcomes. We have developed a range of assessments to understand our customer's readiness and ability to unlock insight and investment in your technology assets and resources.

We will collaboratively plan with our customers a joint Statement of Works (SoW) for a full understanding of the budget, scope and acceptance criteria. Measurable outcomes will be defined and tracked to achieve agreed results.

Stage 1: Learn

Learn is where we develop a detailed understanding of the customer's business, ambitions, capabilities and preferences via direct engagement. Here we:

- Articulate the problem statement and understand the outcomes the customer wishes to deliver.
- Generate high-level options for the solution, ideally co-created with the customer.
- Create an understanding of the capabilities Fujitsu may be able to provide.

Stage 2: Propose

Propose is where we align our understanding of the customer's issues and goals to a viable and achievable approach. Here we:

- Build the formal scope.
- Work with partners.
- Identify resources.
- Submit a SoW or proposal for work.

The ADE Methodology Phase 2 Deliver

Deliver comprises two stages, **Discover** and **Build**, to take the SoW from ideation to implementation. In Discover, we focus on understanding user needs, clearly defining challenges and desired benefits and assessing the current landscape. We collaboratively create and refine backlog items and agree on a minimum viable product (MVP) and corresponding success criteria. Working collectively will enhance our customer's agile maturity. To transition between Discover and Build, we review the discovery process and identify the capabilities and skillsets required for delivery. Build develops prototypes into solutions to turn MVP requirements into rapid, iterative, quality-assured and fully tested products. Our approach delivers outcomes in each sprint iteration, delivering value to users with the flexibility to respond rapidly to new user insights.

Stage 3: Discover

Adopt a user-centred design approach, research needs and constraints and ideate on a set of viable approaches. Here we:

- Articulate the user problem.
- Conduct user research and current state definition.
- Perform benefits assessment.
- Conduct backlog creation and refinement.
- Define the MVP.
- Perform security analysis.
- Develop an onboarding plan for the build phase.

Stage 4: Build

Develops initial prototypes into production solutions. It is focused on turning a set of MVP requirements into a rapid, iterative and quality-assured product via targeted sprints through build and release. Here we:

- Conduct sprint event planning.
- Perform designing and prototyping.
- Write, manage and deploy code.
- Perform quality assurance.
- Ensure user and organisation alignment.
- Confirm service readiness.
- Conduct retrospectives.
- Perform build phase checkpoints.

The ADE Methodology: Phase 3 Optimise

Optimise comprises two stages, **Enhance** and **Operate**, representing a shift from "building" to "running" our customer's services. It focuses on identifying and delivering additional features to improve our customer's digital products and capabilities continually.

Stage 5: Enhance

The Enhance stage focuses on small improvements using CI/CD methods to deliver value. When moving from Build to Enhance, feature delivery continues but focuses on releasing working products. This stage continually assesses the overall service performance. A product centred development approach is used, applying agile and DevOps principles to rapidly build, release and manage working software. Here we:

- Conduct sprint planning, ceremonies and backlog refinement.
- Perform designing and prototyping.
- Write and deploy code.
- Ensure user and organisation alignment.
- Confirm service readiness.
- Conduct retrospectives.

- Perform iteration gateways.
- Manage demand signals.
- Assess existing services.

Stage 6: Operate

Operate covers the running and continuous improvement of our customer's services. Continuous optimisation is a natural evolution of Build and Enhance; it focuses on delivering continuous service improvement rather than basic operations. The intent is to achieve quality through scaling and to deliver resilience improvements so that operational requirements are negligible.

The ADE Methodology: Phase 4 Handover/Retire

Handover/Retire is the controlled shift of responsibility from Fujitsu to the customer or a nominated third party. We set clear criteria for drawing down the DevOps team so our customers can stand up the necessary resources.

Stage 7: Enable

Enable is used when a digital product or service is transitioning away from Fujitsu involvement. This ensures that whoever assumes responsibility for the service has the requisite tools, knowledge and skills to ensure the digital service can operate as intended. Here we perform:

- Handover facilitation.
- Transitioning support.

Stage 8: Close

Close is invoked when a digital product or service comes to the end of its lifespan. This could result from changing user needs, advances in technologies, or changing customer strategy/policy. Here we perform:

- Retirement considerations.
- User notification and service overlap management.
- Turning "Close" into "Learn" to inform future discovery.

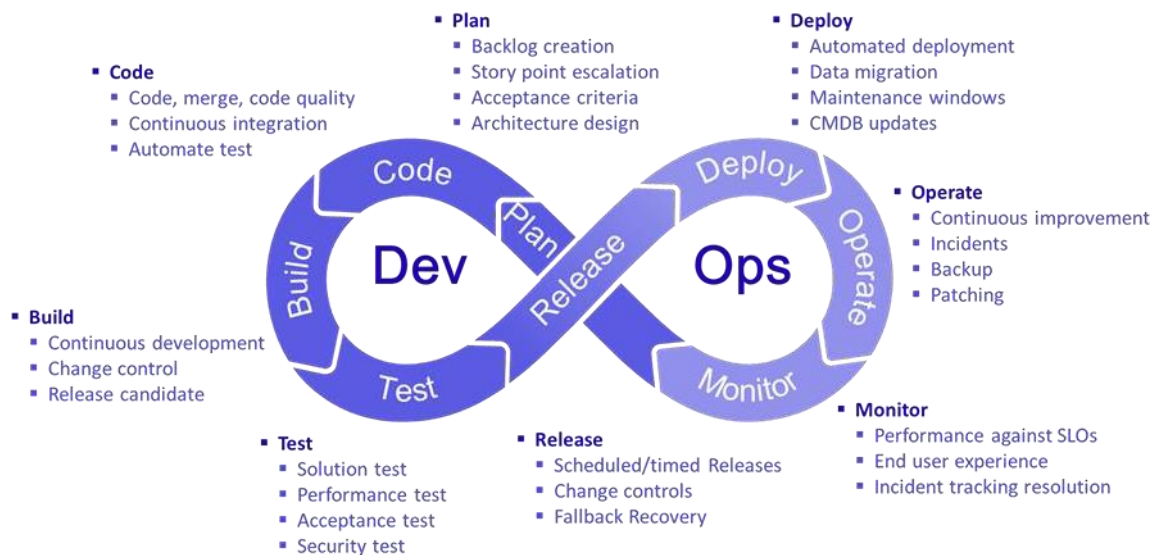
Our Working Principles for DevOps

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

- **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 to drive optimum efficiencies, including 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, Azure DevOps), enabling early detection of integration issues and ensuring the software remains deployable at all times.
- **Continuous Delivery (CD):** We automate the delivery process to deploy code changes into production rapidly and reliably. We implement monitoring and alerting mechanisms to track pipeline performance and detect issues early.
- **Infrastructure as Code (IaC):** We treat infrastructure configuration as code using tools such as Terraform, AWS CloudFormation, or Azure Resource Manager to ensure repeatability and scalability. We use configuration management tools like Ansible to automate resource provisioning.
- **Monitoring and Feedback:** We advocate continuous monitoring of applications and infrastructure to provide feedback on performance and user experience, enabling data-driven decisions.
- **Feedback Loops:** We establish feedback loops throughout the development lifecycle, using agile ceremonies such as sprint retrospectives and "show and tells" to iterate and improve rapidly.
- **Lean Practices:** We apply lean principles to eliminate waste, streamline processes and optimise workflows, ensuring resources are utilised efficiently.
- **Cross-Functional Teams:** We encourage the formation of teams with diverse skills, enabling them to take ownership of end-to-end delivery and respond quickly to changing requirements.
- **Security:** We adhere to strict security principles at every stage. We undertake threat modelling (using STRIDE and OWASP techniques) to drive the hardening of both the CI/CD pipeline and the applications.
- **Shared Goals and Objectives:** We align DevOps goals with overall customer business objectives, fostering a common purpose and collective responsibility towards delivering value.

The success of DevOps is as much about a cultural shift as it is about process and technology, enabling seamless and rapid business change.

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



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:** Ensuring consistent governance across different cloud providers.
- **Automated Build of Kubernetes Clusters:** Streamlining the orchestration of containerised workloads.
- **Automated Deployment of CI/CD:** Enabling rapid and reliable code integration and delivery.
- **Credential Management:** Securing sensitive information and access across the environment.
- **Automated Deployment of a Full-Stack Monitoring and Observability Tool:** Providing comprehensive visibility into system health and performance.
- **Container Backup and Restore:** Protecting critical data and ensuring business continuity.
- **Software Provided on an Open-Source Basis:** Reducing vendor lock-in and fostering community-driven innovation.
- **Code and Backup Support:** Providing ongoing assistance to ensure platform stability.

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

Fujitsu has access to a substantial pool of in-house, highly skilled resources, covering a wide range of experience and roles required to meet our customers' needs. This is drawn from a workforce of over 7,000 UK employees, with over 1,000 employees trained in Agile Scrum and SAFe.

Furthermore, Fujitsu manages a robust partner ecosystem comprising over 60 organisations, ranging from Global Alliance Partners like Microsoft and Amazon to smaller, specialist SMEs. This ecosystem provides a broader pool of specialist and niche resources. By actively managing our partner ecosystem and continually fostering healthy relationships, our extensive resourcing model allows us to respond to our customers' ever-changing demands.

Proven Excellence: UK Government Case Study

Fujitsu has demonstrated its expertise in DevOps by adding significant business value through the implementation of a platform for the UK Government. The platform was designed to help businesses and traders navigate the

regulations on the movement of goods between Great Britain and Northern Ireland.

The project was completed within a tight deadline of four months, which required Fujitsu to mobilise, design, deliver and test the platform within this period. Despite the challenging timeline, Fujitsu was able to scale up a team of over 30 internal resources in less than two weeks of contract award and utilised specialist suppliers from their established partner ecosystem to scale up quickly.

Key Outcomes:

- **Successful Onboarding:** 36,000 registered traders.
- **High Volume:** 150,000 reported goods movements involving over 500,000 consignments.
- **Efficiency:** Over 90% of declarations were successfully processed.
- **Digital First:** 80% of enquiries were raised online.

This showcases Fujitsu's ability to deliver complex projects within tight deadlines and highlights our expertise in DevOps. Our approach to scaling up resources and utilising specialist suppliers allowed us to deliver the project successfully and add significant business value to the UK Government.

Pricing

This service is priced as per the SFIA rate card 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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