



DevOps Maturity Assessment

Contracting body

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CGI

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Service Definition overview

CGI's DevOps Maturity Assessment provides a structured, evidence-based diagnostic to help organisations understand the current state of their software delivery, DevOps practices, and engineering capability. Combining qualitative and quantitative insights, the assessment benchmarks teams against CGI's Delivery Capability Assessment Framework and identifies high-value opportunities to improve flow, quality, automation, culture and governance. The assessment produces a prioritised improvement backlog and a transformation roadmap tailored to the buyer's strategic goals and constraints.

Why CGI?

CGI brings multi-disciplinary expertise across DevOps, Agile, service management, cloud and modern software delivery, shaped by more than 40 years of public-sector experience. Our DevOps Maturity Assessment approach draws on proven frameworks, real-world transformation programmes, and industry research such as Accelerate and DORA. We focus on people, process and technology together, analysing culture, ways of working, automation, governance and organisational alignment to provide practical, evidence-based recommendations. Our client-proximity model ensures locally accountable teams familiar with UK Government, health, justice, critical national infrastructure and local authority environments. Supported by CGI's global network and strategic partnerships across major cloud and platform vendors, we offer a robust, vendor-neutral assessment aligned to GDaD roles, GDS and NCSC guidance, and wider public-sector assurance requirements.

1. Service Description

CGI delivers a structured DevOps maturity review covering the full delivery lifecycle. The service includes:

1.1. Assessment Activities

- Discovery sessions and structured interviews across development, test, operations, architecture, security, product, service management and leadership (as appropriate).
- Value Stream Mapping to visualise how value is delivered, from idea to production identifying constraints and improvements.
- Qualitative analysis using CGI's Delivery Capability Assessment Framework, which examines culture, Agile ways of working, CI/CD, automation, testing, service readiness, observability, governance and organisational alignment (see full framework in buyer workshops).
- Quantitative analysis using engineering metrics where accessible (e.g. DORA, flow metrics, code analysis, pipeline health).
- Review of ways of working materials, governance artefacts, backlog processes and engineering standards.

1.2. Outputs

- A bespoke maturity report identifying strengths, gaps, risks and dependencies.
- Target-state definition for “what good looks like” in the buyer context.
- Prioritised improvement backlog with recommendations across people, process and technology.
- High-level transformation roadmap, including sequencing, capability requirements and expected benefits.

1.3. Optional Work Packages (on request)

Available as separately priced packages if required by the buyer:

- Value stream workshop for multiple teams.
- Evidence-based developer effectiveness analysis and engineering metrics deep-dive.
- Culture and leadership enablement (e.g. psychological safety, operating rhythm workshops).
- Introductory DevOps talks and learning sessions to prepare teams for change.
- Pilot planning to validate improvements with a single exemplar team.

2. Data backup and restore

Not applicable – consultancy service. We do not host or operate buyer systems. We assess the buyer's backup and restore posture for DevOps-related pipelines, artefacts, and platform components and identify gaps where relevant.

3. Service Continuity

Consultancy delivery only. We provide resource substitution and rescheduling to maintain continuity. Buyer platform continuity, pipeline uptime, and disaster recovery remain the buyer's responsibility.

4. Onboarding and Offboarding

4.1. Onboarding

- Kick-off workshop to agree scope, teams, outcomes, roles and working arrangements.
- Access to required documentation, systems (read-only unless otherwise agreed) and interviews.

- Confirmation of assessment plan, timelines and reporting cadence.

4.2. Offboarding

- Handover of assessment reports, improvement backlog and roadmap.
- Playback session with stakeholders to walk through findings.
- Optional knowledge transfer session on how to progress recommended actions.

4.2.1. Access to data upon exit

All access removed on completion.

5. Service constraints

- Consultancy service only: no managed service or operational delivery.
- Findings are dependent on availability of buyer SMEs and required documentation.
- Automated analysis dependent on buyer tools, permissions and data quality.
- Access to systems is typically read-only unless otherwise agreed.

6. Service levels

- Responses to buyer queries within two business days.
- Draft assessment report delivered within ten working days of completing discovery.
- Final deliverables issued to agreed timescales.
- Progress meetings held weekly or at a cadence agreed during onboarding.

7. After sales support

CGI provides a support window of up to 30 days following final deliverable completion, including Q&A, clarification on recommendations, and one playback session for stakeholders.

8. Technical requirements

- Named SMEs for development, test, operations, security, architecture, product ownership plus other SMEs as required and agreed.
- Access to repositories, pipelines, tooling dashboards, architecture diagrams and service documentation if available.
- Read-only access to buyer cloud platforms and CI/CD tools where required.
- Availability of historical change, incident and deployment data (if applicable).

9. Outage and maintenance management

Not applicable – consultancy service. Any automated discovery or tooling analysis is scheduled with the buyer to avoid operational impact.

10. Hosting options and locations

Not applicable – no hosting is provided. All work is performed within the buyer's cloud environments (Azure, AWS, OCI, or on-prem OpenShift). CGI delivery is UK-based by default.

11. Security

- CGI personnel are BPSS-cleared as standard; SC-cleared resources available on request.
- Access provision follows least-privilege principles.
- All artefacts stored in CGI's secure environment and shared via approved channels.
- No production credentials stored by CGI; session-based access only.
- All buyer data deleted on project completion in accordance with CGI retention policy.

12. Service Pricing and Terms and Conditions

12.1. Pricing

Please refer to the G-Cloud 15 portal for the rates available.

12.2. Terms and Conditions

Please refer to the associated Terms and Conditions Document relevant for this Service including termination by the Buyer or Supplier.

13. Further information

For more information about this or any of our G-Cloud services, please contact us:

Phone: +44 0845 070 7765. Ask to speak to the G-Cloud team.

Email: uk.gen.ccsframeworks@cgi.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.

We will prepare a quotation for you. Once the quotation is agreed upon, we will issue you the necessary documentation (as required by the G-Cloud Framework) and ask you to provide us with a purchase order.

Once we have received your purchase order, the services will be configured to the requirements agreed with invoices issued to you for the services procured. On a monthly basis, we will also complete the mandated management information reports to Government Procurement.

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The information in this proposal is submitted on 30 Jan 2026 - Issue 1.0 on behalf of CGI by the following authorised representative:

Simon Figg

Frameworks Manager

CGI IT UK Ltd

14th Floor, 20 Fenchurch Street, London, EC3M 3BY

Tel: +44 0845 070 7765

