



CGI x Red Hat Automation Maturity Assessment

Contracting body

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Service Definition overview

CGI x Red Hat Automation Maturity Assessment is a consultancy engagement designed to help public sector organisations understand their current automation posture across people, process, and technology. The service baselines existing tooling, skills, governance and operational capability, using Red Hat Ansible Automation Platform (AAP) frameworks and CGI's advisory methods to determine readiness for scaled automation adoption. The assessment provides measurable maturity scoring, a clear roadmap, and prioritised interventions to unlock value, reduce operational burden, and enable secure, sustainable automation aligned to UK Government standards.

Why CGI?

CGI brings deep public-sector experience, domain expertise across critical national infrastructure, and long-standing partnerships with Red Hat, AWS, Azure, and major vendors. Our client-proximity model ensures local delivery with access to our global delivery network for specialist capability. We combine GDaD-aligned roles, proven automation frameworks, and multi-cloud skills to accelerate automation programmes with predictable outcomes. CGI's expertise in operating model design, FinOps, DevOps, SRE, governance and organisational change ensures that automation is delivered safely, sustainably and with measurable business value.

1. Service Description

The Automation Maturity Assessment is a structured consultancy engagement built around People – Process – Technology (PPT) and supported by Red Hat automation best practice. The service evaluates organisational readiness to adopt Ansible Automation Platform (AAP), identifies risks and improvement areas, and provides a clear roadmap for transformation.

1.1. People

- Assess current organisational structure, capability, and skills relative to automation roles (aligning to DDAT).
- Evaluate team responsibilities, workflows, and adoption readiness.
- Identify gaps in knowledge of automation patterns, governance, and AAP usage.
- Assess alignment with Red Hat's Automation Community of Practice (CoP) principles (pages 31–38).

1.2. Process

- Review existing automation processes, governance, change control, and quality assurance.
- Baseline operating practices for configuration management, patching, deployments, network changes, cloud provisioning, and incident workflows.
- Identify process fragmentation, manual interventions, and policy gaps.
- Map processes against Red Hat's recommended operating model and automation lifecycle (provision → configure → manage → optimise).

1.3. Technology

- Review existing automation tooling, scripts, ad-hoc playbooks, CI/CD integrations, and platform maturity.
- Assess infrastructure domains suitable for automation (OS, cloud, network, app deployment, virtualisation, AIOps). Pages 39–44 provide ecosystem insights.
- Evaluate suitability and readiness for Ansible Automation Platform adoption.
- Identify blockers, technical debt, and risks associated with current state.

1.4. Assessment Activities

- Discovery workshops with technology, operations, security, and service management teams.
- Artefact review (playbooks, pipelines, SOPs, architecture diagrams).
- Stakeholder interviews.
- Maturity scoring across domains and capability pillars.
- Prioritised recommendations and roadmap creation.

1.5. Deliverables

- Automation Capability Heat Map.
- Maturity Scoring Model & Assessment Report.
- Gap Analysis across People, Process and Technology.
- Risk register and mitigation plan.
- Adoption Roadmap for Red Hat Ansible Automation Platform.
- ROM (Rough Order of Magnitude) options for next steps.

All deliverables are consultancy artefacts only and do not provide configuration or managed services.

2. Data backup and restore

Not applicable – consultancy service. We do not host or operate buyer systems. We assess the buyer's backup, restore posture, and report any gaps.

3. Service Continuity

Consultancy delivery only. We provide resource substitution and rescheduling to maintain continuity. Buyer platform continuity and DR remain the buyer's responsibility.

4. Onboarding and Offboarding

4.1. Onboarding

- Kick-off workshop and scope confirmation.
- Agreement of assessment windows, artefact access, and SME availability.
- Definition of target use cases and functional domains.
- Access enablement (read-only where required).

4.2. Offboarding

- Playback of final deliverables.
- Handover of all artefacts in agreed formats.
- Closure meeting to confirm outcomes and next steps.

4.2.1. Access to data upon exit

All assessment outputs and derived artefacts are returned to the buyer. CGI retains no customer data beyond contractual retention obligations.

5. Service constraints

- Consultancy only — no hands-on operational changes or managed automation service are provided.
- Access to relevant SMEs is required to complete assessment activities.
- Read-only access to artefacts and environments may be required, as agreed.
- Dependencies on buyer change freezes or availability may affect timelines.
- The agreed SoW governs scope, priorities, and deliverables.

6. Service levels

- Consultant response during engagement: within one business day.
- Draft assessment report: typically, within ten working days of final workshop completion.
- Final deliverables: within five working days of feedback incorporation.
- Engagement delivery operates during UK business hours unless agreed otherwise.

7. After sales support

A post-engagement Q&A window and a playback session are included. CGI may provide additional advisory services, training, or POC support under separate G-Cloud call-offs.

8. Technical requirements

The buyer will provide:

- Access to relevant SMEs for discovery workshops.
- Architecture documents, automation artefacts, scripts, and policies.
- Read-only access to automation platforms or repositories where required.
- Existing process documentation (if available).
- Tooling exports or reports where automation platforms are already deployed.

9. Outage and maintenance management

Not applicable – consultancy service. No operational changes are made. Any discovery requiring platform access will be scheduled to avoid service impact.

10. Hosting options and locations

Not applicable – no hosting is provided. All assessment work is completed within the buyer's existing environments. Work is delivered from the UK unless otherwise agreed.

11. Security

CGI applies strict access control, least privilege, secure data handling, and ISO-aligned information assurance practices. All personnel are BPSS-cleared as standard, with higher clearances available on request. All information is encrypted in transit and at rest; data is deleted or returned according to contract.

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.

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

3. Your name and contact details.
 4. A brief description of your business situation.
 5. Your preferred timescales for starting the work.
- 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:

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