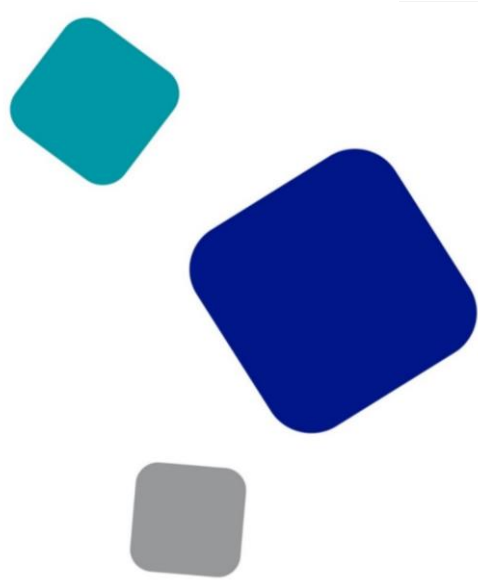




G-Cloud 15

Service Transition Service



Contents

1. About Mastek3

2. Summary.....13

3. Masteks Service.....14

4. Key Features.....15

 4.1 Comprehensive Four-Phase Transition Approach: Ensuring Operational Readiness.....15

5. Business Benefits17

6. Technologies, Languages, Methods, Best Practice and Standards18

Table of Figures

Figure 1: Agile Service Management (ASM) Service 13

Figure 2: Mastek Transition Strategy..... 14

Figure 3: Mastek’s Transition Methodology (with illustrative timescales only) 16

1. About Mastek

Mastek has been delivering Critical National Infrastructure programmes in the UK Public Sector for over a decade now. We are trusted with multiple contracts for the UK Government across Central Government, Health, Local Government, Policing, Public Protection, and Defence. The majority of our national services are delivered in a context of high uncertainty and complexity while collaborating in multi-supplier environments.

While working for these large and complex public sector organisations, we have continuously refined our management, delivery and underlying processes to reflect key learnings from the sector:

Working through a complex stakeholder landscape: We understand the importance of establishing effective communication channels, building trust, and fostering a collaborative working environment that empowers stakeholders to contribute meaningfully to the project's success. Our approach is based on a deep understanding of stakeholder needs and requirements. We leverage our experience and expertise to design governance structures that promote transparency and accountability and use data-driven reporting mechanisms to ensure stakeholders have real-time visibility into project status and progress. At the Home Office, GDS, Ministry of Defence and NHS, we have a proven track record of working seamlessly with large stakeholder groups, including civil servants.

Standards, compliances: We comply with >20 policies and standards, including Government Digital Standards and Government CDDO Service Toolkit covering service standards, service manuals, TCoP, API technical and data standards. Our stringent governance, methods, playbooks, and processes (manual and automated) span across service delivery phases, ensuring continuous compliance.

Policy-driven: Policies and procedures largely drive Public Sector organisations. We need to be Agile and flexible to meet demands for policy/regulatory changes, geopolitical events, and ministerial commitments.

Culture: We adhere to the Civil Service core values of integrity, honesty, objectivity, and impartiality. Key behaviours we promote stem from a combination of Civil Service and Mastek values. These include being passionate, accountable, sustaining predictable and repeatable outcomes, not transferring risk, transparent, leading to enable, acting with transparency, practising a no-blame culture, and being flexible.

Mastek's global presence



Australia	Indonesia	Oman
Austria	Ireland	Philippines
Bahrain	Italy	Poland
Belgium	Japan	Romania
Brunei	Jordan	Singapore
Canada	Kenya	Slovakia
Denmark	Kingdom of Saudi Arabia (KSA)	Spain
Egypt	Kuwait	Sri Lanka
Estonia	Latvia	Sweden
Finland	Luxembourg	Switzerland
France	Malaysia	United Arab Emirates (UAE)
Germany	Netherlands	United Kingdom
Hungary	New Zealand	USA
Iceland	Norway	
India		

Did you know?

75%

Around three quarters of Local Authorities in the UK who run Oracle have worked with Mastek on their digital transformation journey.

300,000 Users

Supported managing up to 750,000 logins per month to MOD through Identity and Access Management

Crime reduction

We designed, built and manage the UK's Strategic National DNA Database that helps Forensics and Law Enforcement Authorities investigate & stop crime

90% faster

We enabled the National Health Service (NHS) to drive 90% faster response times with a billion pharmacy prescriptions a year.

Technical Service Desk

We provide level 2 and ITSM support for the One Login service at Government Digital Service

22k

Our systems enable 22,000 schools to function efficiently every day of the year.

Healthcare and manufacturing

We delivered Finance, HCM & Supply Chain transformations for clients across health and manufacturing globally powered by Oracle Cloud

Transformation of trade

Transforming UK's trade with the EU and rest of the World by supporting Customs Declarations Services and its trade users.

99.99% Availability

We support the Home Office Biometrics (HOB) Platform, Having migrated it to an AWS platform.

Our digital and cloud services portfolio

Powered by **Glide 4.0** and **value-based delivery**

Industry-aligned approach with business outcomes

Digital engineering and experience	- Cloud engineering & migration - Legacy modernisation - Low code / no code App Dev - DevSecOps - Enterprise integration	- MACH - Digital commerce - UX & CX - Platform engineering - Gen AI software development.
Oracle Cloud and enterprise apps	- Oracle Cloud applications - Oracle consulting - Oracle Cloud infrastructure	- Value-based delivery - Glide 4.0.
Data, automation and AI	- Cloud data modernisation - Business Intelligence & Analytics	- Data management - Intelligent automation - Data Governance.
Salesforce	- Sales Cloud - Service Cloud - Marketing Cloud - Industry Cloud	- Experience Cloud - Mulesoft.
Innovation labs and platforms	- Enterprise workforce scheduler - Connected enterprise - icx-Pro – intelligent part assistant	iLeaseFinPro.
Cloud enhancement managed services	- Oracle managed services - Digital managed services - Commerce managed services	- Salesforce managed services. - Bespoke Application managed services

Commented [CH1]: Is there a reason this is in her when the title at the top suggests Glide 4.0 sits across all of these?



Home Office Biometrics (HOB)

Public sector platform modelled 24x7 with 99.99% availability

Problem

- Transition business-critical platform services from incumbent supplier with minimal risk
- Migration from private cloud to AWS Cloud.

Solution

- Migrated the infrastructure from private cloud to AWS
- Embedding Kubernetes Containerisation
- Introduced Docker and fully-baked AMIs
- Supporting the platform's self-service functionality using Jenkins Jobs
- Applying security updates to the OS base images through pipelines
- Instituting automated patching and testing for infrastructure images
- Support of configuration, test, and releasable artefacts through the pipeline.

Commented [CH2]: If this is about Transition shouldn't there be something in here about the governance/processes etc. we put in, in order to manage the transition?

Outcome

- **Zero impact** on live service
- **80% automation** of SIT
- Environment Provision **2 days to 1 hour**
- **5x scalability** in handling student BRPs
- Cost saving the authority circa **£9.5m/year.**
- Won the '**Best Use of Cloud Services**' award
- **35%** Incident Volume Reduction.



TOOLS



Government Digital Service

Problem

GDS initiated the One Login programme to create a single front door for identity verification and authentication, which could be adopted and scaled across all government departments. This would improve the user experience by providing the public with a single identification and verification service for the government, reduce costs as each department no longer required its own identity service, and reduce identity fraud and identity-enabled crime.

GDS released a tender in June 2023 to provide a Technical Service Desk (TSD) managed service for the One Login service. This service would provide a single point of contact for level 1 and 2 service support as part of the wider support ecosystem. It would be provided in the UK and replace the incumbent's scaled-down non-ITIL-aligned break-fix service.

Solution

In September 2023, Mastek were successfully awarded the TSD contract to deliver TSD on behalf of GDS. GDS had an extremely aggressive programme driven by the onboarding of HMRC as a user, which was a major milestone planned for February 2024, migrating new and existing HMRC users to the One Login platform. The TSD service was expected to go live in November 2023. This was an extremely complex programme which, within this timescale, would deliver:

- The contact centre provider for level 0 directly facing the public
- The TSD supplier in place directly facing all government departments
- The TSD supplier in place providing L1 and L2 engineering support and monitoring
- Continued delivery on the One Login backlog of features
- Continued migration of smaller government departments to the platform.
- Delivery of a new ITSM toolset to be configured for use by GDS and the One Login programme, integrating level 0 to level 3 support
- Working as one team, Mastek quickly integrated into the programme, appointing the leadership team early in the engagement. We collaborated with GDS from the outset, ensuring we tailored the service to their expectations rather than delivering what was written in the contract.

Our leadership team consisted of:

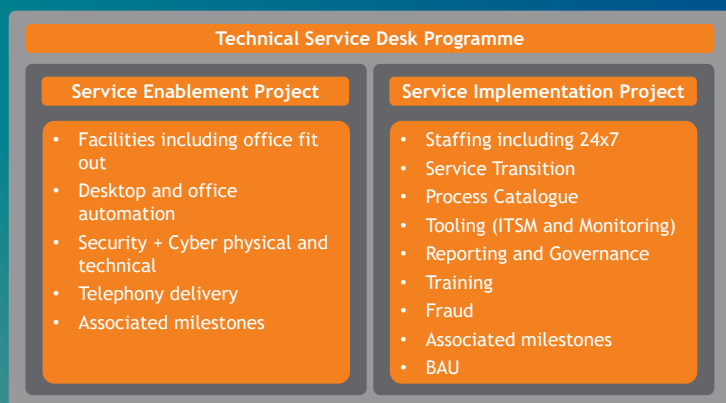
- Service Management Vice President
- Programme Director
- Chief Technology Officer
- Programme Management office lead.

Outcome

At its height, the programme team was circa 15 strong, covering programme/project delivery, PMO, architecture, fraud, security, support, omni-channel and quality assurance. The service team is currently in place providing circa 21 resources now covering end-to-end service management, service delivery and L1 and 2 engineering roles.

As the One Login migrations continue, Mastek is supporting Government departments onboarding to the platform as they transition into the new service and provide One Login a secure Technical Service Desk managed service with:

- Omni channel access for other government departments via telephony, email and web form
- Provision of L1 and L2 engineering support
- 24x7, 365 days a week cover
- 24x7x365 eyes on monitoring service
- Fraud detection and security, GDPR compliant
- End-to-end (L0-3) incident and problem management
- End-to-end 24x7 Major incident management (MIM)
- On-call/call-out engineering support, incident and MI management
- Adherence to stringent SLAs on incident response, call handling and fix times
- End-to-end monthly service reporting alongside TSD KPI and SLA reporting.
- A shift left culture and mindset, reducing the impact of service on product teams (L3)
- Support with service maturity in the programme, preparing GDS to run critical national infrastructure.



Internet-facing platform & applications for Army Digital Services

Developed mobile app & web app
with 24*7 high availability

Problem

- New Defence Gateway Portal
- Combine all internet-facing applications into one
- Easy to use
- Enable easier access to the MySeries portfolio of products.

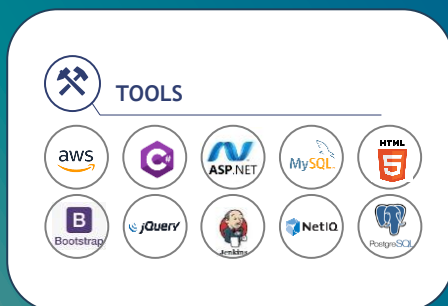
Solution

Designed and developed the following easy-use Progressive Web Apps:

- Defence Gateway Landing Page
- My Leave App
- My Expenses App
- My Health App
- My Details App
- My Appraisal App
- My Admin App
- COVID-19 Reporting Tool
- Commanders' COVID-19 Tool.

Outcome

- Delivered 20+ successful projects
- Deployment Automation
- £7.5m in savings annually
- Zero Downtime
- Environment creation in hours.



Delivered a platform for the Department for Health and Social Care

Delivered capability supporting 200k+ tests in a day,
traced millions of COVID-19 infections

Problem

- Leveraging DevOps platform based on reusable GitHub, AWS, and Azure DevOps Pipelines
- Introduce more flexible, scalable, and reusable IaC capabilities
- Implement CI/CD pipelines.

Solution

- Uplifted from Cloud Formation into Terraform (IaC)
- Pre-built the AMIs using Packer, with automated security checks
- Immutable infrastructure, thus eliminating the risks of partial upgrades and patches
- Continual Cost Optimisation processes and other service functions, such as Change and Risk management
- Migrated into an organisation-wide collaboration toolset. This included Jira, Confluence, Trello, Miro, Teams, SharePoint, O365, Slack, etc.

Outcome

- 75% reduction in lead time due to pre-built AMIs
- Zero Downtime Deployments
- Delivered a Platform - Secured, multi-tenanted hosted on Azure and AWS in 5 weeks
- Cost reduction achieved through close monitoring of resource utilisation.



TOOLS



Mastek and Technology in the Public Sector

Technical Capabilities	Relevant Technology Capability	Mastek Scale
Software Development Continuous Integration, Platform - Other Products, Cloud Collaboration Tools		Software Engineering 2354 FTE
QA and Test; API, Automated Functional and Compatibility, Accessibility & Performance		QA and Testing 774 FTE
Cloud Platforms Amazon Web Services AWS Microsoft Azure		Cloud Platforms 1046 FTE
Data BI/MI Components, Integration		BI and Visualisation 725 FTE
User-Centered Design		UCD 25 FTE
Office Automation Tools		Collaboration 4565 FTE

2. Summary

Mastek’s **Service Transition** is a critical component of our Agile Service Management (ASM) offering, designed to ensure seamless transfer of accountability from incumbent providers to Mastek without disruption to business operations. Leveraging a proven transition framework, industry best practices, and lessons learned from complex engagements, we deliver a structured, risk-mitigated approach that accelerates onboarding and guarantees service continuity.

Below is a summary of our Agile Service Management (ASM) service.

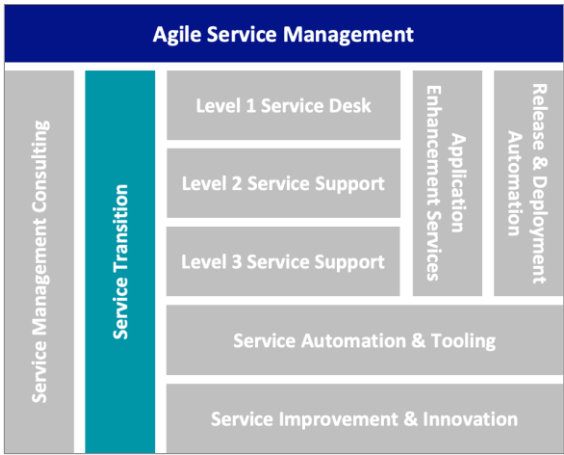


Figure 1: Agile Service Management (ASM) Service

Before delivering overall ASM service or selected, tailored service components (such as Level 2 or Level 3 Service Support), our Service Transition service provides a method to transfer accountability from in-house or incumbent developer or operations service provider(s) to Mastek.

Mastek has a mature and effective transition methodology, carefully aligned with industry best practices and ITIL standards, developed from extensive experience and “lessons learned” gathered through various complex client scenarios when transferring service operations from an existing provider. A successful and complete transition is key to the overall success of ASM service delivery; hence, this is delivered as a discrete project to ensure that every aspect and angle is duly covered.

Our proposed strategy helps customers move into ASM service in a seamless, quick and efficient manner while minimising risk to the business.

3. Masteks Service

Mastek's service transition strategy is built around the following critical strategic factors to reduce the costs and complexities of transition.



Figure 2: Mastek Transition Strategy

- Gap analysis: Ensure all the areas and activities are thoroughly analysed during due diligence to identify gaps in skill sets, resources, knowledge areas, processes, and tools.
- Implementing complexity grading to determine the complexity and risk associated with each transition area and formulate an appropriate transition strategy.
- Robust and inclusive transition governance to focus on the transition's effectiveness and keep all stakeholders continuously informed of transition progress throughout the transition period.
- Resource mobilisation and ramp-up strategy based on complexity and risk analysis.
- Programme delivery commitments and delivery roadmaps are considered to align the transition activities accordingly and ensure business continuity.
- Leverage the existing knowledge base and Mastek's knowledge of functional areas and change management processes.
- Quick wins for an accelerated transition timeline.
- Implementing industry best practices and learning from previous successful transitions.

4. Key Features

Mastek considers the following as critical success factors for successful service transition:

Design principles	Description
Well-defined transition plan	Detailed transition plan considering timelines, technology, vendor dependency, and stakeholder requirements.
Effective risk management	- Defined stream-based approach to transition to avoid a big bang and to ensure onboarding of key resources - Well-defined Quality Gates ensure quality and completeness at each stage - Weekly progress monitoring against the transition plan, focusing on potential risks and mitigation plans.
Robust transition governance	- Dedicated Transition Governance Team - Robust Transition governance to keep all stakeholders regularly informed of transition progress.
Leveraging best practice	- Transition tool kit tried and tested in multiple large-scale transitions - Playback sessions to validate knowledge transfer effectiveness.
Ensure service continuity and stability	- Publish key metrics throughout the transition - Structured stakeholder engagement and communication - Confirm current delivery commitments, inflight items, and roadmaps taken into consideration.

4.1 Comprehensive Four-Phase Transition Approach: Ensuring Operational Readiness

Mastek will execute a four-phase transition methodology, with operational readiness integrated as a key focus alongside knowledge transfer. Each phase will conclude with a formal sign-off, where stakeholders collectively confirm the status, risks, and next steps. This structured approach ensures that all aspects essential for a stable and effective service transition are addressed.

4.1.1 Phase 1: Due Diligence

- Resourcing:** Assess existing team capacity and identify any need for additional headcount to meet future service demands. Where gaps are found, initiate recruitment or contract augmentation to ensure adequate coverage.
- Transition Planning:** Develop a detailed transition plan that incorporates operational requirements, including service hours, support model, and escalation pathways.
- Documentation Review:** Evaluate current Business Continuity and Disaster Recovery (BCDR) documentation to identify areas requiring updates or enhancements for the intended support environment.
- Sign-off Activity:** Stakeholders validate readiness to proceed, confirming resourcing plans and documentation updates.

4.1.2 Phase 2: Knowledge Transfer

- Training Requirements:** In addition to structured knowledge transfer, identify supplementary training needs such as new tools, processes, or compliance standards. Deliver bespoke training sessions to close any skill gaps and ensure operational capability.

- **Service Hours Assessment:** Review current service coverage and determine whether modifications are required to meet business objectives or regulatory requirements. Communicate proposed changes to all relevant parties.
- **Sign-off Activity:** Confirm that the transition team is fully trained and that service hours are agreed and documented.

4.1.3 Phase 3: Forward Shadowing

- **Support Model Review:** While shadowing the incumbent, evaluate the existing support structures and identify opportunities for improvement or realignment to optimise service delivery.
- **Service Rehearsal Planning:** If significant changes to processes or systems are anticipated, schedule and plan service rehearsals to simulate critical scenarios, ensuring preparedness for go-live.
- **Documentation Updates:** Begin updating operational documentation, including BCDR and process guides, to reflect any changes observed during shadowing.
- **Sign-off Activity:** Validate that the support model is fit for purpose and rehearsals are planned where required.

4.1.4 Phase 4: Reverse Shadowing

- **Operational Readiness Validation:** Mastek assumes primary support responsibility, with the incumbent available for guidance. Conduct service rehearsals if significant modifications have been made, and address any issues identified.
- **Final Documentation:** Complete updates to all operational documents, ensuring BCDR and related materials accurately reflect the new service environment.
- **Sign-off Activity:** Stakeholders confirm full operational readiness, with all training, resourcing, documentation, and rehearsal requirements met.

This holistic approach ensures that, beyond knowledge transfer, Mastek proactively addresses operational readiness through rigorous planning, resource management, comprehensive training, service coverage evaluation, support model optimisation, rehearsals for major changes, and thorough documentation updates. Transition managers and stakeholders can be confident in a seamless and resilient transition process.

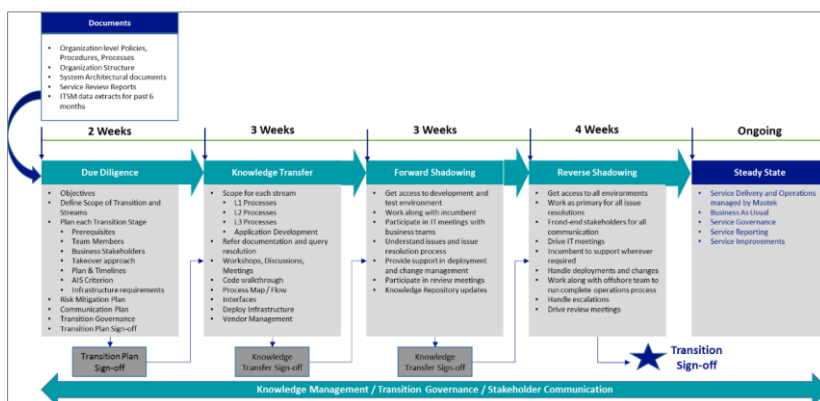


Figure 3: Mastek's Transition Methodology (with illustrative timescales only)

5. Business Benefits

Mastek's approach to service transition is geared towards achieving the following outcomes:

- A successful transition of existing service deliveries without affecting business activities.
- On-time completion of the transition programme.
- De-risked delivery commitments and continued service level adherence.
- De-risked knowledge management, mitigating any issues arising from the supplier change.
- A seamless stakeholder experience.

6. Technologies, Languages, Methods, Best Practice and Standards

All major technologies, the latest toolsets, best practices and standards are supported.

Specifically, Mastek will deploy our Service Transition Framework to deliver the Service Transition service.

--- End of Document ---

Mastek UK Ltd.
100 Brook Drive, Green Park,
Reading, Berkshire
RG2 6UJ
+44 (0)118 903 5700
Email: g-cloud@mastek.com

