



Trust. Value. Velocity

G-Cloud 15

Service Management Consulting Service

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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 contexts of high uncertainty and complexity, while collaborating across 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:

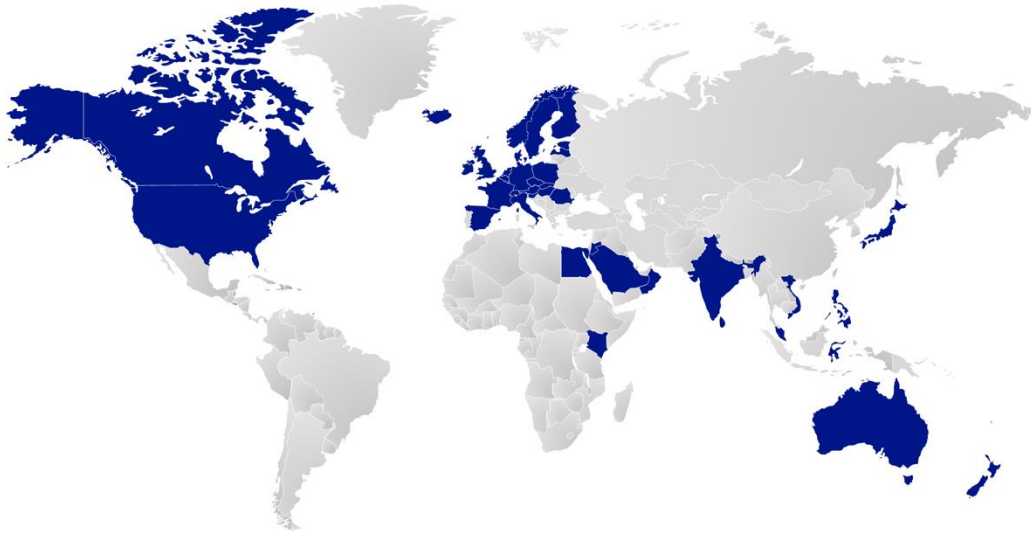
Working through a complex stakeholder landscape: We understand the importance of establishing effective communication channels, building trust and fostering a collaborative working environment that empowers stakeholders to contribute meaningfully to the project's success. Our approach is based on a deep 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, the Ministry of Defence, and the NHS, we have a proven track record of working seamlessly with large stakeholder groups, including civil servants.

Standards, compliance: We comply with >20 policies and standards, including Government Digital Standards and the Government CDDO Service Toolkit, covering service standards, service manuals, TCoP, and 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

Austria

Bahrain

Belgium

Brunei

Canada

Denmark

Egypt

Estonia

Finland

France

Germany

Hungary

Iceland

India

Indonesia

Ireland

Italy

Japan

Jordan

Kenya

Kingdom of Saudi Arabia
(KSA)

Kuwait

Latvia

Luxembourg

Malaysia

Netherlands

New Zealand

Norway

Oman

Philippines

Poland

Romania

Singapore

Slovakia

Spain

Sri Lanka

Sweden

Switzerland

United Arab Emirates (UAE)

United Kingdom

USA

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 and migration • Legacy modernisation • Low code / no code App Dev • DevSecOps • Enterprise integration	• MACH • Digital commerce • UX and 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 and 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.

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.

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.



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 and applications for Army Digital Services

Developed mobile app and 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.



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 Management Consulting Service** is a component part of our overarching Agile Service Management (ASM) service, as illustrated in the following figure:

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

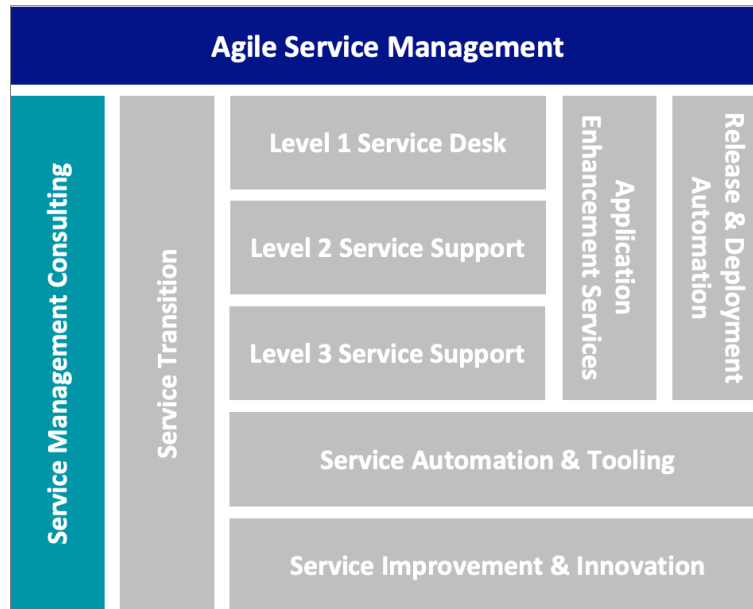


Figure 1: Agile Service Management (ASM) Service

The Service Management Consulting service focuses on advising organisations on how to best utilise Agile Service Management services to sustain and continuously improve cloud applications and environments/platforms in live service operations, including Early Life Support (ELS) and retirement.

We provide outcome-focused consulting services and follow a “concept to completion” approach. We analyse and plan strategic services, working with customers to provide independent assessments, service design guidance, transition support and operational assistance.

3. Masteks Service

Our goal for the Service Management Consulting service is to deliver meaningful results by using the ITIL V4 Service Management framework, blended with Agile and DevOps methods and combining them with critical lessons learned from our experience – both in “traditional” ITIL-based approaches and in “digital” DevSecOps approaches.

Our Service Management consultants work closely with clients to review current practices, aiming to improve services and enable greater value.

Core components of our Service Management Consulting service include:

3.1 Visioning and Strategy

Mastek will help define the organisation's service goals and key service delivery drivers. We can develop and deliver a report on your organisation's vision and strategy - a document that will act as a foundation for future planning activities.

3.2 Executive Roadmap

Mastek will conduct workshops with your service delivery team(s) to provide an executive-level overview of your programme's people, processes, tools and partner elements. Based on these insights, we can develop target operating models to help you achieve the optimal blend of partner/supplier/insourced teams, sharing lessons learned from working within various operating models.

3.3 Process Assessment

Our Service Management consultants will provide an independent service maturity assessment across People, Process and Technology, as well as industry benchmark comparisons, cultural analysis, maturity gap analysis and detailed recommendations for the next steps in your improvement journey.

3.4 Service Maturity

Mastek's Service Maturity Assessment provides organisations with a clear, evidence-based view of their current service capability and a roadmap for improvement. Our approach benchmarks your service management practices against recognised frameworks such as **ITIL V4**, **ISO/IEC 20000** and industry best practices, while incorporating Agile and DevSecOps principles to ensure modernisation and resilience.

3.4.1 Key Elements of the Service Maturity Assessment

- **Comprehensive Evaluation:** Assess maturity across People, Process, Technology and Culture, identifying strengths and gaps in service delivery.
- **Benchmarking and Gap Analysis:** Compare your organisation's performance against industry standards and peers to highlight improvement opportunities.
- **Risk and Compliance Review:** Evaluate alignment with governance, security and compliance requirements (e.g., ISO 27001, OWASP, Zero Trust).
- **Actionable Roadmap:** Deliver a prioritised improvement plan with short-, medium- and long-term actions to enhance service capability and customer experience.
- **Continuous Improvement Enablement:** Embed a culture of iterative improvement through measurable KPIs and governance models.

3.5 DevSecOps Maturity Assessment

Mastek empowers organisations on their DevSecOps journey with our comprehensive DevSecOps maturity assessment services. Regardless of your stage in the DevOps or DevSecOps journey, we will help you evaluate your existing landscape against the key elements of People, Process, Technology and Culture. Our proficiency in DevSecOps services automates and streamlines operations to meet an enterprise's development and delivery needs.

We provide a best-fit roadmap with recommendations on governance, tooling, processes, architecture, security and, most importantly, a People mindset towards change.

We will help you adopt a security approach that incorporates Agile and DevSecOps practices, utilising industry standards such as OWASP risk assessment, Zero Trust and security tests including SAST, IAST, DAST and RASP.

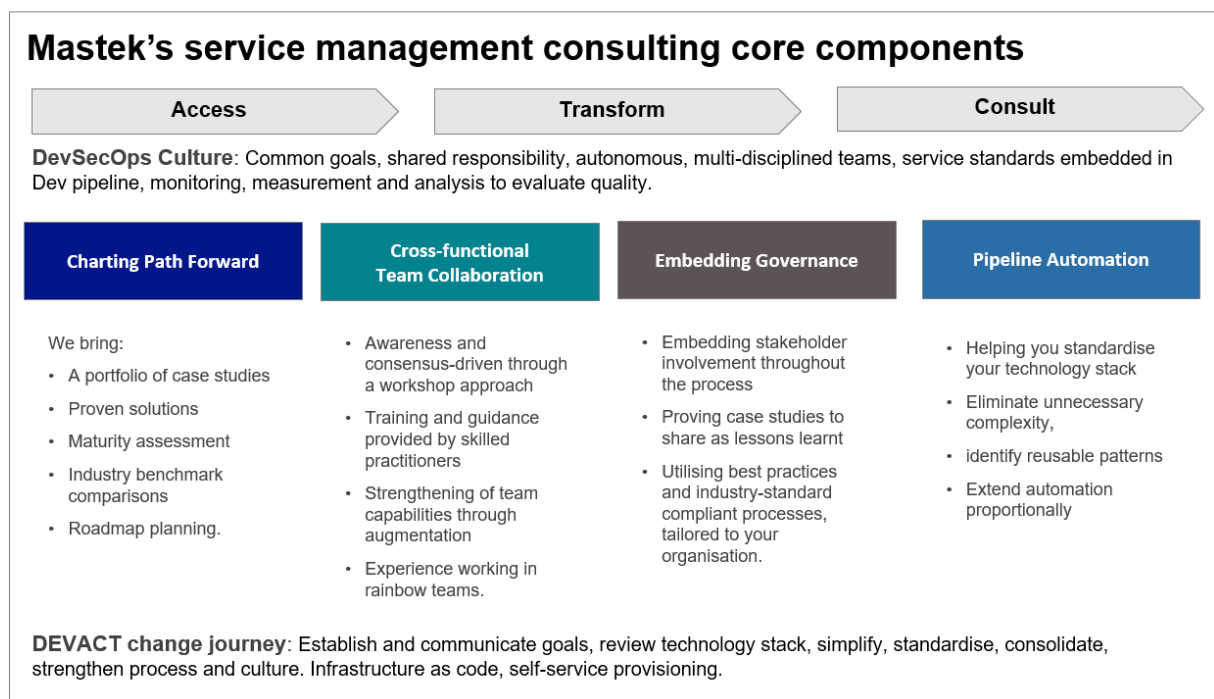


Figure 2: Mastek's Service Management Consulting Core Components

3.6 Service Desk Assessment

This assessment comprises interviews, workshops and desk visit observations to gain a holistic view of your service desk performance. A full report, including recommendations for improvement, will be produced and prioritised against the strategy.

3.7 IT Service Management Tool Evaluation and Selection

Mastek helps our customers by providing a comprehensive evaluation process to select the optimum IT service management tools for a given organisation, including:

- Requirements matrix based on the ITIL Framework
- Details regarding the technical factors
- Total cost of ownership.

3.8 IT Service Management Tool Implementation and Support

Mastek provides customer-focused expertise during the tool implementation and enduring support phase by working collaboratively with your organisation and the toolset vendor to identify the appropriate processes, planning and governance, including tool training, role-based access controls, structure of appropriate business and technical configuration items, SLA/KPI configuration, assignment/resolver group configuration and appropriate reporting, etc.

3.9 Cloud Support

Mastek has extensive experience in cloud services. We can provide consultancy services on cloud service selection, migration and integration. Mastek can also design and migrate to cloud infrastructure. We will also offer services to manage cloud infrastructure and interface it to other systems.

3.10 Service Transition

Our Service Management consultants will provide you with customer-focused expertise to ensure that changes to services and products are implemented smoothly, minimising operational disruption and maximising the value delivered through careful planning, coordination and collaboration across different teams, incumbent suppliers and departments.

4. Key Features

Skilled Service Management consultants who will work with your service delivery team to:

- Benchmark your support services to maximise return on investment.
- Support business outcomes and enable business change.
- Provide service maturity assessments and consultancy.
- Enable transitioning from “traditional” IT Service Management approaches to modern DevSecOps approaches that blend Agile, DevOps and ITIL V4 for the best outcomes.
- Manage risk in line with business needs.
- Optimise the customer experience.
- Selection of a tool that enables continuous improvement.
- Ensure you have the right service tools for the job.
- Provide both industry and cross-government transformation experience of similar challenges to support your programme and service teams.

5. Business Benefits

Improvements in service delivery can:

- Drive continuous improvement of your services through a DevSecOps model that hybridises Agile, DevOps and ITIL for best-in-class service performance.
- Improve management of business risks.
- Minimise service disruption.
- Improve service processes.
- Provides a clear baseline of current service maturity.
- Enables targeted investment in areas that deliver the greatest business value.
- Supports transition from traditional ITSM to modern DevSecOps operating models.
- Improves risk management and compliance posture.
- Accelerates service transformation while minimising operational disruption.
- Quantify and demonstrate the value of services.
- Ensure the quality of services matches customer needs and expectations.
- Build and maintain positive relationships with customers and improve customer satisfaction
- Support business change at the speed your customer needs while ensuring a low-risk environment.
- Deliver transformational change to your operating model and mature your organisation's capability.

6. Technologies, Languages, Tools and Methods

All major technologies, the latest toolsets, best practices and standards are supported. Mastek has significant experience in delivering in our G-Cloud clients' environments across:

- User experience and front-end
- Integration
- Back-end processing
- Workflow, services
- Security
- Microservices
- BPM
- Operations
- Data, Insights, Warehouse, Analytics, BI, Data Lake, Data Virtualisation, Visualisation, AI
- Build, Deployment Storage, Code Quality, Source Code Repository
- Environment and platform technologies
- Extensive delivery tools, methods, frameworks and standards.

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