



Trust. Value. Velocity

## G-Cloud 15

Level 1 Service Desk 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 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:

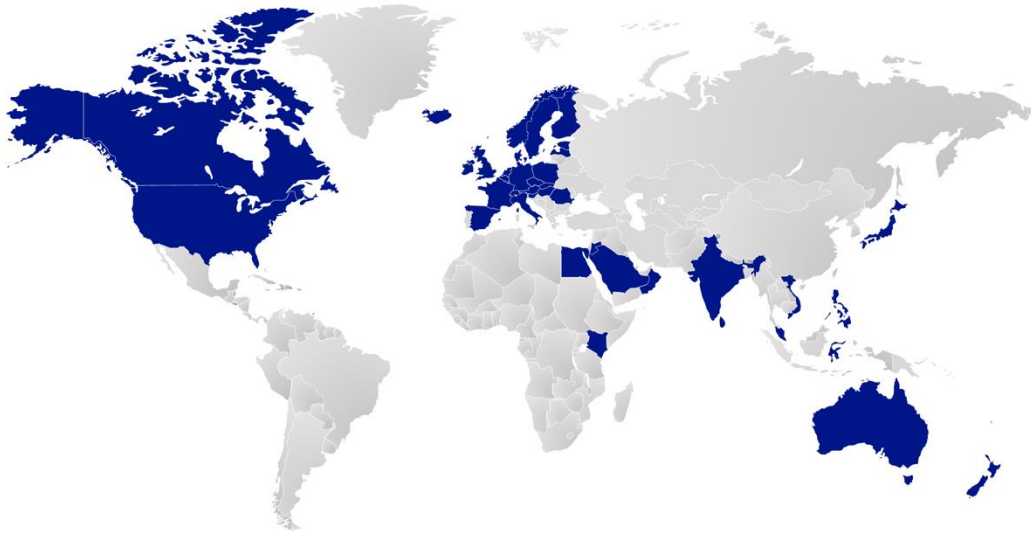
**Working through a complex stakeholder landscape:** We understand the importance of establishing effective communication channels, building trust and fostering a collaborative working environment that empowers stakeholders to contribute meaningfully to the project's success. Our approach is based on 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**

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 and 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 and 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

|                                           |                                                                                                                                                                                                                  |                                                                                                                                                                                   |
|-------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Digital engineering and experience</b> | <ul style="list-style-type: none"> <li>• Cloud engineering and migration</li> <li>• Legacy modernisation</li> <li>• Low code / no code App Dev</li> <li>• DevSecOps</li> <li>• Enterprise integration</li> </ul> | <ul style="list-style-type: none"> <li>• MACH</li> <li>• Digital commerce</li> <li>• UX and CX</li> <li>• Platform engineering</li> <li>• Gen AI software development.</li> </ul> |
| <b>Oracle Cloud and enterprise apps</b>   | <ul style="list-style-type: none"> <li>• Oracle Cloud applications</li> <li>• Oracle consulting</li> <li>• Oracle Cloud infrastructure</li> </ul>                                                                | <ul style="list-style-type: none"> <li>• Value-based delivery</li> <li>• Glide 4.0.</li> </ul>                                                                                    |
| <b>Data, automation and AI</b>            | <ul style="list-style-type: none"> <li>• Cloud data modernisation</li> <li>• Business Intelligence and Analytics</li> </ul>                                                                                      | <ul style="list-style-type: none"> <li>• Data management</li> <li>• Intelligent automation</li> <li>• Data Governance.</li> </ul>                                                 |
| <b>Salesforce</b>                         | <ul style="list-style-type: none"> <li>• Sales Cloud</li> <li>• Service Cloud</li> <li>• Marketing Cloud</li> <li>• Industry Cloud</li> </ul>                                                                    | <ul style="list-style-type: none"> <li>• Experience Cloud</li> <li>• Mulesoft.</li> </ul>                                                                                         |
| <b>Innovation labs and platforms</b>      | <ul style="list-style-type: none"> <li>• Enterprise workforce scheduler</li> <li>• Connected enterprise</li> <li>• icx-Pro – intelligent part assistant</li> </ul>                                               | <ul style="list-style-type: none"> <li>• iLeaseFinPro.</li> </ul>                                                                                                                 |
| <b>Cloud enhancement managed services</b> | <ul style="list-style-type: none"> <li>• Oracle managed services</li> <li>• Digital managed services</li> <li>• Commerce managed services</li> </ul>                                                             | <ul style="list-style-type: none"> <li>• Salesforce managed services.</li> </ul>                                                                                                  |

# 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                            |
|-------------------------------------------------------------------------------------------------------------------|--------------------------------|-----------------------------------------|
| <b>Software Development</b><br>Continuous Integration,<br>Platform - Other Products,<br>Cloud Collaboration Tools |                                | <b>Software Engineering</b><br>2354 FTE |
| <b>QA and Test;</b> API, Automated<br>Functional and Compatibility,<br>Accessibility & Performance                |                                | <b>QA and Testing</b><br>774 FTE        |
| <b>Cloud Platforms</b><br>Amazon Web Services AWS<br>Microsoft Azure                                              |                                | <b>Cloud Platforms</b><br>1046 FTE      |
| <b>Data BI/MI</b><br>Components, Integration                                                                      |                                | <b>BI and Visualisation</b><br>725 FTE  |
| <b>User-Centered Design</b>                                                                                       |                                | <b>UCD</b><br>25 FTE                    |
| <b>Office Automation Tools</b>                                                                                    |                                | <b>Collaboration</b><br>4565 FTE        |

## 2. Summary

Mastek's **Level 1 Service Desk** provides a proactive, customer-focused Single Point of Contact (SPOC) for IT service support, ensuring rapid restoration of services and fulfilment of requests within agreed SLAs and KPIs. Leveraging ITIL best practices, ISO 20000 standards and our Smartr Operations approach, we deliver cost-efficient, high-quality support that improves first-time fix rates, accelerates resolution and enhances end-user experience through automation and self-service capabilities.

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

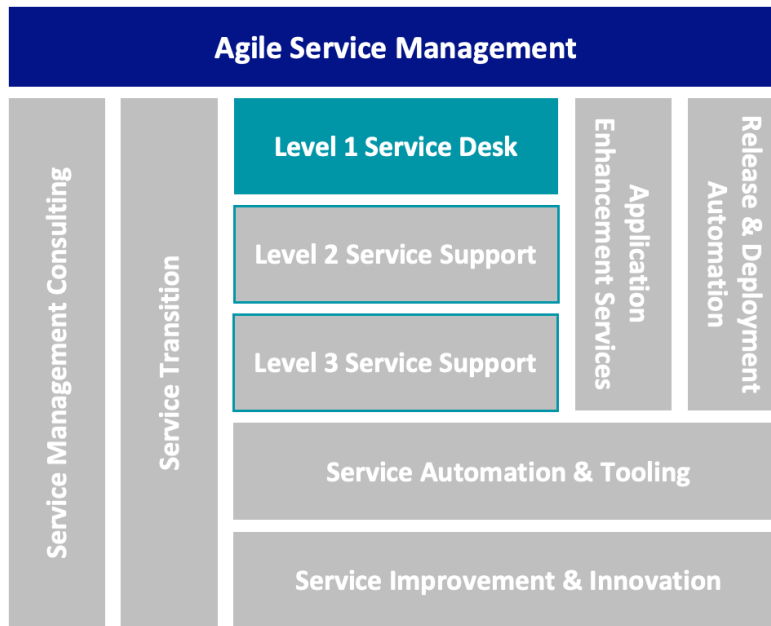


Figure 1: Agile Service Management (ASM) Service

Mastek offers our Level 1 Service Desk to customers to provide a Single Point of Contact (SPOC) for end users who are experiencing issues with their IT services (digital products/services and cloud platforms). This ensures that impaired IT services are restored to agreed operational parameters (SLAs/KPIs) as quickly as possible.

Our Level 1 Service Desk personnel possess strong interpersonal skills, demonstrate empathic behaviour, have the ability to recognise a sense of urgency, can effectively organise and monitor active workload and effectively use knowledge management systems (KMS) for quick resolution, thus creating a rapport and reputation with the end user community and enhancing confidence in the supported products and services.

The Level 1 Service Desk is accountable for:

- Single point of contact to access our full range of Agile Service Management services.
- Receiving and processing service requests (e.g. new user account) through the service request fulfilment process.
- Restoring impaired IT services to normal operations within agreed service level targets through an incident management process.

- Coordinating and escalating incident management response with specialised support groups, including our Level 2 and Level 3 Service Support groups or clients' other in-house or third-party delivery partners.
- Providing regular and informative updates to end users about fulfilling their service requests or resolving their incidents.
- Manage third-party cloud vendor requests on behalf of clients.
- Maintaining and maturing a knowledge management system (KMS) or knowledge base as the basis for continuing service operations.

The Service Desk can be bundled with our Level 2 and Level 3 Service Support services to provide end-to-end IT Service Management based on ISO 20000 standards and ITIL best practices.

### 3. Masteks Service

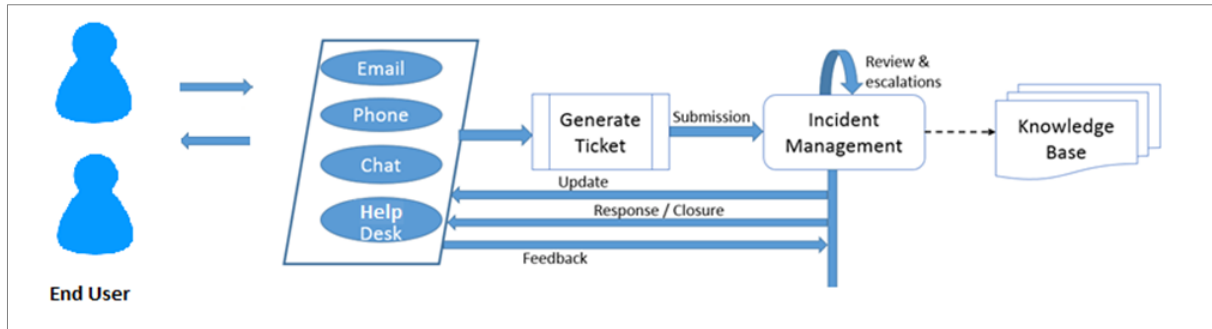


Figure 2: Level 1 Service Desk

Mastek's Level 1 Service Desk service includes:

- Omni-channel access via email, phone, Chatbot and self-service.
- Service request fulfilment.
- Incident logging (including classification and prioritisation).
- Utilisation of Service Knowledge Management Systems (SKMS) to triage, diagnose and attempt incident resolution.
- Proactive incident management.
- Adherence to designated escalation and notification paths.
- Continuous communication with end users and internal technical teams.
- Incident closure.
- Perform standard tasks and health checks based on defined Standard Operating Procedures (SOPs).
- Monitor key tasks and overnight batch processes.
- Identifying and championing service improvement candidates as part of an overall Service Improvement Plan (SIP) with Level 2 and Level 3 Service Support services.
- Sharing graphics, statistics and customer feedback as part of regular reporting to assess performance.
- Ensure that a knowledge base is maintained, which is then used to automate/resolve/respond quickly to repetitive issues.

#### Shift left - Smartr Operations

In delivering our Level 1 Service Desk service, Mastek strongly champions our Smartr Operations approach to enable “shift left” for cost efficiency, productivity and customer experience benefits.

Smartr Operations enables a shift left approach to move service request fulfilment and incident resolution to the lowest support tier possible (i.e., as close as possible to the end-user). By shifting left, these activities are addressed by lower-cost delivery channels, freeing up senior resources to focus on value-based delivery and continuous improvement.

Mastek's Smartr Operations approach to shift left includes:

- Introducing self-service (where it does not already exist) to enable tasks currently executed by the Level 1 Service Desk to be performed by end users themselves via a self-service portal (so-called “Level 0”)
- After careful consideration and selection, transitioning a subset of Level 2 Service Support activities from Level 2 to Level 1 Service Desk (e.g. those activities that can be resolved with a standardised (or scripted) response and recur with a high degree of frequency)

Mastek considers the following three critical success factors for shift left:

- **IT self-service:** A fit-for-purpose self-service capability is critical for delivering shift-left benefits and improving first-time fix
- **Knowledge management:** The availability of fit-for-purpose knowledge articles and FAQs is a key factor in winning with IT self-service and, thus, Level 0 support. Making knowledge management a BAU activity embedded within day-to-day operations is imperative.
- **Automation** is key to delivering the benefits related to increased speed of resolution/provisioning and cost reduction. Additionally, it offers a more enhanced customer experience.

#### 4. Key Features

- Use of industry-standard tools/channels for incident logging, tracking and effective communication.
- Service Level Agreement (SLA) and Key Performance Indicator (KPI) management.
- Ensuring SLA tracking and reporting.
- Adherence to industry standard frameworks like ITIL.
- Knowledge Base for quick issue resolution.
- Reporting, e.g. Dashboard, Performance Reporting, Customer Survey Reports, etc.
- Customised service operation as per customer service requirements.
- Certified and skilled resources as per service need.

## 5. Business Benefits

- Rapid helpdesk implementation through experienced professionals.
- Increased Return on Investment (ROI) year on year.
- Agile, flexible, collaborative approach to working with customers and end users for quick outcomes.
- Continuous service improvement.
- Improved end-user self-service.

## 6. Technologies, Tools and Standards

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

**Other delivery tools:** BMC Remedy, Cherwell, Confluence, HP Openview, HP Quality Centre, HP Service Manager, Jenkins, Jira, Landesk, Microsoft System Centre Operations Manager (SCOM), ServiceNow

**Methodologies and standards:** ISO 20000 Service Management, ISO27001 Information Security, ISO9001 Quality Management, ITIL

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

