



Trust. Value. Velocity

G-Cloud 15

AI-Led Agile Delivery and Project Management

Contents

1.	About Mastek	3
2.	Summary	13
2.1	AI-Orchestrated Governance	13
2.2	Backlog Intelligence	13
2.3	AI-Driven SDLC	13
2.4	Stakeholder Communication and Insights	13
3.	Masteks Service	14
4.	Key Features	15
4.1	AI-Led Features and Accelerators	15
4.2	Delivery Model and Service Options	15
4.3	Security, Compliance and Ethical AI	15
4.4	Social Value and Sustainability	16
4.5	KPIs and Measurement	16
5.	Business Benefits (AI-Led)	17
6.	Technologies, Languages, Methodologies and Vendor Support	18

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:

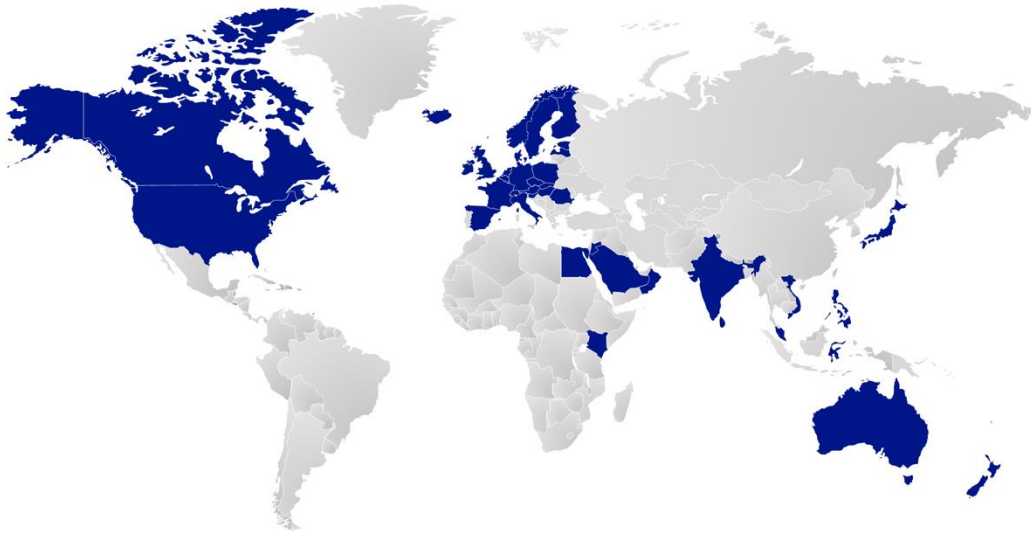
Working through a complex stakeholder landscape: We understand the importance of establishing effective communication channels, building trust and fostering a collaborative working environment that empowers stakeholders to contribute meaningfully to the project's success. Our approach is based on a deep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

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 & 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.

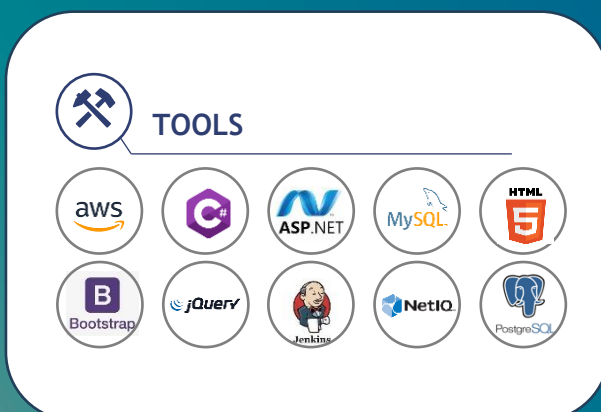
Solution

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

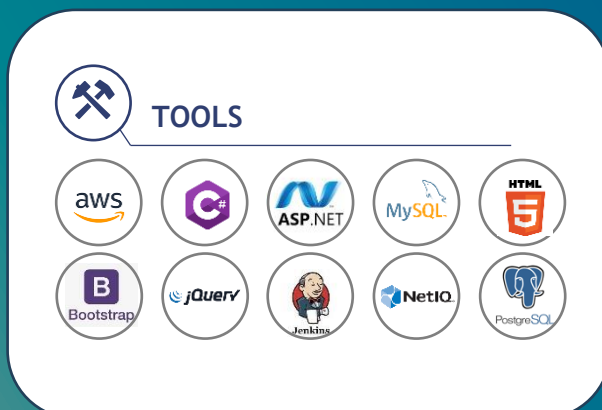
- Leveraging DevOps platform based on reusable GitHub, AWS and Azure DevOps Pipelines
- Introduce more flexible, scalable and reusable IaC capabilities
- Implement CI/CD pipelines.

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.



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

2.1 AI-Orchestrated Governance

- Plan creation and sprint tracking with AI-assisted capacity/velocity forecasts, WIP and blocked-work signals.
- Baseline management at portfolio/programme/sprint levels with variance analysis and decision support.
- RAID automation: risks/issues surfaced via delivery signals; change impact analysis on scope/cost/schedule.
- Multi-supplier coordination: dependency detection, SLA-based reminders/escalations; consolidated cross-vendor reporting.
- Auto-generated governance packs & action trackers: status, KPIs, risks/mitigations, finance, compliance checks.

2.2 Backlog Intelligence

- AI-drafted user stories aligned to GDS guidance, including acceptance criteria and non-functional requirements.
- Prioritisation and dependency discovery using historical patterns and skills mapping.
- Auto grooming and work breakdown; Definition of Ready/Done suggestions for clarity and flow.
- Effort/estimation support informed by historic velocity and capacity signals.

2.3 AI-Driven SDLC

- User Story → Task → Code → Test → Deploy orchestrated via Mastek's AI in SDLC asset.
- Task-to-code scaffolds, secure coding guidance, unit tests; traceability from commits to stories.
- AI-generated test suites (unit/integration/API/UI) and quality gates (coverage, static analysis, security).
- Deployment automation with policy-as-code; AI-enhanced release notes and rollback recommendations.

2.4 Stakeholder Communication and Insights

- Role-based dashboards: executive (outcomes, risk posture), delivery (velocity, blockers), financial (burn rate/variance).
- Conversational analytics: "What changed since last sprint?" "top risks?", "Forecast vs baseline?"
- Narrative summaries: weekly briefings on progress, decisions, mitigations, supplier performance and compliance signals.

3. Masteks Service

- **AI-Augmented Delivery:** Integrating machine learning (AI Agents) for sprint planning, backlog prioritisation and risk prediction.
- **Agile Governance with AI Insights:** Automated dashboards for real-time progress and compliance tracking.
- **Continuous Integration & Deployment (CI/CD)** enhanced by AI-based build optimisation.
- **Data-Driven Decision Support:** AI models for resource allocation and cost optimisation.
- **End-to-End Project Lifecycle Management:** From initiation to closure with AI-enabled reporting.

4. Key Features

4.1 AI-Led Features and Accelerators

- Agentic Delivery Co-Pilots (embedded in Jira/Azure DevOps): auto grooming, work breakdown generation, acceptance criteria drafting; dependency mapping and cross-team coordination with SLA-based reminders.
- Accelerators: Mastek Agentic AI in SDLC (connects stories to code/test/deploy); Mastek Project Management Agent for governance automation (packs, RAID, actions); AI Sprint Execution (Mastek's MAIAA tool) for sprint optimisation and delivery confidence scoring.
- Tooling augmentation: Copilot Studio, GitHub Copilot, Amazon Q for in-context assistance and code/test acceleration.
- Compliance-by-design: built-in checks for accessibility, data protection, security controls and audit trails.
- Predictive sprint planning, automated risk management, AI-powered quality assurance, smart resource allocation, compliance automation and conversational AI for collaboration.

4.2 Delivery Model and Service Options

- Flexible service components tailored to organisational needs and maturity.
- Comprehensive stack coverage: application, database, environment, platform, server.
- Customer-oriented teams led by strong delivery management; highly responsive and proactive service delivery.
- Interaction channels: voice, chat/collaboration, email; integrated and automated service delivery enabled through tooling.
- SLAs/KPIs negotiated to match business needs; extended service hours (up to 24x7x365, on-call/call-out).
- Multi-modal delivery: blended "One Team" with Mastek, Civil Servants and SME/partners; on-site, near-site UK centres, secure offshore, or hybrid.
- Embedded service improvement and innovation; continual service improvement model across strategy, design, transition, operations.

4.3 Security, Compliance and Ethical AI

- Information Security: ISO 27001 controls, secure environments, role-based access, encryption, secrets management.
- IT Service Management: ISO 20000 processes integrated with ServiceNow (incident, change, problem, knowledge).
- Quality Management: ISO 9001 governance; policy-as-code enforcing standards in CI/CD.
- Accessibility & Data Protection: WCAG 2.1 AA checks; GDPR data handling; audit logs for AI recommendations.
- Ethical AI: human-in-the-loop validation; transparent decision trails; model guardrails and bias monitoring.
- Personnel Security: BPSS/SC/NPPV3 clearance as required; continuity and disaster recovery readiness.

4.4 Social Value and Sustainability

- Local upskilling and apprenticeships; inclusive hiring and diverse “rainbow teams”.
- Community initiatives and sustainability reporting; optimisation and automation reduce energy and waste.
- Measurable social value outcomes included in governance packs and dashboards.

4.5 KPIs and Measurement

- Delivery flow: lead time, cycle time, throughput, WIP.
- Quality: defect density, escaped defects, test coverage, change failure rate, MTTR.
- Governance efficiency: % governance pack automation, time saved per cycle, action closure rate.
- Predictability: commitment vs completed, variance from baseline, sprint goal attainment.
- Compliance and accessibility: audit findings remediated, checks passed (GDS/WCAG) and change success rate.
- Stakeholder confidence: CSAT/NPS for reporting, governance SLA adherence.

5. Business Benefits (AI-Led)

- Faster time-to-value via automated backlog creation, governance packs and DevSecOps pipelines.
- Improved accuracy and predictability using AI-estimated capacity, risk detection and dependency discovery.
- Cost efficiency through optimised resource allocation, fewer defects and reduced manual overhead.
- Transparent, trustworthy delivery with role-based insights and narrative summaries.
- Audit-ready & compliant: evidence-backed decision logs, change controls and alignment to public sector standards.
- Scalable across multi-supplier programmes with a common taxonomy and cadence for consistent reporting and accountability.
- High end-user productivity via rapid incident resolution and knowledge-driven triage.
- Commercial flexibility and price predictability supported by AI demand forecasts.
- Social value and sustainability embedded in delivery cadences and reporting.

Traditional Benefit	AI-Led Enhancement	Example Measure
Faster time-to-value	AI drafts backlog, automates pipelines and governance packs.	Lead time decreases, deployment frequency increases.
Cost optimisation	AI reduces manual effort, predicts incidents and optimises capacity.	YoY run-cost decreases, incident volume decreases.
High CSAT and transparency	Role-based dashboards and narrative briefs.	CSAT/NPS increases and action closure rate increases.
Audit readiness and control	Auto evidence, policy-as-code, accessible records.	Audit findings are remediated and the change success rate increases.
Agility and scalability	AI capacity forecasts; multi-supplier orchestration	Sprint goal attainment increases and dependency SLA adherence increases.
Security and continuity	AI-assisted SDL, SBOMs, proactive monitoring	Change failure rate decreases and availability increases.

6. Technologies, Languages, Methodologies and Vendor Support

#	Technologies	Languages	Methodologies	Vendor Support
1	Delivery and PM: Jira, Azure DevOps, ServiceNow, Confluence	Core: Java, Python, JavaScript/TypeScript, C#	Agile: Scrum, Kanban; Scaled: SAFe	Microsoft: Azure AI, Copilot Studio, Azure DevOps, Power Platform.
2	AI Assistance: Copilot Studio, GitHub Copilot, Amazon Q	Frameworks: React, .NET, Spring Boot, Node.js	DevSecOps: Policy-as-code, CI/CD, SBOM, SAST/DAST	AWS: Amazon Q, AI/ML services, Code suite.
3	Data and Insights: Power BI (optional: Azure Databricks, Synapse)	Testing: JUnit, NUnit/xUnit, Jest; Selenium/Cypress; Postman	ITIL v4: Incident, Change, Problem, Knowledge	Atlassian: Jira/Confluence ecosystem.
4	CI/CD & Automation: Azure Pipelines	Scripting and Query: Bash/PowerShell, SQL, Spark SQL	UK Public Sector Standards: GDS Service Standard, CDDO Service Toolkit	ServiceNow: ITSM, Change Enablement, CMDB.
5	Security and Compliance Tooling: OWASP tooling, Static analysis scanners	Infra-as-Code (optional): YAML pipelines, Terraform	Accessibility and Data: WCAG 2.1 AA, GDPR, UK technical/data standards	Oracle / Salesforce Ecosystems: Integration, CRM/Service Cloud.

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