

# G-Cloud 15 Service Description

DevOps Engineering Services & Site Reliability  
Engineering

## DevOps Engineering Services & Site Reliability Engineering

Guidance, engineering, operation, support and maintenance capabilities including orchestration and configuration-management, collaboration and workflow management, CI/CD, process, test automation, monitoring and alerting. Encompassing Azure, AWS and Google PaaS, FaaS and IaaS, including Data, Infrastructure, technical architecture, application support, cloud platform support; Application, Infrastructure or Data Migration, Networking, Containers and Kubernetes.

### What is the Service

We provide support in the design, build, improvement, automation, and support of digital product delivery using DevOps tools and public cloud features in AWS, Azure and Google Cloud. We assess current pipelines and show you how re-engineering and automation can reduce cadence, reduce cost, and increase quality through CI/CD, automated testing and Infrastructure-as-Code (IaC).

### What can it do for you

Enable your business to realise the benefits of adopting cloud technology ecosystems and capabilities in an automated and mature pattern. We provide a practical and pragmatic approach to understanding your business needs, providing capacity and capability to deliver, support and improve services; aligning appropriate technology choices and implementation and migration services.

We can act as cloud service broker or cloud orchestrator to manage the delivery of the service from cloud service providers in an aggregated manner.

## Service Features

1. Application and cloud platform support, operation, maintenance and improvement
2. Continuous Deployment, Continuous Integration, Continuous Delivery, Platform Automation and Support
3. Implementation of bespoke CI/CD automation pipelines
4. DevOps and DevSecOps principles
5. Infrastructure as Code (IaC), Infrastructure as a Service
6. Data, Infrastructure, Architecture and Application Migration
7. Networking, IT Health Checks and perimeter/protective monitoring
8. Supporting Platform as a Service including Azure, GCP, AWS, Atlassian
9. Software and Site reliability Engineering
10. ITIL 1st/2nd/3rd line Support and monitoring, alerting and incident management

## Service Benefits

1. DevOps-based best-practice processes which are repeatable and scalable
2. Design, build, operate, support and improve applications and platforms effectively
3. Reduce development, testing and release cycle times
4. Gain visibility, automation, and control of deployment process
5. Flexibility to adjust capacity and capability to meet business demand
6. Security by design, enforced by your build and deployment pipeline
7. Joined up collaborative approach between IT/Development/Operations/Security
8. Knowledge Transfer and Upskilling to ultimately allow in-housing of services
9. Improve performance, security, reliability of cloud-based applications and platforms
10. Integrated, end-to-end capabilities including engineering, architecture and service management

## Contact details

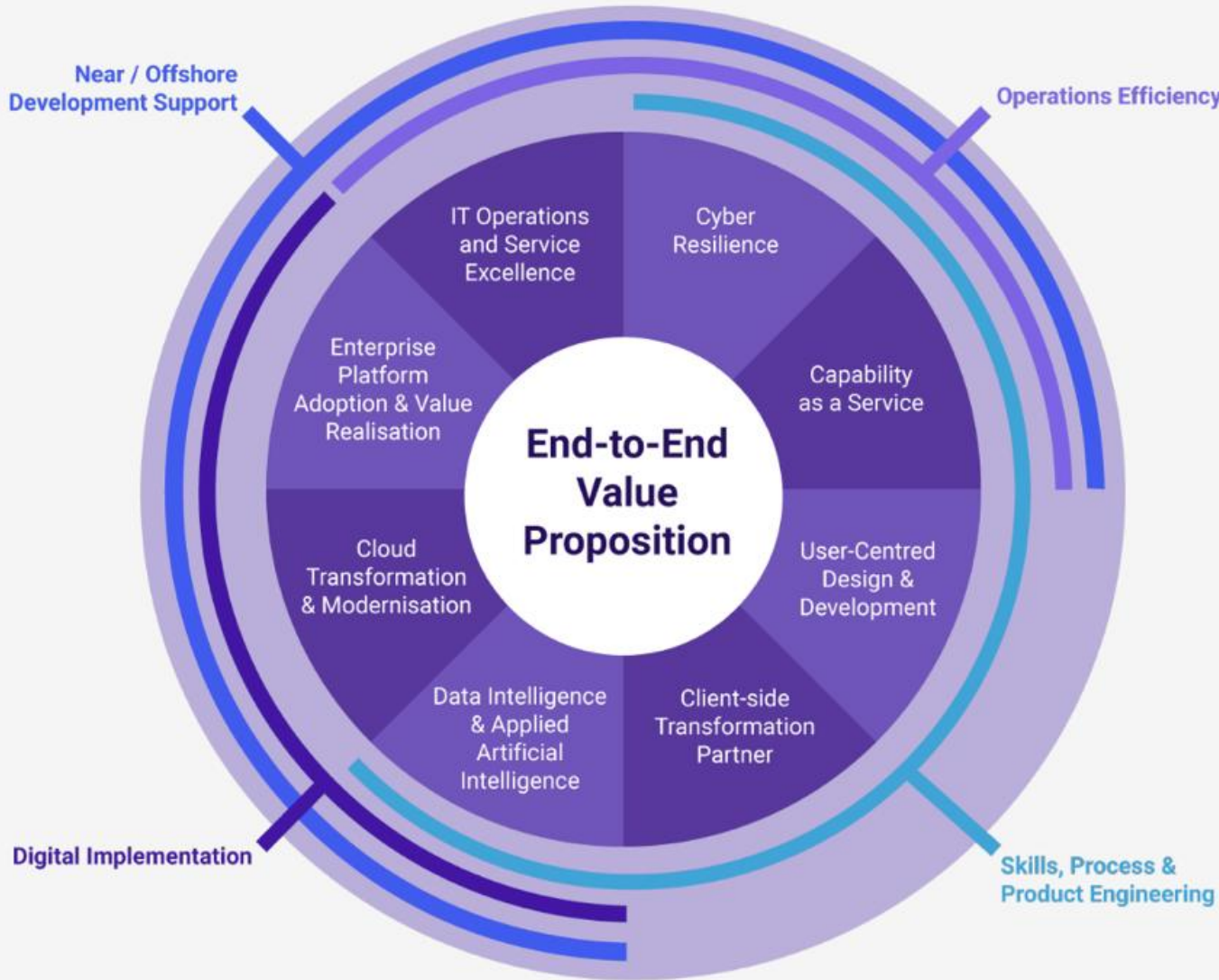
# End-to-end transformation and innovation experts

Applying our skills in innovation and collaboration from across the Methods Group, to deliver end-to-end business and technical solutions that are people-centred, safe, and designed for the future.

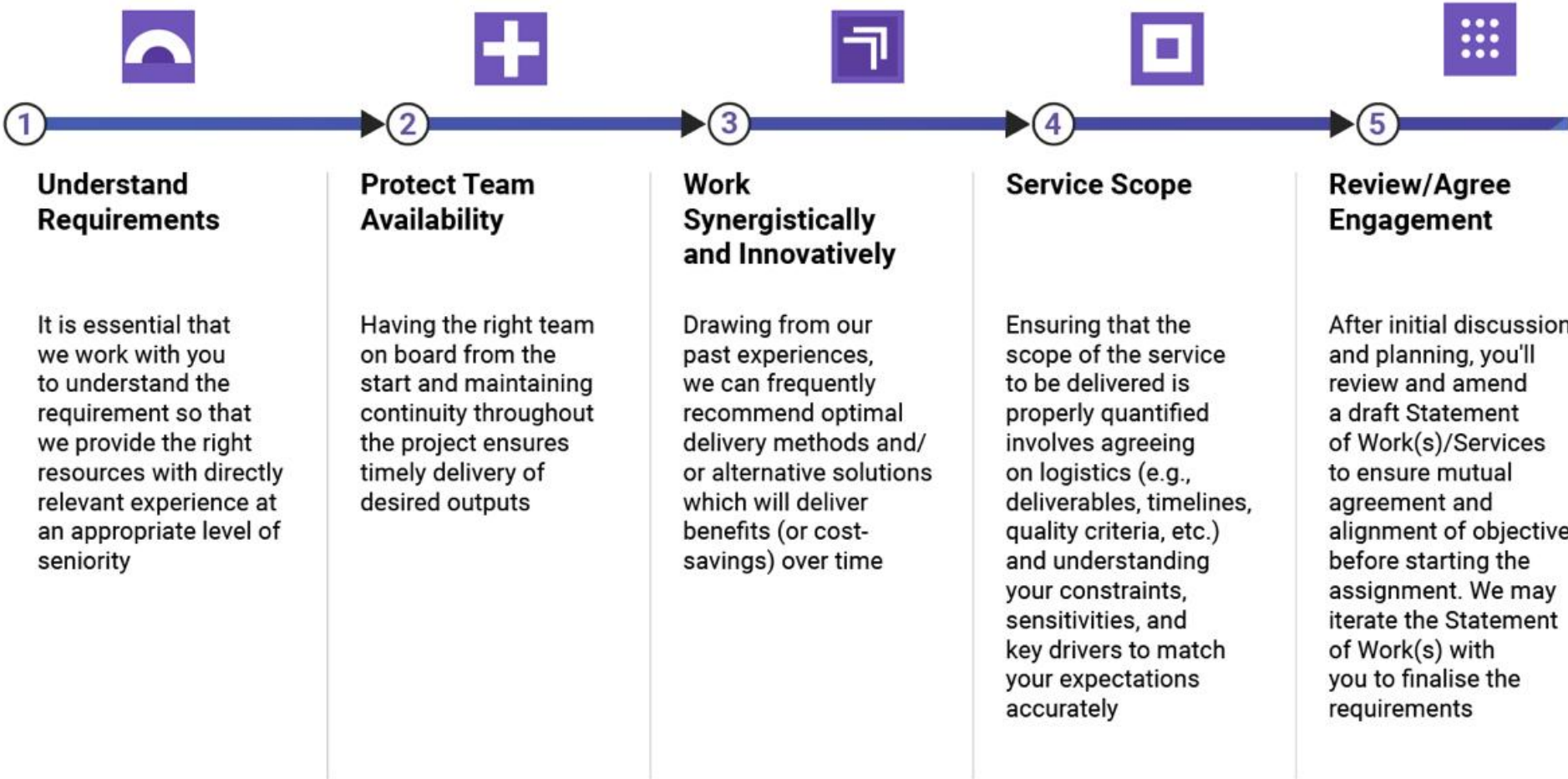
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

With a focus on driving interoperability and innovation in UK Central Government, we have helped multiple organisations in the sector modernise their IT architecture, systems, strategy, and operating models to improve organisational resilience and service delivery.

Methods deliver wide-ranging services and thought leadership to support delivery including:



# Onboarding and offboarding process



## Ordering and Invoicing

Once we have agreed a Statement of Work(s) we will sign the appropriate agreement and complete a Call Off contract with an attached Statement of Work(s), and submission of a Purchase Order. We will then set up a mutually acceptable start date and commence work.

Payment terms are 30 days or less as may be agreed.

Please note - we are unable to accept Government Procurement Card (GPC) payments.

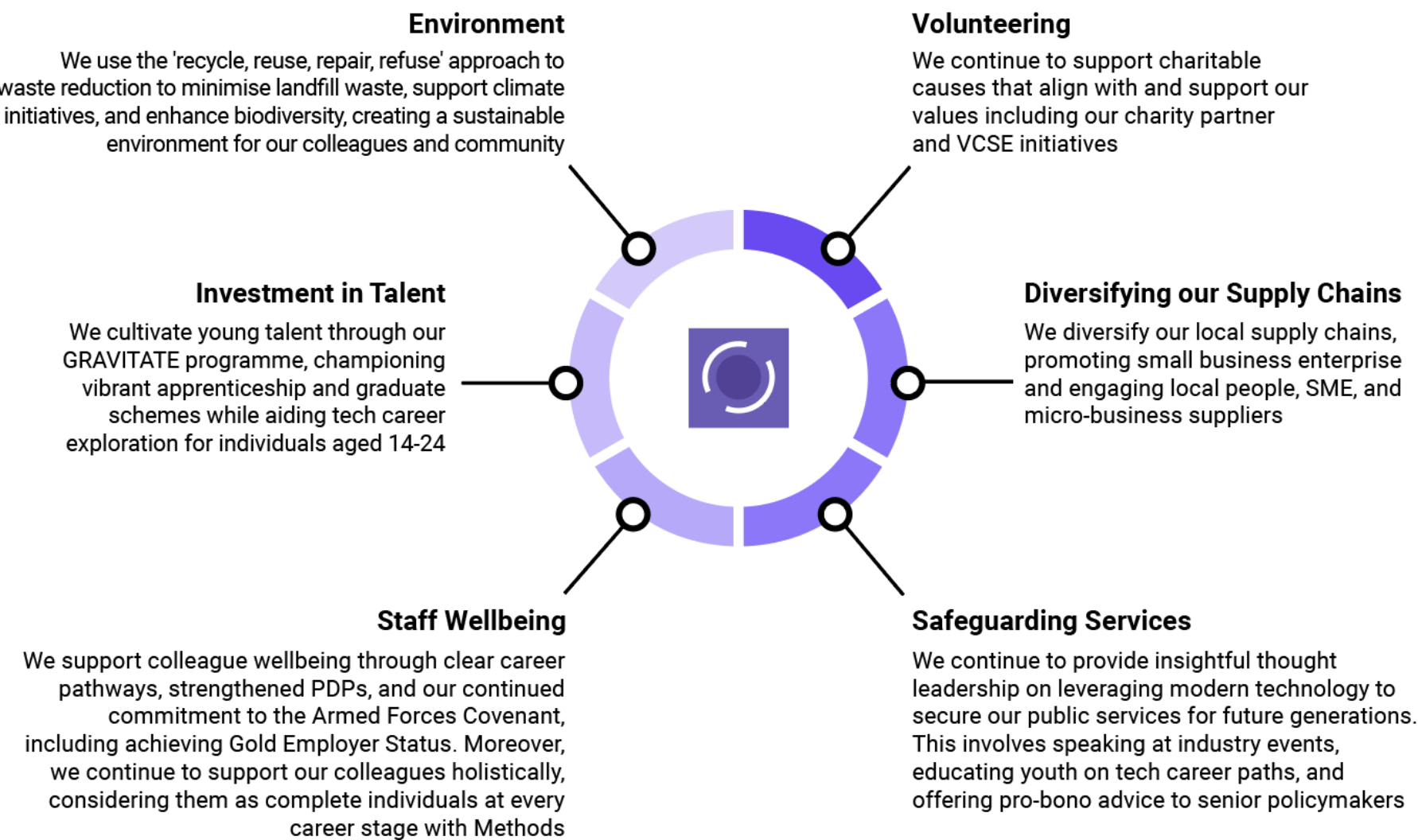


## Customer Responsibilities

For any given requirement, we will identify any dependencies on the customer (e.g. access to key stakeholders, facilities, documentation, etc.) and agree these at the start of the work.

# Making a difference

The work we do each day is focused on delivering a positive difference for the public sector for the benefit of society as a whole.



# Customer stories



**Cloud Hosting & Service Modernisation**  
Modernised digital services using secure cloud hosting, streamlined legacy workflows, and improved data insights. Delivered faster decisions, reduced manual effort, and a more transparent, **user-friendly experience** for internal teams and external users.



**Cloud-Based ITSM Consolidation**  
Unified multiple service desks onto a cloud-based ITSM platform, standardising processes and automating workflows. Improved incident, change, and problem management, **boosting overall service reliability, efficiency, and organisational visibility.**



**Large-Scale Cloud Migration (100+ Apps / 120TB)**  
Delivered cloud migration of **100+ legacy applications** and **120TB of data** with **100% availability.** Strengthened compliance, improved transparency, and significantly enhanced operational resilience across critical digital services.



**Azure Migration & Modern Workplace Enablement**  
Migrated data centres to Azure and deployed modern workplace cloud services, delivering secure, scalable infrastructure. Achieved improved user experience, strengthened security posture, and **£1m savings** - all with zero service disruption.



**Cloud ITSM Migration (ServiceNow SaaS)**  
Successfully migrated from a legacy ITSM tool to a modern, cloud-based ServiceNow platform. Delivered scalable, robust service operations, strengthened governance, and enabled faster, more consistent digital service delivery across the organisation.



**Cloud-Native Data Pipelines (Azure Integration)**  
Built automated Azure Data Factory pipelines into a Lakehouse architecture, using Bronze/Silver/Gold layers and Delta with CI/CD. Delivered secure daily refreshes, improved data quality, lower manual effort, and more efficient reporting.