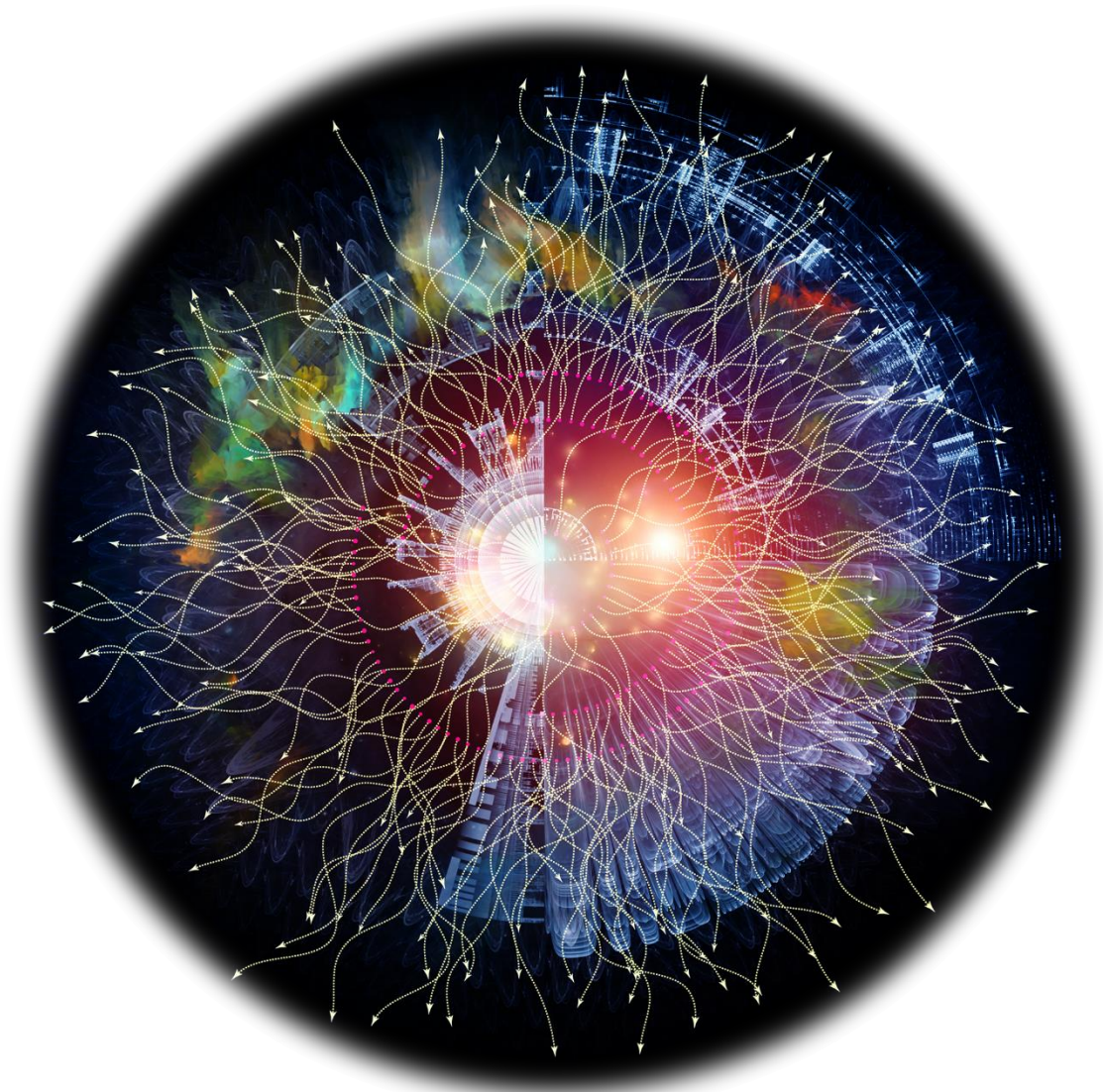




Site Reliability Engineering (SRE) Testing

G-Cloud 15 Service Definition Document

January 2026

Contents

1	Deloitte Overview	1
2	Service Overview	3
3	Detailed Service Description	4
4	Contact Details	7

1 Deloitte Overview

As a leader in professional services, Deloitte LLP is committed to making an impact to our clients, our people and for society. We have over 27,000 staff based across the UK providing audit, risk advisory, tax, consulting, financial advisory and legal services to public and private clients across multiple industries. We work together to build trust, support inclusive growth, and build capability, enabled by our **breadth and depth of expertise across advisory, delivery, engineering and managed services.**

Our **public sector practice** serves Central Government, Government Agencies, Local & Regional Government, Defence, Security and Justice, Health and Social Care, Transport, Education and Housing. We also provide services to the Northern Ireland Office, Scottish Government, Welsh Government and Crown Dependencies.

Our Cloud Capability

At Deloitte, we help our clients **Imagine, Deliver and Run** the businesses of the future through the power of **Cloud**. We have deep Cloud architecture, engineering, operational, commercial, and business transformation expertise delivered by a team of more than 26,000 Cloud Practitioners globally. We have delivered over 2,000 cloud implementations over the past 5 years and have 60+ cloud centres of excellence supporting the delivery of cloud services to our clients.

In the UK, we have a team of over 100 Cloud managed service specialists plus the following certifications across AWS, Microsoft Azure, Google Cloud and Oracle Cloud Infrastructure (OCI):



We help our clients with all aspects of their journey-to-cloud and optimisation of their cloud and cloud-services investments. Our Cloud practice can support you to optimise your client investments, and to navigate your organisations cloud journey, providing specialist cloud architecture, engineering, and operational skills at all stages, with a large proportion of our team holding the clearances required to meet your specific security requirements.

Our AI Capability

Deloitte stands at the forefront of AI transformation and was recognised as a Leader in the 2025 IDC MarketScape for Artificial Intelligence (AI) services for the fourth consecutive time. Supported by a £3 billion investment in AI, Data, Automation, Cloud, and Cyber, we seamlessly integrate our deep AI expertise with our extensive cloud capabilities. Our UK team is part of 339K AI-fluent practitioners globally, and includes over 1,300 AI specialists and engineers, many of whom hold the necessary security clearances for public sector delivery.

Through the Deloitte AI Institute, our hub for cutting-edge research and innovation, and strategic alliances with leading hyperscalers, we empower public sector clients to optimise costs, streamline processes, and navigate their AI journey. We achieve this by leveraging our ReadyAI™ models, which provide end-to-end support for AI solution implementation, and our Trustworthy AI™ framework, ensuring responsible and ethical deployment.

Our alliances & ecosystems

To bring full value to our clients, Deloitte is a premier consulting partner with all the leading hyper-scale cloud vendors in the market including AWS, Google, Microsoft¹, Google and SAP. A selection of our partners and alliances are presented below:



What the analysts say

Don't just take our word for it. Deloitte is recognised by the analyst community as being **leaders in cloud transformation services**. This reflects the wealth of experience we have in delivering cloud services across the public sector and wider private sector combined with our out-of-the-box templates, tools and assets.

Gartner

Originating in 2021, Deloitte has been recognised as a Leader in this category for four years in a row. Deloitte was also positioned as a Leader in the **Gartner Magic Quadrant for Public Cloud Infrastructure Professional and Managed Services, Worldwide** in 2021, 2020 and 2019, the previous form of this category.

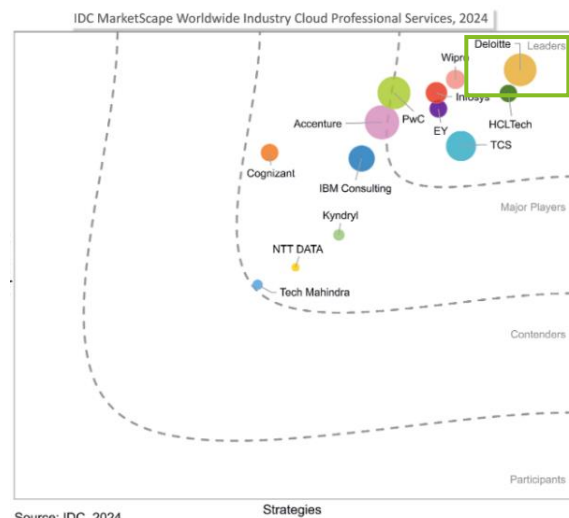


Gartner

Gartner: Magic Quadrant for Public Cloud IT Transformation Services. © Gartner inc. 2025

IDC

Deloitte has been awarded Leader status in the **IDC MarketScape: Worldwide Industry Cloud Professional Services 2024** Vendor Assessment. We have also been recognised as Leaders in **Hybrid IT Consulting & Integration Services** and **Software Engineering Services**.



Source: IDC, 2024

IDC MarketScape: Worldwide Industry Cloud Professional Services Vendor Assessment © IDC inc. 2024

Cloud Transformation

Transform Faster, Transform Smarter

Deloitte's Cloud Transformation can fast-forward your journey to the Cloud, unlocking innovation, efficiency, and growth.

[Find out more here](#)



¹ As Microsoft's Independent Auditor, Deloitte cannot have a direct or material indirect business relationship with Microsoft, such as having an alliance or being a registered partner. Nonetheless, Deloitte can provide Microsoft-related technology services and invests heavily across its global business building technical skills and capabilities to develop world-class consulting and solution delivery capabilities.

2 Service Overview

Deloitte, a leading provider of Site Reliability Engineering services, boasts a dedicated team of site reliability engineers who specialise in cloud technology. With a focus on eliminating manual interventions and pioneering novel methods for measuring success and failure, our team is adept at meeting aggressive service level agreements (SLAs) across a variety of projects.

Who would benefit from using this service:

- Organisations undergoing cloud migration or business scaling can significantly benefit from implementing Site Reliability Engineering practices. Cloud environments introduce new complexities like managing distributed systems, containerisation, and serverless functions. Our Site Reliability Engineering's possess the expertise to handle these complexities and ensure smooth operation in the cloud.
- Site Reliability Engineering directly benefits business stakeholders as proactive maintenance and optimised resource utilisation, championed by our Site Reliability Engineering experts, directly translate to lower operational expenses. This translates further into a positive user experience with minimal downtime and minimising revenue loss.
- Site Reliability Engineering empowers development team. They get faster releases with fewer bugs by identifying reliability issues early. Collaboration with Site Reliability Engineering's improves code quality and maintainability.
- Site Reliability Engineering streamlines operational efficiency for Ops teams by taking ownership of proactive monitoring and automation. This frees up Ops teams from routine tasks and empowers them to focus on strategic initiatives, like system optimisation and capacity planning.

Features and Benefits:

- **Reliability and Scalability:** At Deloitte, our Site Reliability Engineering approach cultivates highly reliable systems with minimal downtime, achieved through proactive monitoring, fault tolerance, and robust incident response.
- **Efficiency:** Deloitte's Site Reliability Engineering strategy emphasizes automation of repetitive tasks and process optimisation, enhancing operational efficiency.
- **Reduced Operational Overhead:** Through automation and self-healing automated remediation framework our Site Reliability Engineering practices decrease the need for manual intervention, ultimately reducing operational overhead for our clients.
- **Faster Time to Market:** With Deloitte's reliable and scalable systems in place, our clients' development teams can accelerate the release of new features and updates.
- **Improved User Experience:** Our Site Reliability Engineering methodologies prioritise the delivery of reliable systems, leading to enhanced user experiences by minimising downtime, performance issues, and service disruptions.

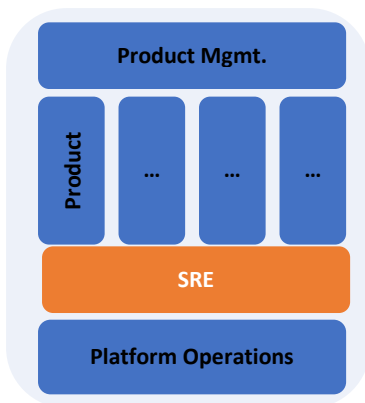
Example Scenario

- An organisation is migrating its infrastructure to the cloud but lacks expertise in managing distributed systems and containerisation. They are concerned about potential performance issues and security risks. Deloitte's Site Reliability Engineering's experts guide the migration process with an understanding of cloud infrastructure and best practices. They establish automated deployment pipelines and infrastructure as code (IaC) for efficient cloud management.
- A progressive business platform requires extremely high uptime (e.g., 99.99%) to ensure uninterrupted service for critical business transactions. Our team implement robust monitoring and alerting systems to proactively identify and address potential issues before they impact application workflow. This ensures a highly reliable and stable platform, minimising financial losses and reputational damage from outages.

3 Detailed Service Description

Our Site Reliability Engineering Implementation Approach: Site Reliability Engineering can be implemented using both a centralised and decentralised approach, outlined below. A common route is to establish foundational capabilities and tools in a centralised model before transitioning to a decentralised model.

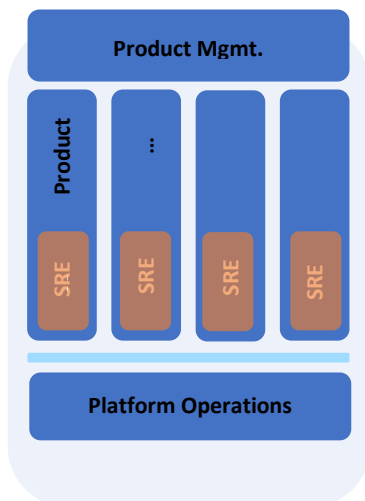
Model 1: Centralized Site Reliability Engineering teams as a shared service for applications with fluctuating size and complexity.



This Site Reliability Engineering team functions as a shared service, offering its expertise and resources to all product development teams. This eliminates redundancy and ensures consistency in reliability practices across the organisation. Benefits of having Centralized team includes.

- **Standardised Practices:** Ensures consistent implementation of reliability principles across the organisation.
- **Efficiency and Cost Savings:** Avoids duplication of effort by centralizing resources and expertise.
- **Knowledge Pool:** Creates a central hub for knowledge sharing and fosters collaboration between Site Reliability Engineering's and product teams.

Model 2: Horizontal enablement across products/teams Placing Site Reliability Engineering's in vertical slices across the organisation.



Site Reliability Engineering's within each vertical slice develop deep domain expertise in the technologies and infrastructure specific to their assigned BU or product. This allows them to tailor their reliability practices and solutions to the unique needs of that domain with the following benefits.

- **Alignment with Product Teams:** Embedded Site Reliability Engineering's become closely integrated with their product teams, fostering a deeper understanding of product needs and leading to more relevant reliability solutions.
- **Faster Decision Making:** Site Reliability Engineering's within a vertical slice can make decisions quickly and independently based on the specific context of their BU or product. This avoids potential delays associated with approvals needed from a central team.
- **Increased Ownership:** Product teams feel a greater sense of ownership over reliability since they have dedicated Site Reliability Engineering's working alongside them.

Client Inputs and Contributions

Clearly Defined Business Goals and Priorities:

- What level of uptime is critical for your business operations? (e.g. Tax collection platform – 99.5% or higher, Health care support system – 99% or higher)
- What latency thresholds are acceptable for a smooth user experience? (e.g. max 3 seconds response time considered for critical transaction)

- How do you define a successful user experience from a reliability perspective? (e.g., minimal error rates, fast page loads, consistent availability)

Comprehensive Overview of Current Infrastructure & Practices:

- A detailed map of the existing technology stack, including programming languages, frameworks, and databases used.
- A clear picture of the infrastructure setup, outlining cloud environments, on-premises data centers, or hybrid configurations.
- Documentation of any existing monitoring and alerting practices, including the tools used and the types of metrics tracked.

Team Composition & Collaboration:

- Information on the existing development and operations teams, including their skillsets and experience levels.
- Demonstrate a commitment from leadership to create a culture that values reliability and collaboration between development and Site Reliability Engineering teams.

Outputs and Deliverables of a Successful Site Reliability Engineering Implementation

- **Enhanced Monitoring and Automation:** Deloitte's Site Reliability Engineering implementation ensures cutting-edge monitoring and automation, facilitating proactive issue detection and rapid response. Our robust monitoring systems provide real-time insights, while streamlined automation accelerates software releases and reduces errors, thereby enhancing overall reliability and operational efficiency.
- **Data-Driven Improvement Culture:** At Deloitte, Site Reliability Engineering implementation nurtures a data-driven improvement culture, where clear service level objectives (SLOs) guide resource allocation and innovation prioritisation. Collaboration, learning, and post-incident reviews drive ongoing process enhancements, fostering continuous improvement in technologies and organisational capabilities.
- **Scalable Infrastructure:** Deloitte's Site Reliability Engineering implementation empowers Organisations to construct scalable infrastructure capable of handling growing demands. Through automation and efficient resource management, our systems scale seamlessly, meeting increasing workloads without sacrificing performance or reliability.
- **Proactive Issue Mitigation:** With advanced monitoring and automation, Site Reliability Engineering implementation enables proactive issue mitigation. Teams can identify potential problems early, minimising downtime and service disruptions through rapid response and resolution.

Exclusions and Constraints

- **Business Processes and Application Logic:** Site Reliability Engineering teams typically focus on infrastructure and system reliability, not application logic or business processes.
- **Security:** While security is a critical aspect of a reliable system, some Organisations might have separate security teams responsible for security posture and incident response.
- **Legacy Systems:** Integrating Site Reliability Engineering practices with older, legacy systems can be challenging and might require additional resources or modernisation efforts.

Case Study: Mobile.de Migration to AWS – Site Reliability Engineering support

Deloitte's client is a leading, digital-native Technology business with market-leading positions in key markets. Mobile.de, Germany's most extensive vehicle marketplace. Mobile.de, ran on an on-premises private cloud (OpenStack/Kubernetes). To meet the holding company's 2025 cloud-native goal, Deloitte migrated existing technology stack and infrastructure AWS. A joint Cloud TaskForce (Deloitte & Mobile.de Site Reliability Engineering's) designed, secured the AWS infrastructure, built CI/CD pipelines, and transitioned datastores to the cloud. They also championed Site Reliability Engineering best practices.

Business issues:

In 2024, Mobile.de plans to shift its private data center workloads to the Public Cloud (AWS), aiming to optimise resources for enhancing user experience and engaging local customers. The ambitious task involves migrating over 1400 logical services and jobs to AWS within a tight timeframe. Challenges include data migration across multiple datastores (MySQL, MongoDB, Apache Cassandra & Kafka, ElasticSearch, RabbitMQ, Memcached) hosted on different environments (sandbox, staging, production), as well as updating custom CI/CD tools for the cloud. The current Site Reliability Engineering function needs re-evaluation due to the scale of services affected and the ambitious timelines.

Engagement Scope & Approach:

Deloitte introduced a Pod System which meticulously injected Deloitte engineers into the Site Reliability function under the banner of Cloud TaskForce according to demand and workload. Deloitte's Site Reliability Engineering POD assisted the client with the following:

- **Setting up Infrastructure with CI/CD:** Designing and provisioning of crucial infrastructure components on AWS Cloud for both stateless and stateful applications using Terraform. Setting up CI/CD workflow for Kubernetes deployments. Creating GitHub repositories for Helm charts and ArgoCD deployment configurations.
- **Migration & Observability:** Migration of existing as well as the creation of new Grafana Cloud dashboards and alerts for the Mobile.de applications and related infrastructure resources (like Aurora, MongoDB, etc). Creation of a Terraform repository which manages all related Grafana Cloud resources. Migrating Cassandra on-prem clusters to new cloud-based Cassandra clusters on staging and production
- **Security -** Reviewing the current security configuration and advising the client on best practices and recommendations.

Value delivered and Impact: Deloitte delivered the following at the end of the engagement.

- Migrated more than 1400 logical services and jobs to the AWS ecosystem.
- Freed-up capacity both on on-premises and cloud environments to provide immediate and significant cost savings and increased data throughput
- Increased reliability, agility, availability, and scalability through cloud architecture and new technology adoption
- Empowered the business with access to all their data with minimal IT downtime.

4 Contact Details

Please send your requirement to publicsectorbidteam@deloitte.co.uk. Alternatively, if you wish to discuss your requirements in more detail, please send us the following information and we will be happy to contact you:

- Your organisation name
- The name of this service
- Your name and contact details
- A brief description of your business situation
- Your preferred timescales for starting the work.



This publication has been written in general terms and we recommend that you obtain professional advice before acting or refraining from action on any of the contents of this publication. Deloitte LLP accepts no liability for any loss occasioned to any person acting or refraining from action as a result of any material in this publication.

Deloitte LLP is a limited liability partnership registered in England and Wales with registered number OC303675 and its registered office at 1 New Street Square, London, EC4A 3HQ, United Kingdom.

Deloitte LLP is the United Kingdom affiliate of Deloitte NSE LLP, a member firm of Deloitte Touche Tohmatsu Limited, a UK private company limited by guarantee ("DTTL"). DTTL and each of its member firms are legally separate and independent entities. DTTL and Deloitte NSE LLP do not provide services to clients. Please see www.deloitte.com/about to learn more about our global network of member firms.

© 2026 Deloitte LLP. All rights reserved.

