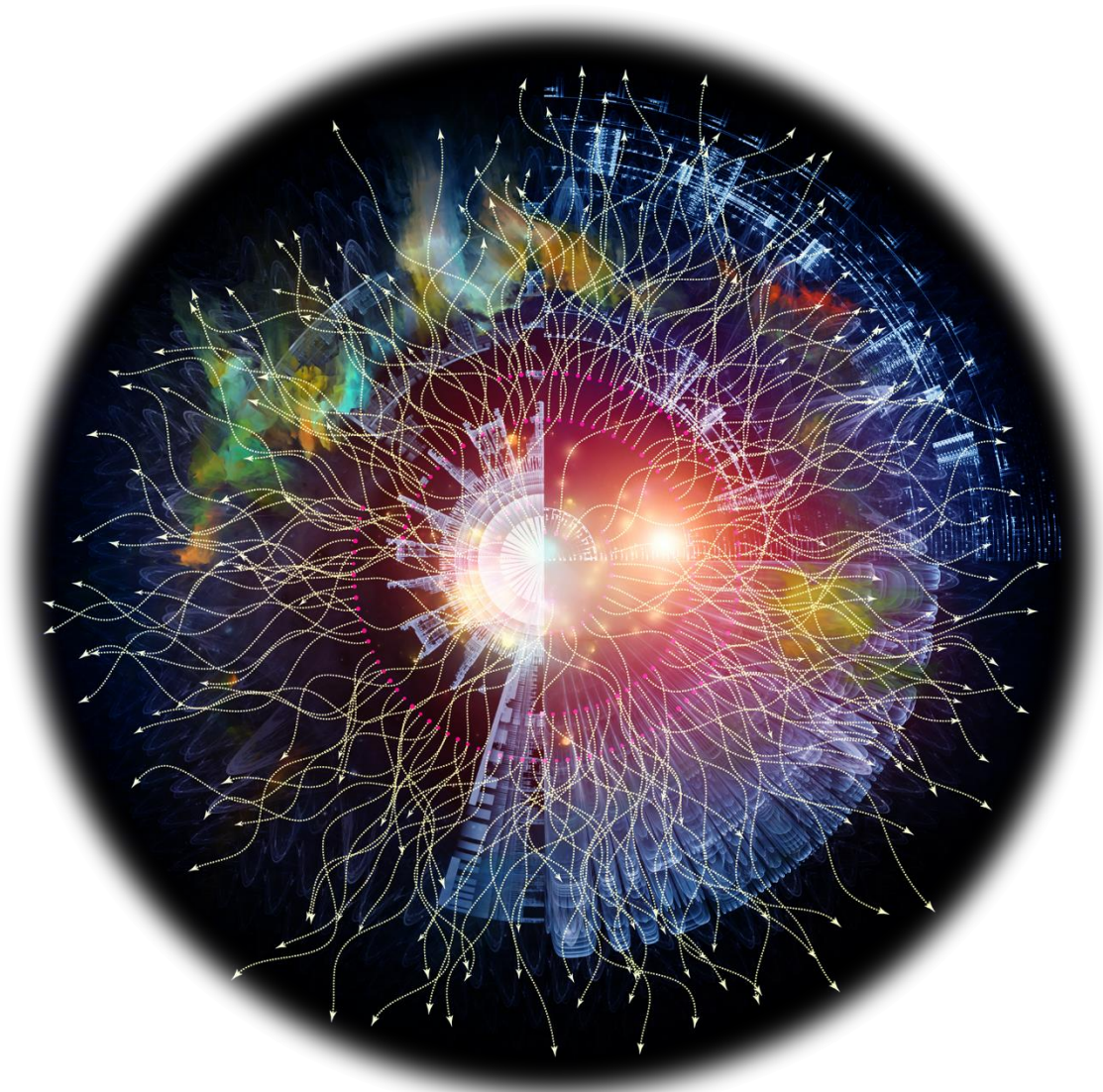




DevOps Engineering

G-Cloud 15 Service Definition Document

January 2026

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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.

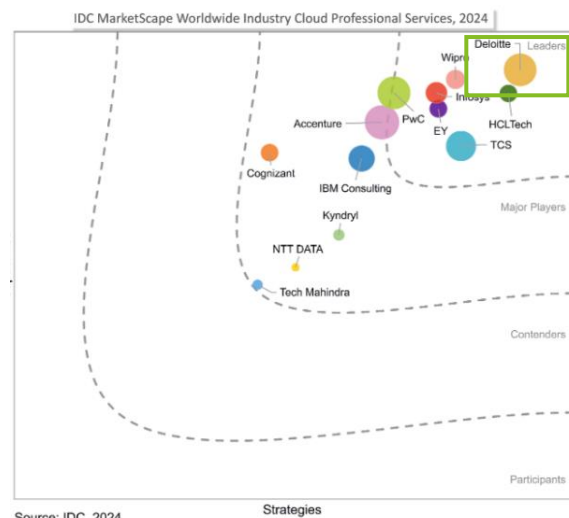


Gartner

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

Our DevOps Engineering service empowers organisations to accelerate software delivery, enhance system reliability, and optimise operational efficiency. We provide expert guidance and hands-on implementation to transform development and operations workflows, fostering a culture of continuous improvement, automation and help you build resilient, scalable, and secure systems.

DevOps is not a methodology or a strict framework for how to build, release, deploy and operate software. DevOps is a set of principles, including cultural philosophies, processes & tools, which support an organization’s ability to rapidly deliver reliable IT change to their customers. DevOps is not an end-state, it is a process of continuous improvement.

Our DevOps Engineering expertise is designed to enhance and accelerate any software development practice. We partner with organisations utilising:

- Agile Methodologies (Scrum, Kanban, SAFe)
- Waterfall Models
- DevSecOps Principles (embedding security throughout the SDLC)
- Site Reliability Engineering (SRE) Practices

We focus on implementing continuous integration (CI), continuous delivery (CD), automated testing, infrastructure as code (IaC), monitoring, and feedback loops that are tailored to your specific development workflow, fostering a culture of collaboration and continuous improvement from ideation to production and beyond.

Feature	Benefit
Automated CI/CD Pipelines	Faster time-to-market, consistent deployments, reduced manual errors.
Infrastructure as Code (IaC)	Repeatable, version-controlled infrastructure, cost optimisation.
Containerisation & Orchestration	Scalability, portability, efficient resource utilisation
Comprehensive Monitoring & Logging	Proactive issue detection, improved system stability, enhanced visibility.
Security & Compliance Integration	Secure-by-design principles, reduced risk, adherence to regulations.
GitOps & Configuration Management	Declarative infrastructure, simplified management, auditable changes.
Serverless & Event-Driven Architectures	Reduced operational overhead, cost-efficiency, rapid innovation.
DevOps Culture & Training	Empowered teams, improved collaboration, sustainable practices.

Recognising the diverse cloud strategies of our clients, our DevOps Engineering services now extend across the leading hyperscale cloud platforms, including but not limited to:

- Amazon Web Services (AWS)
- Microsoft Azure
- Google Cloud Platform (GCP)

Key Scenarios where our DevOps Engineering service can help:

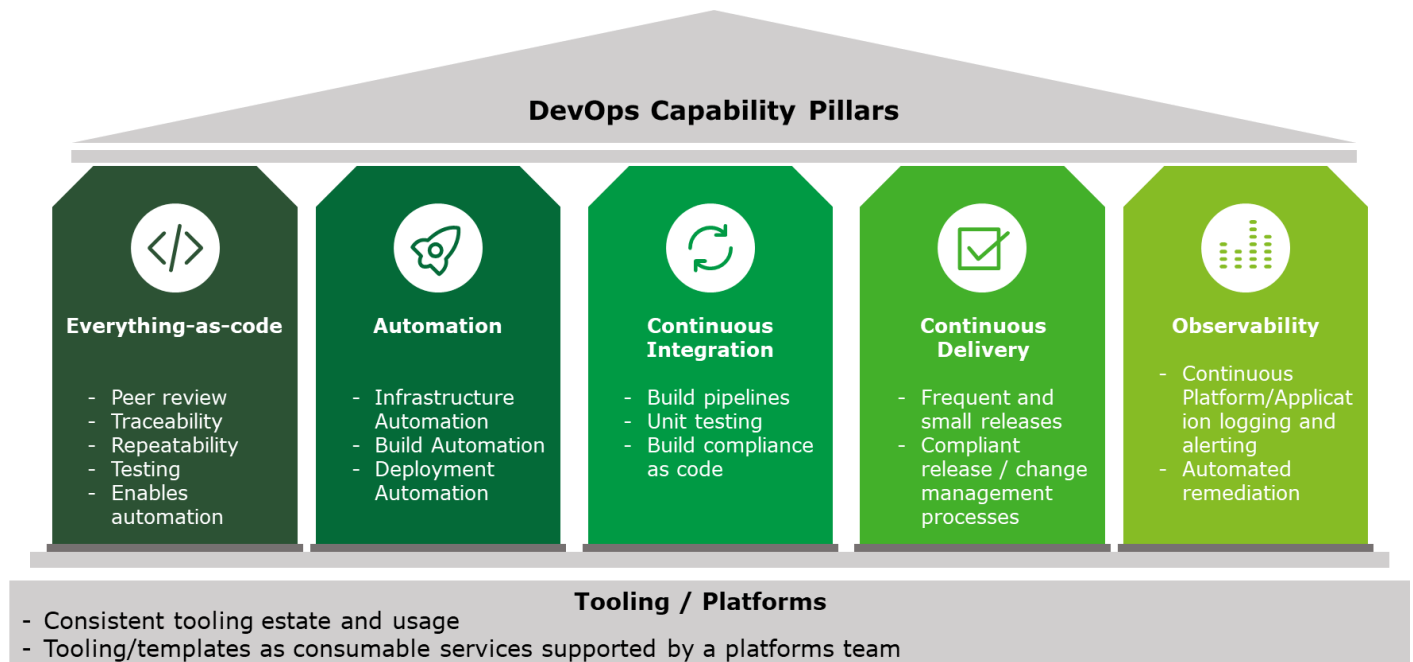
1. **Accelerating a New Product Launch** A client is launching a new microservices-based application on Kubernetes Engine. We design and implement a fully automated CI/CD pipeline using Cloud Build, deploy infrastructure with Terraform, and set up cloud monitoring and logging for real-time insights, enabling rapid, reliable releases.
2. **Modernising a Legacy Application** An enterprise needs to migrate a monolithic application to public cloud platforms. We help containerise the application, establish an IaC framework for its supporting infrastructure, and build automated deployment strategies to transition from manual, infrequent releases to continuous delivery.
3. **Improving Operational Efficiency** A client's operations team spends significant time on manual infrastructure provisioning and troubleshooting. We introduce GitOps principles, automate infrastructure changes via pull requests, and integrate advanced alerting, drastically reducing manual effort and improving incident response times.

3 Detailed Service Description

Deloitte's DevOps Engineering service follows a structured, iterative approach designed to deliver tangible value and foster long-term success:

- **Assess & Strategy:**
 - **Discovery Workshops:** Understand current state, existing tools, pain points, and business objectives.
 - **Maturity Assessment:** Evaluate current DevOps capabilities and identify areas for improvement.
 - **Strategy & Roadmap:** Define a tailored DevOps strategy, toolchain recommendations (e.g., Cloud Build, Terraform, Cloud Monitoring), and a phased implementation roadmap aligned with your business goals.
- **Design & Architect:**
 - **Solution Architecture:** Design the target state architecture for CI/CD pipelines, infrastructure, monitoring, and security on public cloud platforms.
 - **Toolchain Selection:** Recommend and justify the optimal set of cloud native services and complementary tools.
 - **Blueprint Development:** Create detailed design documents and architectural blueprints for implementation.
- **Implement & Automate:**
 - **Infrastructure as Code (IaC):** Develop and implement Terraform or Cloud Deployment Manager modules for provisioning and managing cloud resources.
 - **CI/CD Pipeline Development:** Build automated Continuous Integration and Continuous Delivery pipelines using services like Cloud Build, GitLab CI, or Jenkins on Kubernetes.
 - **Containerisation & Orchestration:** Assist with containerisation of applications and deployment to container platform.
 - **Monitoring & Logging:** Configure cloud monitoring, cloud Logging, and integrate with dashboards for audit and operational purposes.

Deloitte DevOps is separated into five capability pillars which are supported by the tools/platforms they sit on.



DevOps – Where the need for DevOps originates from?

The progression towards agile ways of working has led towards an increased responsibility of the cohesion between Developers & Operations.

• SYSTEM QUALITY

A system's quality is fundamental to its ability to perform efficiently, adapt & recover. DevOps methodologies and practices promote and accelerate these key characteristics by:

1. Augmenting efficiency and reducing the number of quality issues which ensures timescales are met
2. Allowing the early identification of complex programming problems through continuous testing in a lower environment or development period
3. Designing systems that are fault-tolerant, redundancy present, have adequate disaster recovery and backup frequently

• SYSTEM FLEXIBILITY

A system's flexibility is imperative to its ability to work under varying conditions, become accustomed to its users' requirements & speed to market. DevOps methodologies promote:

1. Applying small and frequent updates to promote quick build and test periods to accelerate time to production
2. Designing systems which factor in capacity planning and scalability to ensure peak demand is within the system's capabilities
3. Building systems which automatically scale to meet demand, removing the need to over-provision system capacity & improving cost efficiency

• SYSTEM SECURITY

With the migration of workload to Public Cloud Providers, Security has become more prominent in the development lifecycle of applications and platforms & is a major focal point for clients. DevOps methodologies focus on:

1. Applying a core set of security principles which are applied from the inception of the system, through to release
2. Baking security into the development, build and release processes – for example, integrating security testing into the CI/CD pipeline
3. Managing security policies in a versioned, auditable manner using security-as-code

4. Implementing continuous monitoring & alerting functions, decreasing mean-time-to-detect for any security incidents

Outputs / Deliverables:

Upon completion of the engagement, clients will receive a comprehensive set of deliverables designed to establish and mature their DevOps capabilities:

- DevOps Strategy & Roadmap Document: A detailed plan outlining the recommended approach, toolchain, and phased implementation for DevOps adoption.
- DevOps Architecture Blueprints: High-level and detailed architectural diagrams illustrating the CI/CD pipelines, infrastructure components, monitoring setup, and security integrations.
- Infrastructure as Code (IaC) Repositories: Version-controlled Terraform or Cloud Deployment Manager code for provisioning and managing cloud resources (e.g., VPCs, Databases, Container platforms, SQL instances, cloud Storages).
- Automated CI/CD Pipeline Configurations: Fully functional and documented pipeline definitions (e.g., Cloud Build YAML files, GitLab CI configurations) for building, testing, and deploying applications to public cloud platforms.
- Container Images & Registries: Optimised Docker images for applications, stored securely in Container Registry or Artifact Registry.
- Monitoring & Alerting Configurations: Configured Cloud Monitoring dashboards, custom metrics, logs-based metrics, and alerting policies for critical application and infrastructure components.
- Security & Compliance Policies: Implemented IAM roles, service accounts, network policies, and security scanning integrations within the CI/CD process.
- Operational Runbooks & Documentation: Comprehensive guides for managing, troubleshooting, and extending the implemented DevOps environment.
- Knowledge Transfer & Training Sessions: Hands-on workshops and documentation to enable client teams to operate and maintain the new DevOps ecosystem.
- DevOps Maturity Assessment Report: A post-implementation assessment highlighting improvements in key DevOps metrics and recommendations for future enhancements.

Critical Success Factors:

The success of our DevOps Engineering engagement is highly dependent on the following critical factors:

- Clear Objectives & Scope Definition: A well-defined understanding of the client's business goals, technical requirements, and the scope of the DevOps transformation.
- Active Client Engagement & Collaboration: Continuous involvement from client stakeholders, development teams, and operations teams throughout the project lifecycle.
- Dedicated Client Resources: Availability of client subject matter experts (SMEs), developers, and infrastructure engineers for knowledge sharing, feedback, and joint development.
- Executive Sponsorship & Buy-in: Strong support from senior management to champion the DevOps cultural shift and allocate necessary resources.
- Iterative Approach & Feedback Loops: Embracing an agile methodology with regular demonstrations, feedback sessions, and continuous adjustments to ensure alignment with evolving needs.
- Commitment to Cultural Change: The client's willingness to adopt new ways of working, foster collaboration, and embrace automation and continuous improvement.
- Access to Environments & Credentials: Timely provision of necessary access to cloud environment, services, and existing code repositories.
- Measurable Outcomes: Agreement on key performance indicators (KPIs) such as deployment frequency, lead time for changes, mean time to recovery (MTTR), and change failure rate, to track and demonstrate value.

- **Effective Knowledge Transfer:** Successful enablement of client teams to confidently manage, operate, and further develop the implemented DevOps solutions post-engagement.

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.**



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