

Service Definition Document for G-Cloud 15 Services

DevOps Services

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1 Service Definition for DevOps Services

1.1 Introduction

This is the Service Definition Document for NTT DATA UK Ltd (NTT DATA) DevOps Services on the G-Cloud Framework. Information provided in this document is required by the G-Cloud framework and is designed to demonstrate how our services meet client requirements.

1.2 Overview of services

The following services help clients deliver software faster through the adoption of industry leading DevOps practices that scale at an enterprise level:

- DevOps Acceleration: NTT DATA offer DevOps advisory services to accelerate a client's Digital transformation and DevOps adoption journey.
- DevOps Platforms: NTT DATA offer DevOps build services to design and implement a client's DevOps platform solution or toolchain.
- DevOps Run: NTT DATA offer DevOps run services to run, operate and improve a client's DevOps platform or DevOps solution.

2 Service Descriptions

2.1 DevOps Acceleration

2.1.1 Introduction

This is the Service Definition Document for NTT DATA UK Ltd (NTT DATA) DevOps Acceleration on the G-Cloud Framework. The information provided in this document is required by the G-Cloud framework and is designed to help clients determine how these services can meet their requirements.

2.1.2 Overview of service

NTT DATA has witnessed that as organisations evolve toward DevOps, there are common characteristics and common challenges. Many often struggle to convert their investment in DevOps into real business benefits. Instead, they develop pockets of capabilities that cannot be scaled across the organisation.

NTT Data's DevOps Advisory Services help organisations prepare to embrace and adopt new industry trends with minimal disruption to their business.

2.1.3 Service description

Scope

DevOps Strategy & Transformation

- Accelerate DevOps adoption through bespoke improvement plans based on stakeholder interviews, technical deep dives
- Collaborative creation of DevOps Strategy and Transformation Roadmap
- The outputs will be agreed based on priorities and target areas for assessment, example deliverables include:
 - A DevOps maturity heatmap covering the core focus areas
 - A transformation roadmap to achieve target status
 - A backlog of improvements to address gaps.

DevOps Expert Services

- Coaching of client teams and individuals to facilitate in-house adoption of new concepts and tools
- Quick access to accredited DevOps SMEs for guidance on industry trends, technical implementation, architecture and solution design
- Example deliverables and outputs of the service include:
 - Project documentation
 - Platform and/or toolchain designs
 - Inputs into tooling and technology business cases
- **DevOps Training** Adoption of DevOps practices or tooling across an organisation or department
- Upskilling of client teams through tailored online sessions, workshops or pairing.
- Example deliverables and outputs of the service include:
 - Bespoke learning paths
 - Recorded sessions
 - Cheat sheets and training documents

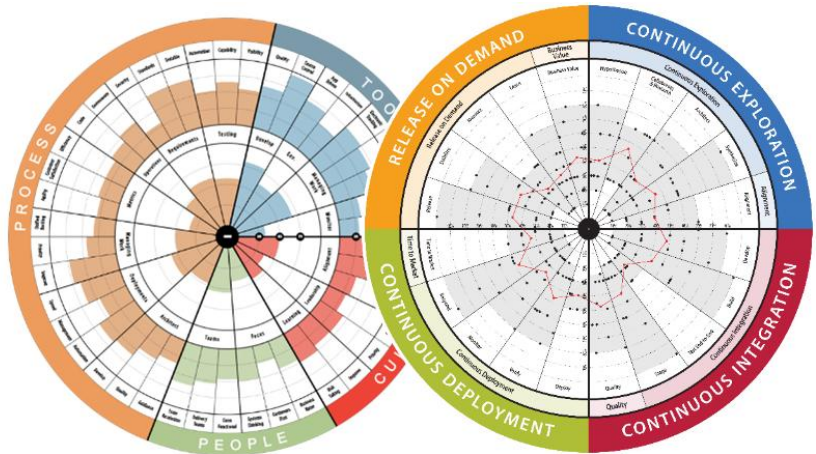
Example DevOps Acceleration Reports

Identify patterns across several teams

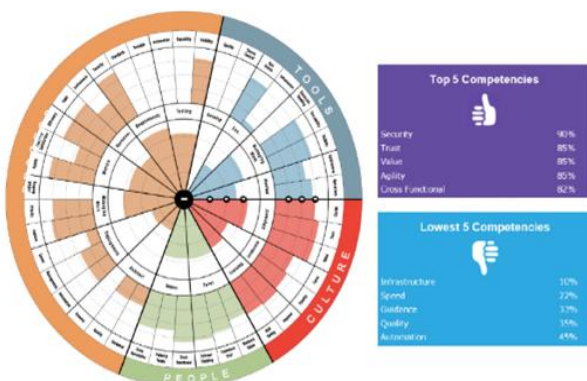
Consistent measurements of performance which combines both qualitative and quantitative measures

Measure Individual, Team, Program, Portfolio and Enterprise Health

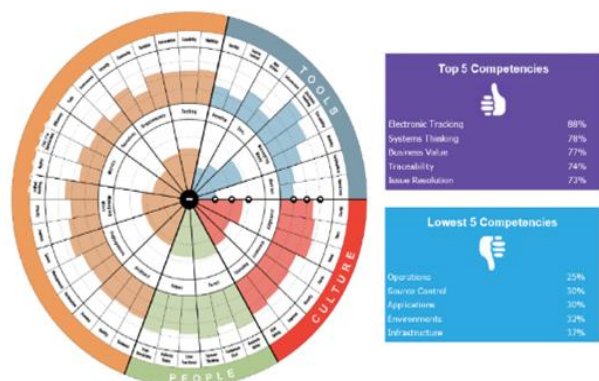
Leaders can help solve targeted areas and growth becomes predictable and measurable



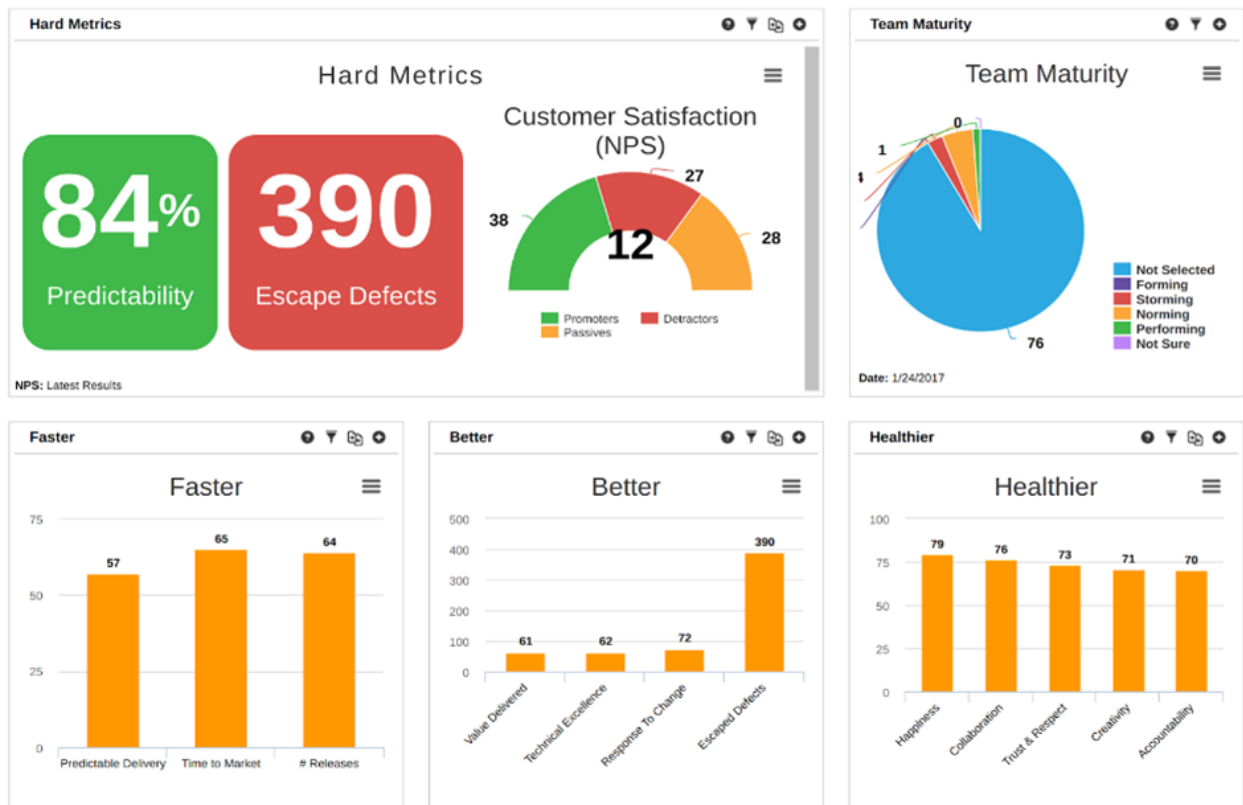
An improvement backlog will be incorporated into a high-level target state plan that outlines the focus areas in the delivery model. We will use the plan to make incremental steps to move towards the target state. The target state plan will consider context, organisational considerations, processes, tools and technical architecture. Progress will be measured on a regular basis with additional quarterly health check reviews. Our health checks provide a management dashboard for visualisation of progress and hot spots.



Team A Backlog
Identifying the root cause of the problem before attempting to make changes to fix it
Team meets regularly with the architecture / technical leadership team.
Our team regularly identifies, manages, and prioritizes tech debt
Status of our testing process is available and visible to our entire team at any time
Operational work items like provisioning environments, security, and compliance are delivered along side the development work items
Our leadership provides us with the proper guidance and empowers our teams to discover the best solutions for the business.
Our cultures embraces the mindset of injecting faults into our processes to ensure we have resilient systems



Team B Backlog
Automate the deployments from code check in to production
Ability to provision and de-provision infrastructure resources easily
Ability to monitor how users are using features of our application in production
Centralized branches are kept to a minimum, and merging is done often to reduce disruptions in the development process
Continually develops both performance tests and load tests against our software to ensure it is always meeting performance NFR's
Ability to scale up the performance of our applications infrastructure on demand
Our team regularly identifies, manages, and prioritizes tech debt
Environment configuration our team deploys to is consistent between environments



2.1.4 Benefits

- Reduced lead times and time to market through increased automation
- Reduced cost of tooling through consolidated toolsets and licensing
- Improved quality through reliable deployments and release process
- Faster resolution of technical challenges and decision making
- Improved internal knowledge through SME guidance and knowledge transfer
- Visibility of industry insights and best practices
- Faster adoption of DevOps practices and tooling
- Improved internal knowledge through SME guidance and knowledge transfer
- Improved efficiency and performance on project delivery

2.2 DevOps Platforms

2.2.1 Introduction

This is the Service Definition Document for NTT DATA UK Ltd (NTT DATA) DevOps Platforms on the G-Cloud Framework. The information provided in this document is required by the G-Cloud framework and is designed to help clients determine how these services can meet their requirements.

2.2.2 Overview of service

NTT DATA offer DevOps build services to design and implement a client's DevOps platform solution or toolchain. Our engineers work closely with client teams to architect and develop automated solutions to help development teams accelerate their software development lifecycle. We build resilient, compliant and future ready DevOps platforms leveraging our assets and accelerators to guarantee high quality solutions adhering to best practice and promoting reuse.

2.2.3 Service description

Scope

Infrastructure Automation

- NTT DATA provide the expertise, assets and accelerators to design and develop infrastructure as code whether in the Cloud or on-premises
- We can embed infrastructure monitoring solutions as part of the platform.
- Example deliverable and outputs include:
 - Well-designed modular infrastructure codebase
 - Knowledgebase to explain design and maintenance of best practices

Software Automation

- We assess existing CI/CD toolchains and software delivery processes and identify optimisations or alternative tools
- We deliver full end to end CI/CD toolchains to automated software applications and infrastructure delivery.
- Example deliverable and outputs include:
 - Source code management and continuous integration solution for developers
 - Automated application build, and deployments to different environments
 - Integration for testing at different levels and quality gates

Security Automation

- We enable our clients to shift security left by configuring and integrating SAST, DAST and IAST tooling within their software delivery lifecycle
- We assess DevSecOps tooling options and provide recommendations to assist our clients in making the most appropriate tool selection
- Example deliverable and outputs include:
 - Security scans, test results, and vulnerability results reports as part of the software delivery lifecycle
 - Tools comparison and recommendations

PlatformOps

- Scale DevOps solutions across the organisation with embedded standards, security, and compliance
- Consistent orchestration and management of all IaC, CI/CD and scaffolding in one central platform
- Self-service tooling and solutions for projects and development teams
- Example deliverable and outputs include:
 - Centralised platform, including best practices, templates and standards

DataOps Platforms

- Provision automated infrastructure, pipelines and platforms for the delivery of complex data programmes
- Providing data engineers with the ability to automate data workflows using ETL and ELT pipelines
- Ready-made pipelines for SnowFlake, Azure Data Factory and other data applications and tooling
- Example deliverable and outputs include:
 - Automated environments with embedded security (RBAC) solutions and configured data applications/tooling
 - Automated data pipelines, provision of data resources and storage

2.2.4 Benefits

- Faster provisioned infrastructure and environments built on demand
- Reduced lead times and time to market through increased automation
- Improved quality through reliable deployments and release process
- Early engagement with Sec teams and embedded compliance
- Reduced cost of tooling and licensing through consolidated toolsets
- Consistency and resilience in teams and knowledge
- Improved quality through reduced errors from inconsistencies across environments and deployments

2.3 DevOps Run

2.3.1 Introduction

This is the Service Definition Document for NTT DATA UK Ltd (NTT DATA) DevOps Run on the G-Cloud Framework. The information provided in this document is required by the G-Cloud framework and is designed to help clients determine how these services can meet their requirements.

2.3.2 Overview of service

Not all organisations want to deliver new greenfield solutions and many need to build upon existing mature solutions. NTT DATA offer DevOps run services to run, operate and improve a client's DevOps platform or DevOps solution. Our engineers work closely with client teams to manage, maintain and enhance automated solutions to help development teams accelerate their software development lifecycle. We can transition from time and materials delivery models to more service type frameworks.

2.3.3 Scope

Site Reliability Engineering

- Our SRE teams combines software engineering and operations to build and maintain highly reliable and scalable systems. SRE focuses on reliability, scalability, efficiency, and continuous improvement of existing platforms and systems.
- Example deliverable and outputs include:
 - Monitoring solutions and alerting for software systems and platforms
 - Feature enhancements and improvements
 - Service measures – SLOs, SLAs, SLIs, Error budgets

Transition to Managed Service

- We transition DevOps build projects into Managed Service frameworks for long term management and optimised cost of maintenance
- Example deliverable and outputs include:
 - Target operating model and summary of scope, volume of BAU work and CSI items
 - Transition plan for how work items and people can convert to new operating model
 - Resource plan and required skillsets for target operating model

Measure and Monitor

- We provide clients with solutions for visualising real-time engineering, delivery and value metrics across their delivery engine, infrastructure, and platforms
- Example deliverable and outputs include:
 - Dynamic Dashboards presenting real time data and metrics
 - Actionable insights for engineering metrics and KPIs
 - Visibility of platform health and alerting

2.3.4 Benefits

- Improved reliability of software systems and platforms
- High quality through continuous improvements and feature enhancements
- Scalable and more efficient operations
- Faster time to market through increased automation, monitoring, and incident response times
- Reduced cost of delivery for BAU work and small changes
- Right skills for the right work
- Ability to leverage different time zones for extended hours of support
- Improved efficiency and predictability on project delivery
- Visibility of bottlenecks and key KPIs enabling continuous improvement and feedback

3 Commercial Arrangements

3.1 Parent Company Guarantee (PCG)

Please note that NTT DATA is not able to provide a Parent Company Guarantee (PCG).

3.2 Use of subcontractors and partners

These services are delivered by NTT DATA with support from selected, specialist partners only where required, and with approval from the client in advance.

3.3 Pricing

Please see the Digital Marketplace for the NTT DATA Pricing associated with these services.

3.4 Ordering and invoicing process

Clients will be expected to follow the G-Cloud 15 ordering process as outlined in the Framework's Terms and Conditions. This will ensure that the scope, timeline, and technical requirements are understood, agreed and can be delivered.

Each assignment will then require a formal work order to be raised, which would define:

- The name and contact details of the consumer's representative
- The objective(s) of the work and the Key Performance Indicators
- The amount and type of resource required (number of roles and duration)
- Start and end dates for the project
- The scope and requirements for the project
- The specific technical or business knowledge required by NTT DATA
- Advise whether the project is expected to be carried out on the consumer's premises (in which case location is required), or at NTT DATA's premises
- Expected deliverables, quality levels and acceptance criteria for sign-off

Upon receipt of a work order, NTT DATA will evaluate the requirement and confirm a start date. Once NTT DATA accepts a work order, we will commence work upon receipt of a purchase order.

NTT DATA will operate the following invoicing process:

- For time and material projects and assignments - monthly invoices will be issued in arrears for payment within 30 days
- For fixed price projects and assignments - invoices will be based upon agreed staged payments associated with formal client sign-off of interim or final deliverables. Invoices are issued in arrears for payment within 30 days
- For managed services - Transition Charges based on milestones, with Managed Services Charges invoiced quarterly in advance

3.5 Client responsibilities

The client will provide a Project Manager responsible for the following activities:

- Ensure the organisation is aware that external support is being provided by NTT DATA and that staff and teams are clear about the project, its scope and their roles and responsibilities in it.
- Manage the client personnel and responsibilities for this project.
- Serve as the interface between NTT DATA and all the client's departments participating in the project.
- Administer the Change Control Procedure with the NTT DATA Project Manager.
- Participate in project status meetings.
- Obtain and provide information, data, and decisions within three working days of NTT DATA's request unless a different response time is agreed in writing.
- Review and approve the Milestone achievements.
- Help resolve any project issues and the client deviations from the estimated schedule, and escalate issues within the client organisation, as necessary.
- Provide staff as required to undertake the User Acceptance Testing.
- Ensure client staff are made available for any meetings, interviews, document review and presentations within the proposed timescale.
- Provide client staff able to deliver authoritative answers to questions and clarification requests in a timely manner.
- Provide NTT DATA personnel with suitable office space, other accommodation and facilities that personnel may reasonably require to perform the services required during the project.

3.6 Accreditations

For these services, NTT DATA has corporate membership of the ITSMF, SDI and MCA trade bodies and holds a number of relevant accreditations including:

- ISO 9001 Quality Assurance
- ISO 14001 Environmental Management
- ISO 27001 Information Security Management
- PRINCE2 Practitioner Project Managers
- ISO 20000-1 IT Service Management
- ISO 22301 Business Continuity
- ISO 45001 Health and Safety Management Systems
- Cyber Essentials
- Cyber Essentials+

4 About NTT DATA

4.1 Globally

NTT DATA Corporation is a global IT innovator delivering technology-enabled services and solutions to clients around the world and is a top tier global IT Services provider (reference: Gartner). It employs more than 190,000 people across 70 countries.

For more than 50 years, the NTT DATA Corporation has been successfully providing IT services to a wide range of clients in the automotive, electronics and high technology, energy and utilities, financial services, healthcare and life sciences, insurance, manufacturing, media and entertainment, professional services, public, retail, telecommunications and transportation and logistics sectors.

NTT DATA has significant global coverage across Europe, the Americas, the Middle East, Africa, and Asia Pacific regions.

4.2 In the UK

NTT DATA UK Ltd (NTT DATA) is a subsidiary of the NTT DATA Corporation and is a systems integrator headquartered in the City of London and Birmingham. NTT DATA in the UK is a £400m+ per annum turnover organisation that focuses on supporting clients in:

- Public Services
- Automotive
- Banking and Financial Services
- Education and Research
- Energy and Utilities
- Healthcare
- Insurance
- Life Sciences and Pharma
- Manufacturing and Consumer Packaged Goods
- Retail
- Telco, Media and Technology
- Travel, Transportation and Logistics

NTT DATA has partnerships with a number of leading software vendors and works closely with NTT group companies to provide a wide range of solutions to UK clients.

4.3 How we help our clients

NTT DATA provides a portfolio of services to support every aspect of its clients' business technology life cycle, including:

- Strategy to create competitive advantage
- Implementation with speed, confidence, efficiency, and surety
- On-going management to optimise your assets with the best resource mix and cost
- Evolution to create new opportunities and future-proof your enterprise

NTT DATA helps its clients by building value through the visualisation and realisation of innovation. This involves working in close partnership with clients to:

- Design innovation - create robust IT strategies geared towards optimising business processes and the use of IT and networking concepts along the customer's entire value chain. We help our clients use IT to differentiate themselves from their competitors
- Develop solutions - use our advanced systems structuring and application capabilities to develop and provide solutions that make business innovation a reality
- Drive performance and efficiency - provide constant support for our clients helping them exploit the full potential of their IT solutions and take advantage of the latest IT innovation thinking

4.4 Trade body membership and accreditations

NTT DATA has corporate membership of the MCA trade body and our activities are supported by technical and vendor accreditations:

- Snowflake Global Elite Partner
- Informatica Enterprise Premier Partner
- Google Cloud Platform Premier Partner
- Microsoft Solution Partner Designation: Business Application, Data & AI, Digital & App Innovation, Infrastructure, Security, Modern Work.
- AWS Premier Partner | AWS Partner Programs; Premier Tier Services, AWS Managed Service Provider, Authorized Commercial Reseller, AWS Public Sector Partner, AWS Solution Provider Program, AWS Public Sector Solution Provider, Authority to Operate on AWS
- AWS Competencies | Machine Learning Consulting, Telecom Services, DevOps Consulting, Government Consulting, Migration Consulting
- Salesforce Platinum Partner
- Genesys Global Gold partner
- Service Now Elite partner
- Red Hat Premier Business Partner
- Palo Alto Networks Diamond Innovator (Global)
- Check Point 5 Star Partner
- Fortinet Global Partner
- F5 Platinum Partner
- Zscaler GSI
- Cisco Gold Partner
- SAP Global Platinum Partner
- Dell Titanium Partner

4.5 Services

We support UK clients through the following digital focus areas:

- Customer Experience - engaging with customer to maximise user understanding, engagement and support
- Data & Intelligence - excel in new data model creation using gathered intelligence that can produce actionable results for organisation success
- Intelligence Automation - automate repetitive business processes for success in a digitally-dynamic environment
- Internet of Things - connecting and communicating with an ever-expanding base of devices connected to the internet
- IT Optimisation - revolutionising IT environments by delivering the agility necessary to remain effective in a rapidly changing landscape
- Cyber security - protecting against data breaches and unauthorized use of confidential information in today's connected digital world

4.6 Further information

See <https://uk.nttdata.com> for further information, or contact us at nttdatauk.requirements@nttdata.com