

littlefish GROUP

Dev Ops and Infrastructure as code

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Service Overview

Empower your organisation with the consistency, scalability and efficiency of utilising Infrastructure as code alongside Platform tooling and Dev Ops approaches. As part of our capabilities, we can deploy pipelines supporting the deployment of BICEP, Cloudformation or Terraform. This can be augmented via repository management and techniques such as static code analysis.

This covers all public cloud environments including Azure and AWS.
Our team of experienced architects, engineers and subject matter experts are dedicated to crafting tailored IAC and Dev Ops solutions that align perfectly with your business objectives, ensuring the maturity of tooling, processes and ultimately the optimal performance of your infrastructure environment.

The Littlefish Approach

Our modular approach allows you to choose the right level of service for your specific needs. In the broad landscape of Dev Ops and Infrastructure as Code we can deliver a broad range of services from simply carrying out platform management and working alongside your development team, to deploying repos, pipelines (supported by static code analysis), concluding with full Infrastructure as Code management of multiple environments (Dev, Test, Prod etc).

Key Features

Littlefish will provide a combination of the following activities as part of the service. The specific features and activities will be determined by the specific customer requirements.

Configuration: We can configure the tooling to support your Dev Ops journey, this can include:

- Repos such as Github, Azure Dev Ops, or AWS Code Repository
- Static code analysis tools such as Cloudformation Guard, Chekov or Sonarqube
- Pipeline tools such as Azure Dev Ops, Github Actions or AWS CodePipeline

- **Development:** Whilst Littlefish don't provide application development services, we can develop your Infrastructure as Code in either BICEP, Cloudformation or Terraform

- **Governance:** Littlefish can co-develop the governance standards around code branches and pull requests. We can implement approval steps and also blocks based on the outcome from the code analysis within the pull requests. This can include multiple checks from encryption settings on resources to keys hardcoded into the code.

- **Trending and Continual Service Improvement:** We can set-up reporting on the utilisation of the Dev Ops tooling, showing the velocity and quality of changes within your estates.

Service Management

Ongoing engagement and dialogue are key to a successful partnership, which is why Littlefish provide structured reviews with the customer on a regular basis.

Service Review

Typically, Service Reviews are conducted monthly to evaluate the ongoing effectiveness of Littlefish's services. The Service Review Board convenes either in person or via voice conference, comprising the customer's IT stakeholder (or equivalent role) and the designated Littlefish Service Account Manager (SAM). Additionally, a Littlefish technical resource may participate as needed.

Agenda items for the Service Review encompass:

- Performance evaluation against agreed baselines.
- Analysis of Trend Analysis Report.
- Dispute Resolution and addressing any areas of concern.
- Review of the Continual Improvement Program.

The Littlefish SDM documents the main topics discussed during the Service Review and any ensuing actions.

Governance Board

In addition to the service reviews, Littlefish and the customer may periodically convene a Governance Board to assess:

- Overall Service Performance.
- Customer Business Strategy.
- Suitability of the service agreement.
- Opportunities for Littlefish to further enhance the customer's business objectives.

Through a blend of tools, processes and personnel development, Littlefish consistently endeavours to elevate the services delivered to our customers. As part of the monthly Service Review process, Littlefish demonstrates to the customer the steps taken to enhance services and, when applicable, showcases improvements through enhanced service reporting metrics.

Customer Benefits

- **Productivity Gains:** By leveraging IAC it's possible to get significant advantage over traditional environment management. You can ensure that all your different environments are logically identical, along with being able to correct configuration drift enabling development and testing on truly representative environments.

- **User Experience:** Utilising IAC supports engineers in deploying accurate changes reducing the risk or errors in work. This also supports repeatable code and modules that facilitate consistent and quicker deployments.

- **Increased Security:** With static code analysis you can prevent configuration flaws from getting into production environments. This prevents vulnerabilities prior to them even being created and enhances the security of your estate.

- **Expert Guidance and Support:** Rely on our team of professionals for expert guidance, proactive support and personalised assistance throughout your Dev Ops and IAC journey. From initial consultation to ongoing management, we're committed to helping you maximise the value of this approach for your organisation.

- **Focus on Core Business:** By offloading the complexities of platform management to our experienced team, you can redirect your time, resources and energy towards driving innovation, serving customers and achieving strategic business objectives.

- **Partnership** for Success: We view our relationship with clients as a partnership built on trust, collaboration and mutual success. Count on us as your trusted advisor and ally in realising the full potential of Dev Ops working for your organisation's growth and success.

About Littlefish

- Littlefish is an award-winning Cloud based Manage d IT Services Provider. Through our capability and delivery of service excellence we have become an established and credible alternative to the 'usual suspect' large Multi £Billion Managed Service Providers and IT Outsourcers in the mid-market and enterprise.

- Our purpose is to disrupt the conventional Managed IT Services models – where the usual suspects typically fail to perform – by delivering service solutions that are tailored to the precise needs of your organisation and which are communicated in clear and straightforward language. Our people (and users) first approach delivers a higher quality experience and will add tangible business value to your organisation.

Our service solutions are designed to consider and deliver tangible outputs in terms of improved business performance. The IT experience of your users can be enhanced to promote more agility and improved quality output. Furthermore (but often overlooked), highly available, better performing IT services, with expert support on hand when it's needed to get your users working again, can engender employee health and well-being. Because of these deliverables, workforce productivity levels are increased, and it's likely that our highly attuned service model will also enable you to effect cost-efficiency gains. What's not to like!

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