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CloudOps

CloudOps provides ongoing, flexible access to a multi disciplinary "pod" of cloud specialists to helps public and commercial sector organisations adopt, modernise and run their cloud platforms effectively, while increasing their own capability over time.

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Service Overview

Littlefish Group is a UK based provider of digital, cyber, managed and data & AI services, trusted by organisations across the public and commercial sectors. Through our Digital Solutions practice, we design and implement cloud native platforms and modern workplaces that unlock potential, simplify operations, and create better user experiences.

Digital Solutions combines Advisory & Consulting, Modern Workplace, Cloud Migration & Optimisation, D365 Business Solutions and Secure by Design services to deliver end-to-end transformation. CloudOps sits within this Digital Solutions portfolio as our primary model for delivering ongoing, outcome focused cloud engineering and modernisation services across the modern workplace, business applications, and the broader Microsoft technology stack, including Microsoft 365 and public cloud platforms.

Purpose

Public and commercial sector organisations are under growing pressure to use cloud technologies to:

- Solve strategic business and citizen service challenges
- Deliver new digital services and revenue streams
- Reduce costs and technical debt

Adopting a **cloud native** approach is often the best way to realise these benefits, but it is also complex. It typically requires:

- New architectural patterns (e.g. landing zones, zero trust, well architected designs)
- New ways of deploying, monitoring, and operating environments (CI/CD, automation, observability)
- New technologies, including containers, serverless, modern EUC and advanced security tooling

As organisations move in this direction, they need more than traditional support or timeboxed projects. They need an **outcome-based project team** that can:

- Help them scale their IT capability in an agile, cloud native world
- Work side by side with internal teams, not as a separate silo
- Build internal cloud expertise and good practice, rather than create long-term dependency

CloudOps is Littlefish Digital Solutions' answer to this need.

CloudOps provides **ongoing, flexible access to a multidisciplinary "pod"** of cloud specialists engineers, architects and delivery leads who work as an extension of the customer's own team. The pod is tiered and scalable, so capacity can increase or decrease as priorities change, while still operating as a single, joined up unit. Typical outcomes CloudOps helps customers achieve include:

- Planning and delivering migrations to public cloud (AWS, Azure, GCP) and Modern Workplace platforms
- Designing and deploying secure, well architected cloud platforms and landing zones
- Creating and enhancing automated CI/CD pipelines and infrastructure-as-code
- Improving the security, reliability and compliance of applications and collaboration services
- Managing and optimising cloud environments across AWS, Azure and GCP, with clear visibility of cost and value

In summary, the purpose of CloudOps is to provide a **flexible, outcome focused project and operations team** that helps public sector organisations adopt, modernise and run their cloud platforms effectively, while increasing their own capability over time.

Service Model

CloudOps operates on a consumption based, tiered model:

- The customer purchases a **monthly capacity of hours** from a dedicated or shared pod of specialists.
- That capacity can be used across two primary service areas:
  - **Modern Workplace & Collaboration** (Microsoft 365 / End-user Computing)
  - Infrastructure & App (Public Cloud – AWS, Azure, GCP)
- Hours can be directed to any mix of:
  - **Run** – day-to-day operations and support
  - **Change** – project and transformation delivery
  - **Improve** – optimisation, automation and continuous improvement

Work is planned and prioritised through a **joint backlog and sprint/delivery cadence**, giving the customer ongoing control of priorities, while the CloudOps pod focuses on delivering measurable outcomes.

Traditional waterfall projects remain available where a more rigid, phase-based approach is required (e.g. specific procurement or regulatory constraints). CloudOps complement these approaches and is best suited to cloud native, iterative change.

Tiering Model

CloudOps is delivered through three standard tiers. Each tier defines an indicative role mix and monthly capacity; the exact composition can be tailored within that envelope to meet specific needs.

Tier 1 – Core Delivery Pod

- Indicative team:
  - 1 × Modern Workplace Engineer
  - 1 × Infrastructure Engineer (AWS/Azure/GCP)
- **Indicative capacity:** ~294 hours per month

Typical focus:

- Business as usual operations and service enhancements
- Patching, configuration management, and small migrations
- Scripting and automation to remove manual tasks

Tier 2 – Coordinated Change Pod

- Indicative team:
  - Tier 1 team, plus
  - 1 × Delivery Lead / Scrum Master / Project Manager
- **Indicative capacity:** ~441 hours per month

Typical focus:

- Mult workstream change and transformation
- Coordinated migrations, upgrades, and roll-outs
- Structured stakeholder management and reporting
- Faster backlog reduction while maintaining stability

Tier 3 – Architecture at Scale Pod

- Indicative team:
  - Tier 2 team, plus
  - 1 × Solutions / Cloud Architect (AWS/Azure/GCP)
- **Indicative capacity:** ~588 hours per month

Typical focus:

- Cloud platform roadmaps and target architectures
- Landing zones, control towers and policy driven governance
- Complex migrations and consolidation programmes
- Holistic security, compliance, performance and cost optimisation

1.4 Commercial Flexibility

- Capacity is purchased **monthly** at the chosen tier.
- Customers can **scale up** CloudOps tier with **1 month's notice** and **scale down** with **3 months' notice.**
- Where tier changes occur during midmonth, both hours and fees are **prorated** based on the number of days at each tier.
- Within any month, hours can be freely allocated across:
  - Modern Workplace & Collaboration
  - Infrastructure & App (AWS, Azure, GCP)
  - Run / Change / Improve activities

Example: A customer may initially allocate most capacity to a Teams/SharePoint restructure and adoption effort and later pivot the same pod to Azure landing zone deployment and cost optimisation – without requiring a separate procurement or new contract.

Service Scope

CloudOps covers three broad areas:

- **Crosscutting Management & Governance** – how work is planned, prioritised and reported
- **Modern Workplace & Collaboration (Microsoft 365 / EUC)** – user facing productivity and collaboration services
- **Infrastructure & App (Public Cloud – AWS, Azure, GCP)** – cloud platforms, applications, automation and operations

All services are delivered **in collaboration with the customer's own teams and existing suppliers**, and are aligned to the customer's governance, security and service management processes (e.g. ITIL, SIAM).

Cross-Cutting Management and Governance

Scope includes:

- Maintaining a **living roadmap** of skills, capacity and priorities
- Joint **backlog management** and sprint/delivery planning
- Use of the customer's preferred tooling (ServiceNow, Jira, Azure DevOps, etc.)
- Regular reporting to governance forums (steering groups, architecture boards, security committees)
- Coordination with third party suppliers where responsibilities intersect
- Participation in incident, problem, change and release processes for in scope services

Out of scope unless expressly agreed:

- Acting as the customer's overarching SIAM provider for all suppliers
- Operating the end-user service desk or first-line support channels

Modern Workplace & Collaboration (Microsoft 365 / EUC)

CloudOps provides end-to-end services across Microsoft 365 and associated EUC technologies to improve collaboration, security, compliance, and user experience.

Alignment and Management (Governance)

- Create and maintain capacity and skills plans for Modern Workplace
- Plan and track work against agreed objectives, KPIs and OKRs
- Align change and reporting to existing governance forums

Outcome: Clear visibility of work, predictable delivery, and capacity aligned to priority outcomes.

Identity (Cybersecurity)

- Design, implement and evolve:
  - Azure AD / Entra ID, Conditional Access, MFA
  - Identity lifecycle and role governance
- Align identity strategy with business and security objectives

Outcome: Secure, "friction right" access for users and devices, with identity platforms that can scale as the organisation grows.

Platform Optimisation (Modernisation)

- Develop and maintain automation using PowerShell, Microsoft Graph and related tooling
- Implement and refine Power Platform governance and guardrails
- Integrate with code repositories and CI/CD pipelines where appropriate

Outcome: Reduced manual effort and error rates, faster and safer configuration changes, and improved resilience of Modern Workplace operations.

Platform Management (Governance & Performance)

- Define and review performance targets for Teams, SharePoint, OneDrive and Exchange
- Perform diagnostics and remediation on collaboration workloads
- Continuously tune configuration based on telemetry and feedback

Outcome: Measurable performance improvements and consistent end-user experience at optimal cost.

2.2.5 Service Operations (Operations & Strategy)

- Configure and patch common Microsoft 365-adjacent applications
- Support bespoke upgrade paths and configuration frameworks
- Participate in incident, problem and change processes for in scope services

Outcome: Compliant, up to date services with reduced disruption and faster time to restore.

2.2.6 Security Posture (Cybersecurity & Compliance)

- Maintain and improve Microsoft 365 security posture
- Configure and tune Microsoft Purview and related compliance tools
- Integrate third party security tooling where required (licensing excluded)

Outcome: Strengthened security and compliance, reduced exposure to threats, and audit ready evidence of controls.

2.2.7 Disaster Recovery Planning (Resilience)

- Design and document DR strategies for collaboration services
- Conduct DR tests and customer directed exercises

Outcome: Validated RTO/RPO targets and demonstrated continuity for critical collaboration services.

2.2.8 Planned Maintenance (Operations)

- Preventative maintenance, patching and configuration updates across M365 workloads
- Customer directed change windows and activities

Outcome: Higher stability, fewer incidents, and lower technical debt.

2.2.9 Cost Optimisation & Alignment (Governance)

- Analyse licensing and platform utilisation
- Implement governance and configuration changes to reduce waste
- Define tagging and ownership strategies for showback/chargeback

Outcome: Costs aligned to value and usage, with improved visibility and control over Microsoft 365 spend.

2.2.10 Thought Leadership (Strategy)

- Provide proactive advice on Microsoft 365 roadmap, features and patterns
- Conduct "well architected" style reviews for collaboration environments

Outcome: A clear, practical roadmap that safely leverages new capability and keeps the Modern Workplace aligned to organisational goals.

2.3 Infrastructure & App (Public Cloud – AWS, Azure, GCP)

CloudOps delivers architecture, DevOps and operational services across the major public cloud platforms to accelerate delivery and improve reliability, security and cost efficiency.

2.3.1 Alignment and Management (Operational Excellence)

- Skills and resource planning across AWS, Azure and/or GCP initiatives
- Work tracking in the customer's preferred tools
- Governance aligned reporting and coordination with other suppliers

Outcome: Predictable delivery of velocity and outcome focused execution across cloud initiatives.

2.3.2 Infrastructure Builds (Performance, Cost, Operational Excellence)

- Design and deployment of new or extended infrastructure and applications in AWS, Azure and/or GCP
- Use of landing zones, control towers and Infrastructure-as-Code
- Ongoing optimisation for performance, cost and scale

Outcome: Secure, standardised deployments with faster time to value and right-sized platforms.

2.3.3 DevOps Automation (Operational Excellence & Reliability)

- Operation and enhancement of CI/CD pipelines and platform automation
- Creation of new scripts, modules and workflows
- Integration with GitHub, GitLab, Azure DevOps and native cloud DevOps services
- Implementation of monitoring, observability and SRE practices

Outcome: Repeatable, auditable delivery processes with improved release frequency, lead time and mean time to restore.

2.3.4 Performance Management (Performance Efficiency)

- Definition of performance objectives and SLAs
- Right-sizing of compute, storage and networking resources
- Deep tuning of applications and infrastructure to remove bottlenecks

Outcome: Workloads that meet or exceed SLAs at the lowest viable cost.

2.3.5 Application Operations (Operational Excellence & Security)

- Configuration and patching of common off-the-shelf applications hosted in public cloud
- Support for custom application upgrades and deployment frameworks

Outcome: Secure, stable application of estates with controlled change and fewer regressions.

2.3.6 Security Management (Security & Operational Excellence)

- Maintenance and improvement of security posture across chosen clouds
- Support for incidents, investigations and security testing
- Deployment and integration of third-party security tools (licensing excluded)

Outcome: Reduced security risk, clear audit trails and stronger alignment to regulatory and internal standards.

2.3.7 Disaster Recovery Planning (Reliability & Security)

- Design, document and extend DR capabilities in AWS, Azure and/or GCP
- Execute customer directed DR tests and scenario exercises

Outcome: Verified recovery capabilities and executable runbooks for critical systems.

2.3.8 Planned Maintenance (Operational Excellence, Performance, Security)

- Preventative maintenance and patching of in scope platforms and workloads
- Implementation of customer directed changes within agreed windows

Outcome: Healthy, up to date platforms with fewer incidents and vulnerabilities.

2.3.9 Cloud Governance & Cost Optimisation

- Design and implementation of governance controls, including:
  - AWS Organizations / Control Tower
  - Azure Policy and Management Groups
  - GCP Organisation Policies
- Tagging and ownership models for clear accountability of spend
- Cost and utilisation reporting with recommendations across AWS, Azure and/or GCP
- Development of reusable templates and modules for faster, standardised delivery

Outcome: Governance enforced by design, improved cost hygiene and accelerated delivery through standard patterns.

2.3.10 Thought Leadership (Well Architected Pillars)

- Proactive guidance aligned to AWS, Azure and GCP best practices
- Periodic Well Architected or equivalent reviews for key workloads and platforms

Outcome: Continuous improvement anchored to industry best practice and evolving cloud capabilities.

Service Outcomes

CloudOps is explicitly **outcomes driven**. Outcomes are tracked via jointly agreed KPIs and OKRs.

By engaging CloudOps, customers can expect:

Continuous Delivery of Change

- Regular, incremental improvements rather than infrequent large projects.
- A visible, prioritised backlog aligned to business goals.

Flexible Use of Specialist Skills

- Access to a multidisciplinary cloud pod without a permanent headcount.
- Ability to move capacity between Modern Workplace and public cloud as priorities change.

Improved Governance and Transparency

- Clear reporting on activity, decisions, risks and outcomes.
- Strong alignment to internal governance, security and service management frameworks.

Enhanced Risk and Security Posture

- Systematic treatment of identity, data and infrastructure risks.
- Evidence and artefacts suitable for audits, assurance and compliance.

Optimised Cost and Value

- Reduced waste in licensing and infrastructure spend.
- Cost aligned to value delivered through a consumption-based model.

Reduced Time to Value for Cloud Initiatives

- Faster deployment of new services and improvements.
- Reuse of proven patterns, accelerators, and automation.

Modern Workplace and Collaboration Outcomes

- Improved productivity and collaboration through well designed and well managed M365 services.
- Stronger identity and security posture (Conditional Access, MFA, role governance, Purview).
- Higher reliability and performance, evidenced through reduced incident rates and better service metrics.
- Lower operational risk and effort via automation and standardised configuration.
- Better control of Microsoft 365 licence and platform costs.
- A clear roadmap for the Modern Workplace, aligned with Microsoft's roadmap and organisational strategy.

Infrastructure & App (AWS, Azure, GCP) Outcomes

- Robust, policy-driven platforms using landing zones, control towers, and reference designs.
- Improved reliability and performance, backed by observability and SRE practices.
- Faster, safer change using CI/CD and Infrastructure-as-Code.
- Optimised cloud spend, with right-sized workloads and identified savings opportunities.
- Enhanced security and compliance via standardised controls, logging and security tooling.
- Proven continuity and recoverability through tested DR strategies.
- Ongoing alignment to AWS, Azure and GCP best practice via regular Well Architected reviews.

Summary

CloudOps provides public sector organisations with a structured yet highly flexible way to operate and evolve their Microsoft 365 and public cloud (AWS, Azure, GCP) environments.

- The service overview sets out a tiered, consumption-based model that mirrors how cloud is consumed.
- The service scope spans cross-cutting governance, Modern Workplace and multi-cloud Infrastructure & App services.
- The service outcomes focus on continuous delivery, improved security, stronger governance, optimised cost and faster time to value.

As additional service lines such as Data & AI and Security are brought into the CloudOps portfolio, customers will be able to consume an even broader set of capabilities through the same, flexible, outcome driven model.

Security and Assurance

Information Assurance

Littlefish are an ISO9001 and ISO27001 certified organisation (copy of certificates available on request). We are accredited to Cyber Essentials and Cyber Essentials Plus. All Littlefish personnel are BPSS checked as standard. A significant number of our Service Desk team are both CTC and SC cleared and some are DV cleared.

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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MICROSOFT SPECIALISATIONS AND DESIGNATIONS

Microsoft Solutions Partner
Digital & App Innovation
Azure

Specialist
AI Platform on Microsoft Azure
Low Code Application Development
Intelligent Automation

Microsoft Solutions Partner
Modern Work

Specialist
Modernize Endpoints
Copilot
Adoption and Change Management

Microsoft Solutions Partner
Security

Specialist
Cloud Security
Threat Protection
Copilot

Microsoft Solutions Partner
Business Applications

Specialist
Copilot
Intelligent Automation
Low Code Application Development
Small and Midsize Business Management

Microsoft Solutions Partner
Data & AI
Azure

Specialist
AI Platform on Microsoft Azure

Microsoft Solutions Partner
Microsoft Cloud

Microsoft Solutions Partner
Infrastructure
Azure

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CRN CHANNEL AWARDS 2025
MSP OF THE YEAR

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CREST SECURITY OPERATIONS

CYBER ESSENTIALS CERTIFIED PLUS

ISO 27001 ISOQAR REGISTERED

ISO 9001 ISOQAR REGISTERED

ISO 14001 ISOQAR REGISTERED