

Service Description

DevOps Assessment, Planning and Delivery

SUBMITTED BY

NORTH HIGHLAND®

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CONTENT



SERVICE OVERVIEW

Our Tech Practice experts specialise in DevOps assessment, planning, and delivery services to accelerate technology transformation. We evaluate your DevOps maturity, identify improvement opportunities, and implement best practices that drive agility, quality, and continuous improvement. We provide targeted roadmaps and guidance for DevOps transformation across your technology functions.

FEATURES

1. DevOps maturity assessment against defined criteria for technology delivery services
2. Evaluation of readiness for DevOps transformation across your technology landscape
3. Analysis and roadmap for changes in people, processes, and technologies
4. Establishment of an Agile Guiding Coalition to lead transformation efforts
5. Review of DevOps and Service Management processes and working practices
6. Assessment of continuous improvement capabilities using lean methodologies
7. Data-driven review of DevOps practices and KPIs to identify improvement areas
8. Actionable recommendations to address continuous integration and delivery pain points
9. Proven self-service frameworks to drive operability and feature focus
10. Continuous improvement approach development for technology delivery support models.

BENEFITS

1. Identifies underperforming functions and digital processes that are not fit-for-purpose
2. Increases productivity by eliminating repetitive or wasteful work
3. Transforms operations at portfolio, programme, and project levels
4. Reduces risk by making releases routine and safe

5. Accelerates time to market for product value streams
6. Enables digital initiatives to deliver value at the enterprise level
7. Improves engagement and understanding of the digital agenda
8. Balances speed of value delivery with service stability
9. Pinpoints pain points preventing realisation of DevOps benefits
10. Ensures operability principles are embedded in new and existing services

SERVICE DESCRIPTION

Delivering faster and more effective change is essential in today's technology landscape. Our DevOps Assessment, Planning, and Delivery Service provides:



Delivery of faster and more effective change



Delivery of high-quality service to customers and users



End-to-end management of all the people, process & technology components that underpin IT services



Cost effectiveness and management of Total Cost of Ownership

As technology evolves and customer demands increase, the velocity and complexity of IT change have never been higher. Balancing speed to market with quality service provision is more important than ever. Our DevOps and Service Management practices drive this balance across all technology environments, enabling organisations to:



Assess current and target maturity of DevOps processes



Define a targeted roadmap and guidance for DevOps transformation



Focus on the Three Key DevOps Ways: Flow, Feedback, and Continual Learning & Experimentation

Our approach includes:



1. Maturity Assessment

An assessment tool listing questions to ask key stakeholders against each of The Three Ways, to identify pain points and areas for improvement.



2. Heatmaps

A template to illustrate average scores for each area of your DevOps capability (both current and future state).



3. Recommendations

We will use our DevOps expertise to identify and assess improvement opportunities. These will be prioritised (high, medium, low) and presented to show impact across People, Processes, and Technology.

The Outcome: A clear path toward your target level of DevOps maturity, with an actionable plan to reduce handoffs, improve agility, and optimise technology delivery across your organisation.

North Highland's team assesses your current DevOps Delivery and Continuous Improvement capability for delivering and running technology services. We make targeted and actionable recommendations to empower teams to strike an on-going balance between speed of value delivery and stability of the services being embedded. Our key offering focuses on the following aspects:

- Assessing DevOps & Service Management processes and ways of working to identify efficiencies and best practice improvements.
- Assessing continuous improvement capabilities using lean methodology to ensure teams are focusing on the most effective ways of working.
- Using a data-driven approach to find improvements in practices and KPIs.
- Providing actionable recommendations to address CI and delivery pain points across your DevOps and Service Management functions.

- Providing expertise and proven Self-Service frameworks to drive operability feature focus and efficiency within a DevOps service.
- Establishing a Continuous Improvement approach for Cloud Services Support Models to ensure effective ongoing operation.
- Optimising Total Cost of Ownership over the services lifecycle to achieve maximum business benefit.

ABOUT NORTH HIGHLAND

North Highland is a leading change and transformation consultancy, helping organisations transform with people at the heart of every decision. Our talented teams partner with clients to navigate their most complex, high-priority, and urgent challenges. With every engagement, we make change happen, helping organisations across the public sector transform.

We support clients as they improve efficiency and productivity, modernise data and technology, and build and advance new capabilities that fuel growth and competitive differentiation. We also implement, manage and drive adoption of it all, ensuring successful translation of strategy to day-to-day operations.

North Highland offers an unblemished record of delivering leading expertise across industries, as shown by the numerous awards and accolades we have received in recent years from Forrester, Gartner, ALM and other highly regarded organisations. Firmwide, 94% of North Highland's business is with repeat clients – a testament to the high quality of our services.

ORDERING, INVOICING & TERMINATION

Our Master Services Agreement (MSA) contains our standard terms, and we start work when we have a Statement of Work signed by both parties, on a mutually acceptable date. Invoicing is monthly in arrears, unless agreed otherwise and either party may terminate a Statement of Work or the MSA in accordance with the usual terms set out in the MSA.

GET IN TOUCH



We have a frameworks office that monitors correspondence for G-Cloud opportunities.

They can be reached directly at nhuk.frameworks@northhighland.com



You can reach us on the phone at **+44.020.7081.2544**

Please ask for the Strategic Proposals Team who will be able to deal with your enquiry directly or put you in touch with the right person to discuss your requirements.



Write, or come and visit us at our London office:

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