

Service Definition Document

GreenOps (Sustainability) Services





GreenOps Services

Opencast provides GreenOps services under the G-Cloud framework (Lot 3: Cloud Support Services), tailored to meet the unique needs of highly regulated public sector environments including central government and health and social care organisations.

Our approach combines advisory, delivery, and embedding of proven GreenOps (Sustainability) methodologies, practices, and tooling.

We enable organisations to:

- Reduce cloud carbon footprint through optimisation and automation.
- Improve environmental visibility with real-time dashboards and sustainability reporting.
- Enhance accountability for sustainability across multi-disciplinary teams.
- Support accurate tracking and forecasting of cloud-related emissions.
- Embed governance frameworks that meet Cabinet Office, GDS, and sustainability standards.

Opencast's GreenOps services support central government objectives:

- Cloud First Strategy: Enabling sustainable migration and optimisation.
- One Government Cloud Approach: Standardising green practices across departments where applicable.
- Value for Money: Demonstrating measurable environmental and efficiency gains.
- Sustainability Goals: Incorporating carbon impact into all cloud decisions.
- Capability Building: Supporting DDaT frameworks through sustainability training and knowledge transfer.

Service Features:

- Optimisation: Rightsizing workloads to reduce waste and energy use.
- Carbon-aware scheduling: Running tasks during greener energy periods.
- Advising on cloud regions powered by renewable energy sources.
- Tracking environmental impact of cloud infrastructure in real time.
- Using data & analytics to inform sustainable operational decisions.
- Embedding proven methodologies and automation for GreenOps practices.

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- Aligning cost optimisation (FinOps) with environmental goals for dual benefits.
- Enforcing sustainability standards across IT operations through governance frameworks.
- Providing dashboards for transparent emissions, energy, and usage reporting.

Service Benefits:

- Reduces carbon footprint by minimising energy consumption in IT operations.
- Improves sustainability reporting and compliance with environmental regulations.
- Enhances organisational reputation and attracts eco-conscious customers and investors.
- Supports continuous monitoring of emissions, energy, and resource usage.
- Integrates cost and sustainability goals for dual business benefits.
- Drives innovation through eco-friendly architectures and operational practices.
- Builds organisational culture focused on environmental responsibility and efficiency.
- Enables designs that meet environmental standards of the future.
- Increase visibility to system carbon footprint and environmental sustainability.

Opencast's GreenOps services provide central public sector organisations with the methodologies, tools, expertise and experience needed to manage cloud sustainability effectively.

By combining technical optimisation with environmental governance, we help departments deliver better services for citizens while safeguarding the planet. Our approach is collaborative, transparent, and aligned with government standards-ensuring sustainable, measurable value from every cloud investment.

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Service Offering: Green Service Design

Overview

Green Service Design is Opencast's end-to-end approach to designing digital services that minimise environmental impact across their full lifecycle. It draws on sustainability principles, embedding green service design concepts and sustainable-by-default thinking into every stage of the design and delivery lifecycle.

Key Features

- **Policy-to-Service Sustainability Assessment:** Evaluating sustainability impact, SDG alignment and non-digital alternatives.
- **Sustainable Service Blueprinting:** Identifying environmental considerations throughout the end-to-end service design, embedding low-impact design patterns.
- **Sustainable Design for Digital Services:** Applying recognised sustainable-design frameworks and sustainability-first decision making.
- **Green Software & Engineering Practices:** Carbon-aware engineering, software carbon intensity measurement and efficient compute patterns.
- **Organisational Capability Building:** Coaching, checklists and sustainability questions for design, delivery, DevOps and data teams.

Service Benefits

- **Reduced carbon and resource consumption:** Assessing whether a digital service is needed following planet-centred service design and delivering in a more sustainable way through the service lifecycle.
- **Delivering to sustainability goals and principles:** Strong alignment to emerging standards (GDS Green Service Principles, Green Software Foundation frameworks, green-design guidance).
- **Improved outcomes:** Enhanced performance and efficiency, improved governance and long-term service maintainability.
- **Future-proofing:** To meet changing regulatory and societal expectations.
- **Sustainability skills uplift:** Increased internal capability, supported by training and reusable sustainability tools.

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About Opencast

Who we are

Opencast is an independently owned full-service UK technology consultancy specialising in designing, building, and running human-focused digital and technology solutions.

Opencast works at the heart of UK government, healthcare and innovative business to develop solutions that include support for critical systems and services and help for millions of people. Opencast delivers improved digital experiences, better operational performance, responsible emerging tech and innovation, and enhanced insights through data.

Opencast believes in making life better through the power of people and technology. Its vision is to make a positive impact on society through solutions that are simpler, more sustainable and fairer for all.

Who we work with

Opencast specialises in developing end-to-end enterprise solutions for government, healthcare and innovative business. Our public sector experience includes working with:

- Advisory, Conciliation and Arbitration Service (ACAS)
- Department for Education (DFE)
- Department of Health and Social Care (DHSC)
- Department for Work and Pensions (DWP)
- Government Digital Service (GDS)
- Her Majesty's Revenue and Customs (HMRC)
- Home Office (HO)
- Marine Management Organisation (MMO)
- Ministry of Justice (MOJ)
- Ministry of Defence (MOD)
- NHS Business Services Authority (NHSBSA)
- NHS England (NHSE)

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Our team

Our teams have an excellent delivery track record, bringing years of technology and digital experience to our clients. Our people display qualities and behaviours that underpin our values.

Our values:

- We build trust
- We enable people
- We work together
- We do the right thing
- We make a difference

In practice that means our people are hard-working, smart self-starters who think independently and use their intuition to deliver for our clients with confidence and transparency.

Our people also have a strong sense of team and always treat each other with respect. Our people have experience working in both full Opencast teams, as well as mixed client and supplier teams.

Our culture empowers independent-minded people in our mission to do the right thing for our clients, our team and wider society: good teamwork to make life better.

Client Partnership

Opencast appoints a Client Relationship Director (CRD) at the start of our engagements to manage the partnership between the client and Opencast. The named CRD will be available to attend calls or visits on-site and will act as a point of collaboration and escalation where required.

The CRD will be tasked with creating a true partnership with the client and to ensure that maximum value is gained by the client from the partnership.

Typically, we also involve our senior consultancy team including our Directors of Capability and Practice Leads. Drawing on decades of experience, they bring other viewpoints and ideas for consideration, not just within the project space, but also in other technologies, services, or business.

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People Management

Opencast takes its people care very seriously. Our aim is to provide committed people who care about the success of both Opencast and our clients.

In addition to the CRD, our consultants benefit from dedicated People Experience Partners (PEEPs) that provide pastoral care, as well as close links in with our Practice Leads that lead our capability development. These roles are supported by our wider People Experience Team, ensuring that our people are supported from all sides.

In the unlikely event that a personnel change is required, Opencast work closely with the client to ensure a smooth transition and an effective handover.

People Vetting

Our consultants provide references and background checks to meet the requirements of the client. We clear all employees to BPSS level as a minimum, and many of our consultants have or are eligible for SC clearance. Opencast typically cover the costs of obtaining standard checks and references and will inform the client if there are any issues or delays to the vetting process prior to consultants starting work with the client.

Pricing & Quality of People

Opencast is proud of its reputation for quality and delivery and take great care in selecting the right people for the right assignments.

We have a rigorous interview process, conducting both competency-based and values-based interviews and assessments as part of the recruitment process. Our employees are often people who are already known to us or have been passed on by personal recommendations and the vast majority are permanent employees.

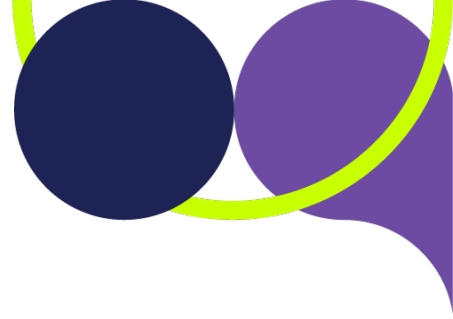
We can provide our services on either a Time & Materials (T&M) or Fixed Price basis to match your needs. For T&M services, please refer to our SFIA Rate Card.

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Value Adding Activities

Opencast recognise the strategic importance of our clients' projects, and to ensure the ongoing success of their services. We treat knowledge transfer and handover activities as first-class deliverables, setting up our clients for success.

Opencast work closely with its clients to:

- Provide additional ad-hoc project/delivery status updates as required
- Be available for advice and guidance for strategic or tactical next steps
- Provide information and collateral to facilitate stakeholder presentations
- Attend calls or assist directly with stakeholder meetings
- Provide guidance and opinions upon best practice
- Facilitate workshops or "brown bag" sessions to share experiences and knowledge and become active members of communities of practice
- Encourage networking between client sponsors and project staff to other trusted clients of Opencast for industry or technology sharing (i.e. other Government departments or health and social care organisations)

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