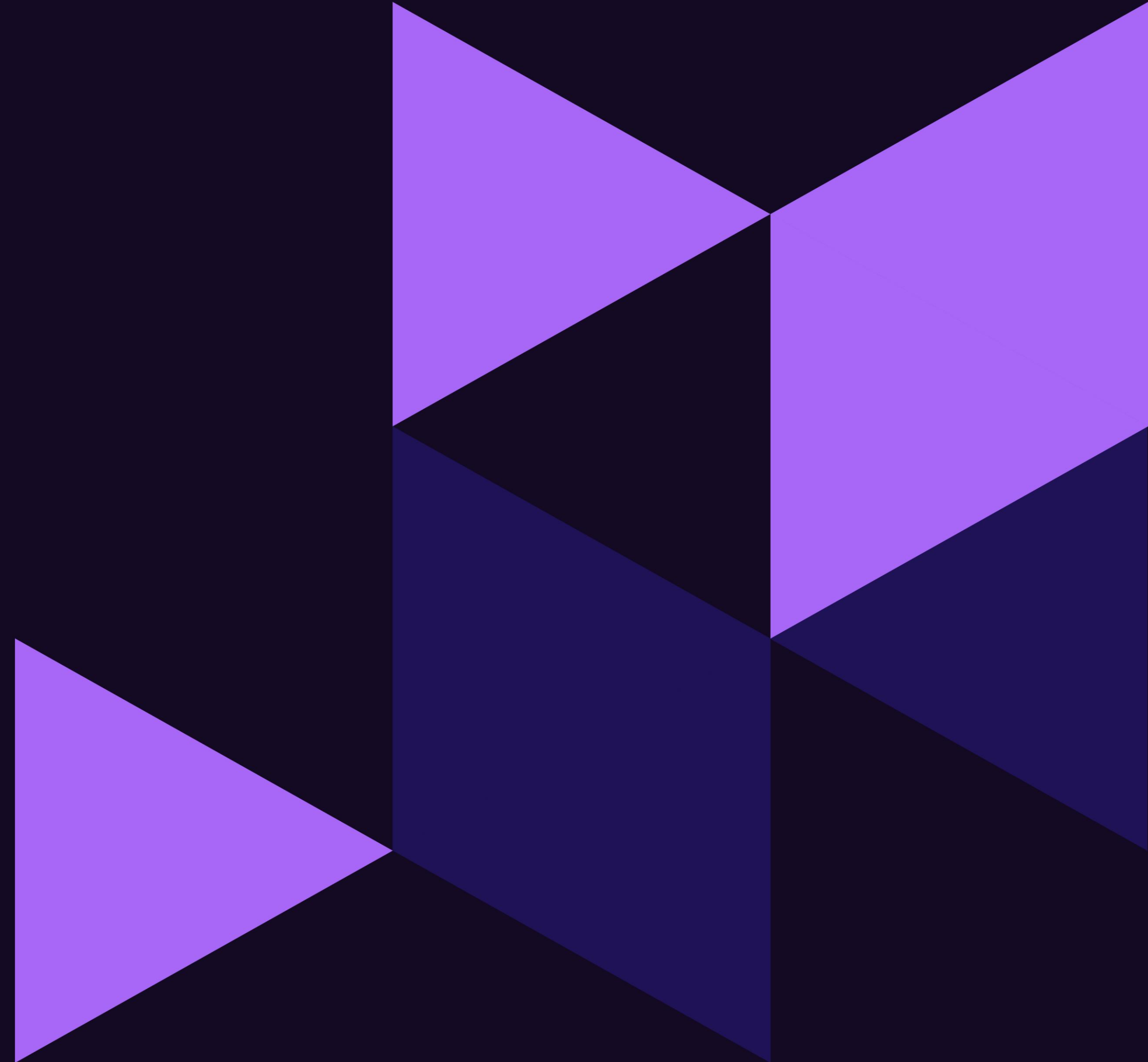


LAYER7

Engineering, Design &
Transformation Services

G-Cloud Service Definition



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About Layer 7

Established in 2010, Layer 7 helps private and public sector organisations deliver and secure technology at pace. Our services include cyber security managed services and digital service delivery, technology skills enablement, legacy application transformation, data science, artificial intelligence and machine learning.

Layer 7 is a trusted supplier to central government departments, with a demonstrable track record of rapidly integrating with existing teams and quickly adding value. We are experts in delivering secure digital services founded on saleable platforms and are leaders in delivering digital, cloud-based platforms utilising modern engineering and architecture practices. We are specialists in both agile, waterfall and blended project delivery.

We work collaboratively with our clients to ensure we create a business focused, user-centred, evidence based, end-to-end secure services that reduce cost and greatly improve user experiences.

We understand how to deliver successfully, using a business outcome-based approach to deliver rapid results. This ensures we deliver against the highest priorities, maximise value and minimise waste.

At Layer 7 we strive for continuous improvement, learning and mentoring are part of our key values, and we are committed to sharing new and improved ways of working with our clients.



Your Trusted Secure Digital Partner

- We provide Cyber, Digital, Technology, Data and AI services to UK Public and Private Sector.
- Experts in modern cyber tradecraft, software engineering practices and architecture.
- Helping our clients build secure digital services and enhance their technology capabilities.
- Championing flexible, fast paced delivery and quality.
- Layer 7 is UKAS accredited 27001, 14001 , 9001, and holds Cyber Essentials Plus as well as being a Cyber Essentials Plus certification body since the scheme launch in 2014.



Service Definitions

Engineering, Design & Transformation Services

- User Centred Design
- Digital, Data & Analytics
- AI & Machine Learning (ML) Services
- Artificial Intelligence (AI) and Data Ethics
- Data Governance
- Architecture Services
- DevSecOps
- QA & Test Automation
- Agile Delivery & Coaching
- Project & Programme Governance
- Digital and Transformational Service Design
- Technology Strategy & Legacy Modernisation
- Mainframe Modernisation
- Digital Software Engineering Service
- Tuxedo & COBOL Engineering Services

User Centred Design

User Centred Design (UCD) applies research-led, iterative methods to design services around real user needs. Our approach places users at the heart of design and delivery, ensuring products and services are usable, accessible and effective, while meeting government standards and supporting successful digital outcomes.

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Service Features

- Generative research to uncover user needs and contexts
- Evaluative research assessing usability and service effectiveness
- Research across devices, journeys, remote and in-person settings
- Prototyping using low-fidelity, high-fidelity and coded approaches
- End-to-end user journey mapping and flow design
- Collaborative design and ideation workshops
- Content strategies and plans driven by user needs
- Plain English, accessible content meeting user requirements
- Multi-channel content including web, email, post and video
- Content reviews aligned to GOV.UK style guidance

Service Benefits

- Enables collaborative, multidisciplinary and agile delivery
- Improves user satisfaction and service usability
- Delivers seamless and accessible government service experiences
- Supports services meeting government service standards
- Increases likelihood of passing Government Digital Service assessments
- Builds strong stakeholder engagement and confidence
- Reduces support costs through clearer user journeys
- Improves first-time task completion for users
- Embeds evidence-based design decisions
- Upskills teams through experienced UCD practitioners

Digital, Data & Analytics

We provide end-to-end digital, data and analytics services, specialising in process mining and text analytics across the public sector. We help organisations generate actionable patient and citizen insights, embedding data-driven decision-making and continuous improvement to enhance service outcomes, productivity and workforce effectiveness.

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Service Features

- Elective recovery and productivity pilot delivery
- Digital coaching supporting data-led culture change
- Advanced data analytics for performance improvement
- Process mining analytics and models for NHS services
- Process mining for population health and rare disease pathways
- Adoption of process mining across health and care systems
- Analytics identifying vulnerable citizens and service users
- Demand and capacity visualisation and forecasting
- Patient and citizen experience text and sentiment analytics
- Behavioural and feedback analytics for service improvement

Service Benefits

- Enables real-time demand and capacity coordination
- Supports evidence-based decisions using predictive analytics
- Reduces delays through improved flow and automation
- Empowers a digitally confident and capable workforce
- Drives sustainable performance improvement and cost reduction
- Releases staff capacity to focus on higher-value care
- Improves quality of care and citizen services
- Provides deeper insight into user and patient experiences
- Strengthens operational and strategic planning
- Builds internal analytics and process mining capability

AI & Machine Learning (ML) Services

Our AI and Machine Learning services help organisations unlock value from data through predictive analytics and intelligent automation. From data preparation to cloud-based model deployment, we design, build and operationalise scalable AI solutions that identify patterns, forecast trends and support informed, data-driven decision making.

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Service Features

- Bespoke AI models addressing specific organisational challenges
- Predictive analytics using advanced machine learning algorithms
- Natural language processing for sentiment and content analysis
- Anomaly detection supporting fraud identification and process improvement
- Intelligent recommendation engines delivering personalised experiences
- Advanced neural networks solving complex cross-domain problems
- Data preparation, cleansing and feature engineering services
- Scalable cloud-based AI and ML model deployment
- Continuous learning models adapting to changing data
- Computer vision supporting object detection and recognition

Service Benefits

- Enables data-driven strategic and operational decision making
- Improves efficiency while reducing operational costs
- Enhances user and customer experiences through personalisation
- Identifies emerging trends and opportunities early
- Supports proactive risk management through predictive insights
- Drives service improvement using intelligent automation
- Accelerates innovation with modern AI capabilities
- Scales seamlessly to handle growing data volumes
- Applies robust model governance and deployment practices
- Delivers rapid insights enabling agile organisational response

Artificial Intelligence (AI) and Data Ethics

As data-driven technologies and AI adoption increase, so do ethical risks around privacy, bias and harm. We help organisations define and implement practical data and AI ethics approaches that go beyond legal compliance, supporting responsible, transparent and justifiable use of data and automated decision-making.

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Data Governance

We help organisations govern, protect and trust their data through effective frameworks, processes and tooling. Our data governance services cover ownership, stewardship, quality, lineage, security and privacy, enabling compliant, well-understood data assets that support confident decision-making and public trust.

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Service Features

- Practical advice on data governance in your organisational context
- Best practice data governance for cloud-hosted data platforms
- Design and implementation of effective privacy controls
- Data mastery practices, tooling and governance frameworks
- Cataloguing of internal and third-party data assets
- Data quality assessment, monitoring and alerting
- Customisable governance framework including roles and ROPA templates
- Implementation of data lineage and traceability
- Definition and support of data ownership and stewardship
- Selection and implementation of governance tooling

Service Benefits

- Protects data from unauthorised access and misuse
- Safeguards citizen rights and personal data
- Provides clear understanding of organisational data assets
- Improves visibility of data quality issues
- Enhances data quality through clear ownership
- Supports efficient freedom of information responses
- Enables effective GDPR rights request handling
- Applies proportionate, expert-led data governance
- Aligns industry best practice to organisational needs
- Maximises value while minimising governance overhead

Architecture Services

We provide end-to-end architecture services to plan, design and deliver secure, scalable cloud solutions.

Covering business, enterprise, solution, application, data and technical architecture, we help organisations define achievable roadmaps and sustainable architectures aligned to government standards and modern delivery principles.

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Service Features

- Development of cloud and service architecture strategies
- Integration strategies for complex, multi-supplier environments
- Architecture roadmaps, transition and migration planning
- Advice on IaaS, PaaS and SaaS adoption
- Architecture governance including boards and design authorities
- Target operating model alignment with business strategy
- Architecture assurance identifying risks and design issues early
- Cloud solution prototyping, pilots and proofs of concept
- Service integration and management across cloud services
- Capability uplift through coaching, training and improved processes

Service Benefits

- Translates business objectives into clear architectural roadmaps
- Aligns technology delivery with government digital strategy
- Applies recognised architecture frameworks and best practices
- Identifies risks early, reducing costly rework
- Supports rapid delivery of cloud-based services
- Improves service accountability and delivery outcomes
- Enables shared, reusable business and technology capabilities
- Supports agile and incremental architecture development
- Improves interoperability and simplifies system management
- Strengthens ability to address enterprise-wide security challenges

DevSecOps

Our DevSecOps service embeds security into every stage of the software delivery lifecycle, enabling teams to deliver quickly without compromising assurance. Through automation, continuous monitoring and collaborative ways of working, we align development, operations and security with recognised industry standards and regulatory requirements.

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Service Features

- Security embedded across the full software development lifecycle
- Automated compliance checks using compliance-as-code approaches
- Role-based access control and permissions management
- Secure container and cloud configuration best practices
- Automated security testing integrated into delivery pipelines
- CI/CD pipeline security integration and assurance
- Security orchestration supporting rapid incident response
- Continuous monitoring and real-time threat detection
- Root-cause analysis to prevent recurring vulnerabilities
- Vulnerability impact reduction across application lifecycles

Service Benefits

- Enables agile delivery without compromising security
- Identifies vulnerabilities early, reducing remediation costs
- Improves compliance with security and data protection standards
- Strengthens security posture of deployed applications
- Reduces friction between development, operations and security teams
- Provides continuous visibility of security risks
- Improves confidence in software release decisions
- Integrates security seamlessly into existing workflows
- Supports rapid response to emerging threats
- Delivers continuous security improvement through feedback loops

QA & Test Automation

We provide independent quality assurance and testing services to improve software quality across cloud-based programmes. Our consultants help define testing strategies, embed quality throughout delivery, and strengthen testing capability, ensuring reliable, accessible and user-focused digital services.

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Service Features

- Test strategy and test design for cloud services
- Functional and non-functional testing services
- Performance and load testing
- Automated testing using modern frameworks and tools
- Defect and test environment management
- Testing assessments, audits and consultancy
- Accessibility testing aligned to recognised standards
- Tooling support including Jira, Selenium and Cucumber
- Continuous testing integrated into agile delivery
- Coaching and upskilling of testing teams

Service Benefits

- Increases confidence in delivery outcomes
- Embeds quality throughout the delivery lifecycle
- Raises visibility of quality within delivery teams
- Accelerates feedback and defect resolution
- Reduces costs from late-stage defect discovery
- Supports smoother and more predictable releases
- Ensures services meet user and accessibility needs
- Improves overall software reliability and performance
- Builds sustainable in-house testing capability
- Supports continuous improvement in testing practices

Agile Delivery & Coaching

We provide Agile coaching to support organisations at every stage of their agile and cloud adoption journey.

From leadership to delivery teams, our coaches unlock capability, embed agile mindsets and enable sustainable change that accelerates delivery of measurable business value.

Service Features

- Agile delivery and coaching across all maturity levels
- Leadership, one-to-one, team and ART-level coaching
- Delivery using Scrum, SAFe, Kanban and scaled frameworks
- Agile maturity assessments identifying delivery improvements
- Coaching to enable empowered, self-organising teams
- Identification and development of internal delivery change agents
- Foundations in agile principles, values and delivery practices
- Embedding agile mindset, behaviours and delivery culture
- Coaching on roles, ceremonies, processes and artefacts
- Identification and mitigation of common delivery anti-patterns

Service Benefits

- Supports consistent delivery throughout agile transformation
- Builds organisational capability for sustainable delivery
- Applies appropriate agile frameworks to delivery contexts
- Develops leaders capable of enabling effective delivery
- Embeds agile mindset and behaviours across delivery teams
- Transfers delivery skills to internal agile champions
- Creates aligned, high-performing delivery teams
- Empowers teams through decentralised delivery decisions
- Accelerates time to value and delivery flow
- Enables measurement of progress using agile delivery metrics

Project & Programme Governance

We provide project and programme governance services to stabilise challenged cloud initiatives and ensure successful delivery from the outset. Our experienced project, programme and delivery managers apply proven governance, controls and delivery practices to manage risk, assure outcomes and support confident decision-making.

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Service Features

- Programme and project management for cloud initiatives
- Project planning, remediation and financial management
- PMO, project administration and delivery leadership
- Third-party and supplier governance and management
- Project and programme assurance and audit
- Change management supporting delivery outcomes
- Senior stakeholder engagement and management
- Delivery management across multidisciplinary teams
- Agile delivery using Scrum, Kanban and scaled approaches
- Governance tailored to organisational needs and complexity

Service Benefits

- Delivers projects to agreed scope, schedule and budget
- Identifies risks and issues early for effective mitigation
- Improves understanding of technical and resourcing challenges
- Strengthens stakeholder confidence and satisfaction
- Ensures effective prioritisation and use of resources
- Reduces costs through improved financial control
- Increases productivity through motivated delivery teams
- Provides clearer visibility of delivery progress
- Improves governance and decision-making confidence
- Supports sustainable, repeatable delivery success

Digital and Transformational Service Design

Digital Delivery and Digital Transformation to design, build & implement Cloud hosted Digital services to Governments. Digital identity experts delivering citizen identity, trust frameworks, digital wallets and trusted attributes. Providing Identity specialists, Architects, Analysis / Research and Developers.

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Service Features

- Thought leadership in designing Business identity & Citizen identity solutions
- Risk and threat assessments of identity fraud utilising identity assurance
- Alignment to digital identity standards, GPG45, NIST 800-63 and GPG44/45
- Governance through trust frameworks embedding compliance and privacy by design
- Intelligent customer function for relying parties during definition and procurement
- Assessment of attributes to determine strengths as an Issuer Verifier
- Defining a biographic matching strategy for identity attributes
- Needs analysis for Digital Wallets, Verifiable Credentials, Decentralised Identity
- Standards alignments: DIF OIDC W3C OAUTH2 OIDC4VC
- Policy based Authorisation, Authentication, Eligibility & Access Control

Service Benefits

- Ensuring the individual claiming an identity is the true owner
- Consideration of risk factors such as transactional and session trust
- Establishing eligibility to access services for individuals and businesses
- Ensuring individuals have rights to services on behalf of businesses
- Reducing the cost of service implementation through shared identity services.
- Improving services through user centric design incorporating privacy by design
- Ensuring identity attributes can be matched to departmental datasets.
- Providing intelligent customer function for identity procurement
- Ensuring effective onboarding through employee digital identity assurance and RBAC
- Transformation of Tuxedo, Ansible, Cobol, MicroFocus

Technology Strategy & Legacy Modernisation

We help organisations define technology strategies and modernise legacy systems using cloud-first approaches. By balancing business outcomes, user needs and technical risk, we design pragmatic roadmaps and delivery models that enable secure, scalable and cost-effective modern services.

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Service Features

- Assessment of current applications, platforms and architecture
- End-to-end system landscape analysis with prioritised recommendations
- Technology strategy and legacy modernisation roadmap development
- Cloud-first service design using SaaS, PaaS and IaaS
- Automation-led delivery enabling continuous improvement
- Adoption of modern technologies, including AI-enabled tooling
- Built-in performance monitoring and observability metrics
- Automated configuration and environment management
- Rapid modernisation using proven patterns and accelerators
- Delivery by experienced cloud and public sector technologists

Service Benefits

- Provides clear roadmap for legacy system modernisation
- Improves prioritisation across technology investment portfolios
- Enables teams to operate and evolve modernised services
- Delivers cost-effective, scalable cloud-based services
- Accelerates delivery using cloud-native capabilities
- Reduces operational costs through automation and managed services
- Creates a blueprint for future cloud service delivery
- Lowers change risk through continuous deployment practices
- Applies secure-by-design, NCSC-aligned delivery approaches
- Improves performance, reliability, observability and security

Mainframe Modernisation

We help organisations modernise and reduce reliance on mainframe platforms through automation, optimisation and cloud migration. Our services cover assessment, modernisation, migration and decommissioning, enabling lower operating costs, reduced technical debt and improved responsiveness while maintaining service continuity and operational resilience.

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Service Features

- Assessment and analysis of existing mainframe applications and platforms
- Specialist mainframe application modernisation and refactoring services
- Automated testing for legacy online and batch applications
- Performance testing with optimisation recommendations
- Cloud migration planning and delivery for mainframe workloads
- Application mining and technical documentation generation
- Phased mainframe decommissioning and legacy system sunset planning
- Platform integration design with automated interfaces
- Tooling for COBOL analysis, documentation and impact assessment
- Mainframe platform upgrades including z/OS, IMS and DB2

Service Benefits

- Reduces mainframe operating costs and total ownership cost
- Minimises technical debt and modernisation risk
- Maintains service continuity during transformation
- Improves responsiveness to changing business needs
- Enables phased, controlled modernisation approaches
- Reduces manual effort through automation
- Improves testing, release and deployment reliability
- Provides access to specialist mainframe expertise
- Simplifies future cloud and platform transitions
- Supports long-term sustainability of critical services

Digital Software Engineering Service

Software Engineering services to build, deliver and support cloud and digital development projects.

Technologies supported include MicroFocus Cobol, Java, .Net, C#, Ruby, Python, PHP, Drupal, Scala, Android development and iOS development. Engineering Ops expertise, AIOps, DevOps, FinOps.

Service Features

- Strong Java and Microsoft technology focus for UNIX and Windows.
- MicroFocus Cobol
- Deployment of best practice OO (object oriented) application design, build.
- Deployment of Software Delivery Teams, or deployment of individual developers.
- Flexible delivery models, including T&M, Statement of Work, Projects, Programmes.
- Java, JavaScript, Ruby, Python, PHP, C#, DotNet, C-Language, C++, Objective-C.
- Design and deliver new digital products
- AIOps BigData, Machine Learning automating IT operation processes
- FinOps accelerate business value, drive financial accountability, cost efficiency
- Ansible, Puppet, CI/CD, AWS

Service Benefits

- Help clients create digital-first cultures
- Bring users, technologists, and product managers together
- Flexibility to ramp up teams to meet peak demand.
- Development methodologies: Agile, Lean, SCRUM, XP, Kanban, TDD/BDD
- Fulfil projects requiring DV Clearance and SC Clearance.
- Diverse & Inclusive pool of talent.
- Builds internal capabilities, develops team members and transfers knowledge
- Facilitates collaboration between incumbent and new suppliers
- Focuses on optimising delivery of results using cloud technology

Tuxedo & COBOL Engineering Services

We provide specialist Tuxedo and COBOL engineering services to support, modernise and extend critical legacy systems. Our engineers maintain service continuity while improving resilience, performance and maintainability, enabling organisations to reduce risk, control costs and transition safely towards modern platforms.

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Service Features

- Specialist COBOL application development and maintenance services
- Tuxedo application support, configuration and optimisation
- Legacy code analysis, refactoring and documentation
- Performance tuning for batch and online transaction processing
- Defect resolution and proactive technical debt reduction
- Secure integration with modern platforms and services
- Legacy system modernisation and migration planning
- Automated testing for COBOL and Tuxedo applications
- Knowledge transfer and documentation to support sustainability
- Support for phased legacy exit and decommissioning

Service Benefits

- Maintains stability of business-critical legacy services
- Reduces operational risk and unplanned service outages
- Improves performance and system reliability
- Extends useful life of existing platforms
- Enables safer, phased modernisation approaches
- Reduces technical debt through targeted engineering
- Improves maintainability and supportability of legacy systems
- Supports integration with cloud and modern services
- Provides access to scarce legacy engineering expertise
- Enables informed decisions on legacy transformation strategies

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