



Home Office



The Client

The Home Office (HO) plays a fundamental role in the security and economic prosperity of the UK. It is the lead government department for immigration and passports, drugs policy, crime, fire, counter-terrorism and police.

The Challenge

In 2021, Mobilise were chosen for the award of a Call-Off Contract through G-Cloud by the Home Office. The contract was to assist in completing their automation programme for their Networks, Core Infrastructure, and Private Hosting Capabilities.

The objectives set were:

- Assess existing HO capabilities, technologies and practices
- Provide recommendations for ways of working, tooling, and processes
- Provide design, build and migration services to deliver recommendations
- Train, upskill and support HO resources to utilise delivered solutions

The Solution

Mobilise provided a comprehensive suite of services designed to meet the Home Office's objectives effectively.

For Cloud Migration Planning we conducted a thorough assessment of the Home Office's existing capabilities and technologies. User Researchers carried out over 50 one-on-one interviews and thematic analysis to understand current practices. Solutions Architects analysed architectural patterns and tooling across AWS, Azure, and on-premise environments, identifying gaps and recommending suitable solutions. Agile Delivery Managers developed a cloud roadmap to align new tooling and services with Home Office's Cloud Strategy.

Regarding security services, we developed HOVIS, a new platform for building and deploying CIS-Hardened images across AWS, Azure, and on-premise environments using automation. Solutions Architects collaborated on security strategy, implementing the AWS Well-Architected Framework and NCSC principles to enhance security with encryption, auditability, and least privilege access policies. We also established centralised CI/CD pipelines for security testing and quality assurance of environments. Agile Delivery Managers refined security incident management processes, ensuring effective alert routing and response.

Mobilise identified and addressed training needs by creating detailed technical documentation and conducting knowledge transfer (KT) workshops. DevOps Engineers provided advanced training in troubleshooting and incident management through paired programming techniques and recorded workshops. Solutions Architects also trained internal staff to sustain and optimise service through a 'train-the-trainer' approach.

The Results



Mobilise's efforts led to significant improvements for the Home Office. New ways of working, including an Agile culture, were successfully embedded.



The Home Office's security posture was notably enhanced through automated, secure resource deployment and improved risk management.



Cloud capacity was increased, and internal resources were upskilled to better utilise the HOVIS service. Mobilise's approach to stakeholder management and Agile methodologies set a benchmark for the Home Office's Networks & Infrastructure teams.



The Home Office is now better positioned to be a product-centric organisation, leveraging DevOps principles to drive change and innovation.

Their expertise in developing HOVIS and integrating Agile methodologies has significantly enhanced our capabilities and set a new standard for our operations. We are now more secure, efficient, and better equipped to achieve our strategic goals.

TEAM CAPABILITIES

- + Cloud Architecture and Migration
- + Security Implementation
- + Training and Support



TOOLS & TECHNOLOGIES



- + HOVIS Platform
- + CI/CD Pipelines