BPDTS Ltd

Providing digital technology
services to DWP

Our Services
Bringing digital to life

IT Service Management

Our Purpose

Ensuring digital services operate, supporting citizens around the clock

Working with other experts at DWP Digital we're reshaping the digital landscape of UK government. Our people, our biggest asset, use their expertise to help build secure and intuitive digital services used by million of UK citizens.

We work to ensure digital services operate as they should 24/7, 365 days of the year – a world class service where service disruption is eradicated. To do this, we:

- focus on end-to-end service, embedding DevOps and iterating changes
- keep the heritage IT estate stable and operational
- work collaboratively to underpin new digital services
- adopt the latest tools and techniques to improve our delivery

Our Customer

Harnessing the potential of people and technology

With other experts across DWP Digital, we work together in multi-disciplinary teams to achieve shared goals. This unique relationship means:

- we've a detailed knowledge and understanding of DWP's technology estate that is unrivalled in the market

- we understand and work seamlessly with DWP's business processes and service management practices

- we can make long-term investments to build our service management community's capabilities and services they offer

- our peoples expertise is valued and we're seen and treated as a trusted partner at DWP Digital – increasingly taking on new, more complex and valuable things to do

- We have the agility of a small lean organisation, are able to respond quickly to external changes, deliver value for our customer and stay ahead of the game.

Our People

Ensuring digital services operate, supporting citizens, around the clock

Based in vibrant digital hubs across the country, we're embracing agile ways of working to ensure what we deliver meets and exceeds our customer's needs.

Our people want and need to keep up with fast paced changes in digital technology to be masters of their craft. An excellent range of learning and development is available to tap into, which helps our people to build their skills and develop their careers.

Every one of our people is different. We care about what's going in their lives and want to help them be happy and healthy, both at and away from work. We value people for their differences and will do everything we can to create a positive, safe and healthy environment for everyone to be themselves.

We believe in celebrating successes together, and recognising and rewarding our people for their creativity and commitment.
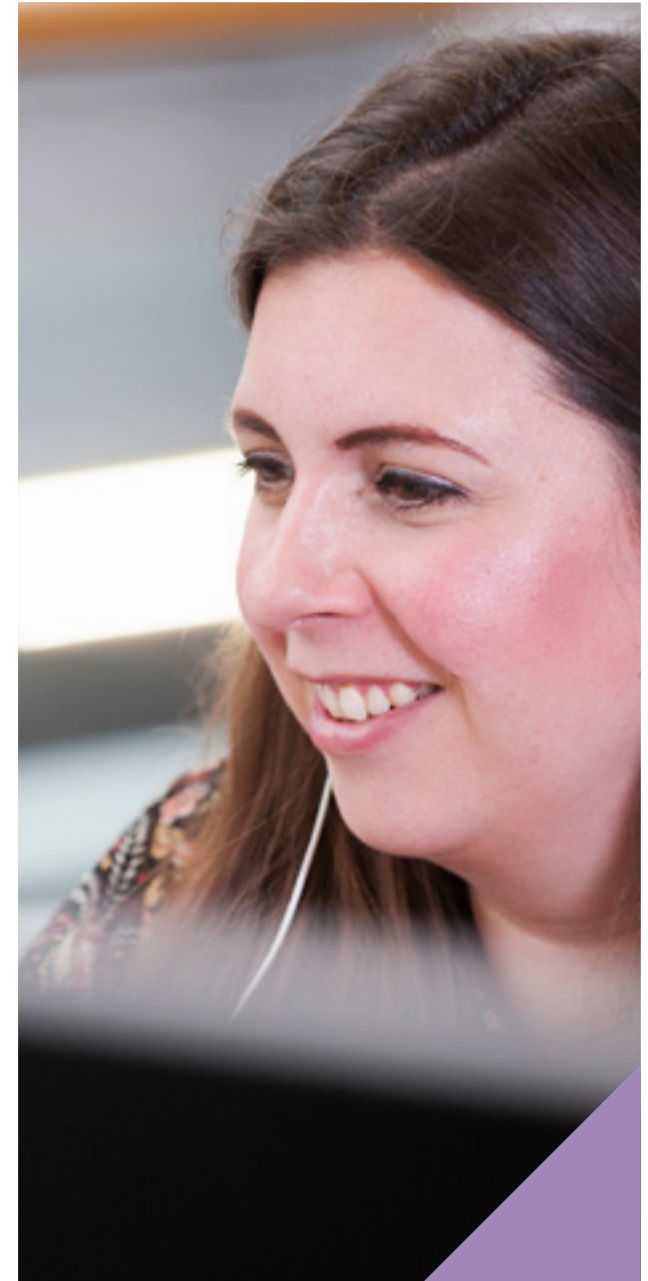
Our team of experts work tirelessly to ensure DWP's digital services deliver excellent experiences for citizens and colleagues.
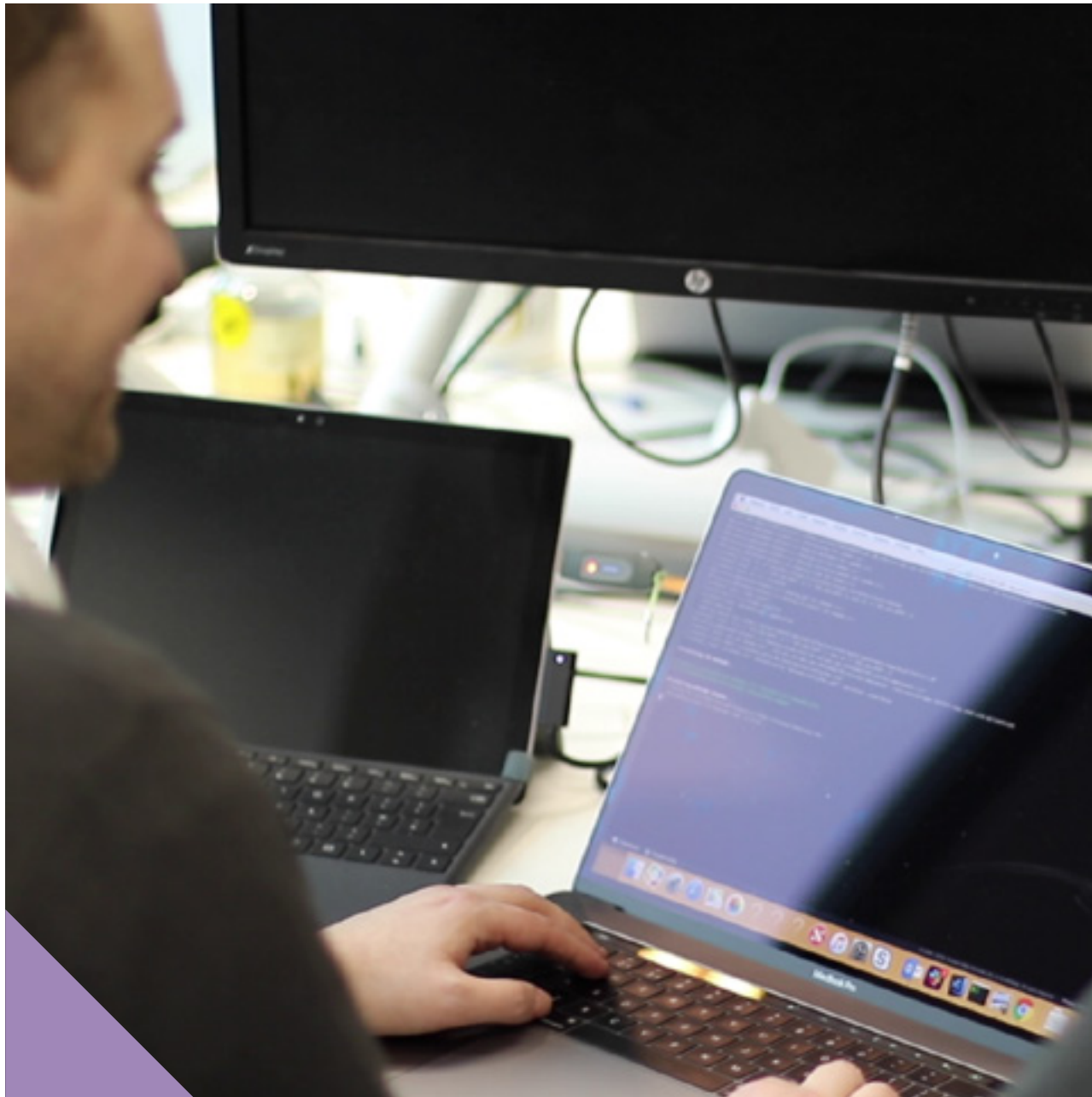
Our Services

We design solutions for services that pay billions of pounds to citizens each year

End User Computing	Service Transition	Service Design
Deliver integrated enterprise-wide end user computing services, including:	We support successful delivery of new and changed solutions transitioning into production by:	We ensure success and quality of the service by understanding DWP's needs. We do this by delivering:

End User Computing

Deliver integrated enterprise-wide end user computing services, including:

- fixed end user devices
- mobile end user devices
- unified messaging services
- application delivery and compliance
- end point technologies

Service Transition

We support successful delivery of new and changed solutions transitioning into production by:

- ensuring new and updated services land safely in target environments
- transformation of existing applications into new Hybrid Cloud
- managing complexity, and innovating while mitigating change related risks
- de-commissioning services, applications or components

Service Design

We ensure success and quality of the service by understanding DWP's needs. We do this by delivering:

- the right solutions, so services do not fail
- new service offerings, changes and improvements to existing services
- bringing together people, tools and processes
- risk and problem management

Our Services

We support services used by thousands of DWP employees every day

Service Management

The depth and breadth of our skills in supporting DWP's IT infrastructure and applications makes us their preferred digital transformation partner. We deliver:

- 24x7 support operations
- event management, real-time monitoring and analytics
- incident and problem management
- automation and robotic solutions
- virtualised and cloud environments
- alignment to ITIL and DevOps with Site Reliability Engineers providing on the spot capability

UXCC

The User Experience Command & Control (UXCC) service focuses on the successful management of:

- centralised batch operations
- end to end monitoring
- 24x7 cover for all of operations
- single point of control and action for alerts & events
- synthetic transactions to monitor end user experience
- reporting and escalation of events
- capacity

Disaster Recovery

When incidents have unexpected consequences, we are relied upon to get the service running, We support:

- delivery of disaster recovery plans
- ownership of any disaster recovery risks and issues
- communications plans to the business and stakeholders
- input to business and service Impact assessments
- ensuring documented acceptance of IT service recovery takes place
- specific business continuity planning

Our Services

We strive for success and are constantly looking for new ways to add more value for our customer

Service Level Management & Assurance

At BPDTS we aim to demonstrate our quality delivery through regular measurement of our service. We do this by:

- assuring governance is followed along with supporting trend packs
- delivering to agreed service level agreements and improvement plans targeting shortfalls
- adherence to standards / processes

Continuous Improvement

Constant focus on improving the service, reducing costs and increasing productivity means addressing areas for improvement by:

- proactive identification of service shortfalls
- process optimisation
- measuring impact and priorities
- developing and managing improvement plans
- feeding back results and outcomes
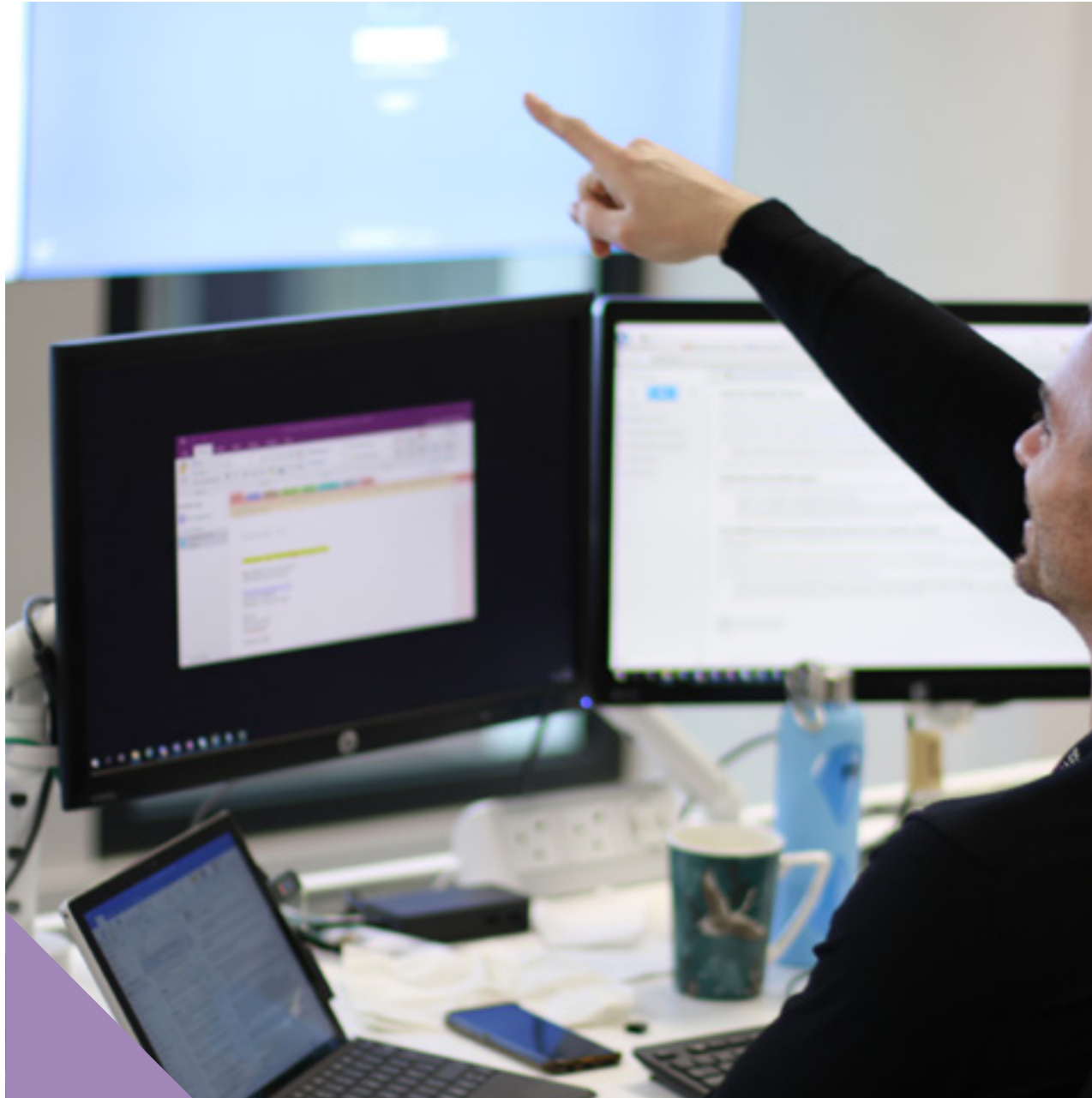
At the User Command and Control Centre, we support solutions and infrastructure used by millions of citizens and thousands of colleagues

"We support hundreds of applications on dozens of technology platforms, for diverse DWP lines of business with complex needs.

We proactively adapt to this ever-changing environment using our unique skills and experience to ensure DWP's digital services operate around the clock.

We have a great mix of people working in our organisation, some of whom have many years experience of supporting DWP's digital services.

We're equally committed to bringing new talent into our organisation, including graduates and apprentices who are at the very start of their working careers"

Keith Brown & Darren Smith

IT Service Management Digital Service Practice Leads
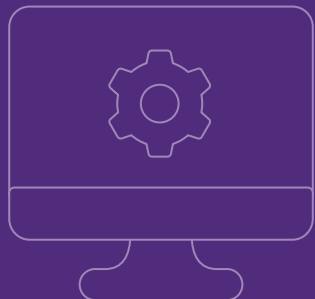
Contact

For more information about our services please contact:

bpdts.engage@dwp.gov.uk

BPDTS Ltd