

AWS Enterprise Architecture Strategy

SERVICE DEFINITION DOCUMENT - VERSION 1.0

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1. Detailed Service Description

1.1 Overview

GlobalLogic's **AWS Architecture Strategy** service provides public sector organisations with the strategic leadership required to align technical capabilities with business goals. As an AWS Advanced Consulting Partner, we move beyond simple "lift and shift" approaches, helping clients design resilient, scalable, and cost-optimised cloud futures.

Our service addresses the complex challenges of legacy technical debt, security compliance, and operational inefficiency. Whether you require a full Target Operating Model (TOM) definition, specific legacy modernisation using the Strangler Fig pattern, or an on-demand "Architect-as-a-Service" engagement, our certified experts deliver actionable, vendor-neutral guidance. We embed FinOps and GreenOps principles into every design, ensuring your cloud estate remains financially sustainable and environmentally responsible.

1.2 Scope of the Service

Our Architecture Strategy service covers the full spectrum of cloud planning and design:

- **Enterprise Cloud Strategy & Roadmapping:** Defining the "As-Is" and "To-Be" states, creating a clear migration roadmap aligned to business capability needs.
 - **AWS Well-Architected Reviews:** Comprehensive auditing of workloads against the Six Pillars (Operational Excellence, Security, Reliability, Performance, Cost, Sustainability) with prioritised remediation plans.
 - **Legacy Modernisation Strategy:** Designing incremental migration paths using the **Strangler Fig pattern** and Anti-Corruption Layers (ACL) to de-risk monolith-to-microservices transitions.
 - **Architect-as-a-Service:** A flexible engagement model providing on-demand access to Solution, Enterprise, Security, and Data Architects to augment client teams.
 - **FinOps & GreenOps Advisory:** Implementing cost allocation tags, budget alerts, and carbon footprint optimisation strategies to shift from CapEx to efficient OpEx models.
 - **Secure Platform Engineering:** Designing NCSC-aligned landing zones, Identity and Access Management (IAM) policies, and Zero Trust network architectures.
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1.3 Delivery Approach

We utilise an iterative, outcome-focused delivery methodology aligned with GDS Service Standards:

1. **Discovery (Assess):** We engage stakeholders to understand business drivers, analyse existing technical debt, and review current architectural documentation.
 2. **Definition (Design):** We produce High-Level Designs (HLD), selecting appropriate AWS services and patterns (e.g., Serverless, Containers) that balance innovation with stability.
 3. **Validation (Pilot):** We prove architectural decisions through Proof of Concepts (PoCs) or "Walking Skeleton" implementations to fail fast and learn early.
 4. **Governance (Deliver):** We establish or participate in Technical Design Authorities (TDA) to ensure ongoing adherence to standards throughout the delivery lifecycle.
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1.4 Tools, Methods & Standards

Our architects leverage industry-standard frameworks and proprietary accelerators:

- **Frameworks:** AWS Well-Architected Framework, TOGAF, The Open Group IT4IT™, and GDS Technology Code of Practice.
 - **Patterns:** Microservices, Event-Driven Architecture, Strangler Fig, Circuit Breaker, CQRS.
 - **Tools:** AWS Well-Architected Tool, Draw.io, Terraform (IaC), and AWS Cost Explorer.
 - **Standards:** Alignment with ISO 27001, Cyber Essentials Plus, and NCSC Cloud Security Principles.
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1.5 Deliverables

Tangible outputs tailored to the engagement scope include:

- **Architecture Strategy Paper:** A high-level vision document outlining the strategic direction and technology selection.
 - **Target Operating Model (TOM):** Definition of the future state team structure, processes, and governance.
 - **Migration Roadmap:** A phased plan for legacy modernisation, prioritising quick wins and high-value services.
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- **Remediation Report:** Detailed findings from Well-Architected Reviews with RAG-rated risks and fix recommendations.
 - **High-Level & Low-Level Designs (HLD/LLD):** Technical blueprints for implementation teams.
 - **FinOps Assessment:** A report detailing potential cost savings and waste reduction opportunities.
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1.6 Dependencies & Constraints

- **Access:** Timely access to current state documentation, code repositories, and AWS environments (Read-Only access usually sufficient for assessment).
 - **Stakeholders:** Availability of technical SMEs and business owners for workshops and interviews.
 - **Tooling:** Permission to install or utilise discovery agents/tools if automated assessment is required.
 - **Constraints:** Work is primarily conducted remotely or at UK client sites. All architectural decisions will prioritise cloud-native AWS services unless a specific multi-cloud requirement exists.
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1.7 Customer Responsibilities

- Provide a dedicated Product Owner or Single Point of Contact (SPOC) to prioritise backlog items.
 - Facilitate access to existing incumbent suppliers if required for legacy knowledge transfer.
 - Sign-off on key architectural decisions (ADRs) within agreed SLAs to prevent blocking delivery teams.
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1.8 Quality Assurance & Governance

GlobalLogic employs a rigorous internal governance process:

- **Peer Review:** All architectural designs are peer-reviewed by a Senior or Principal Architect before client submission.
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- **TDA Representation:** We encourage establishing a joint Technical Design Authority to approve patterns and ensure consistency.
 - **ISO 9001:** All deliverables are produced in accordance with our ISO 9001 certified Quality Management System.
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1.9 Security, Data Protection & Compliance

- **Security Clearance:** Our delivery teams include staff cleared to BPSS and SC levels, capable of working on "Above OFFICIAL" workloads.
 - **Data Handling:** We adhere to GDPR and Data Protection Act 2018 requirements. No live customer data is removed from client-controlled environments during architectural assessments.
 - **Secure by Design:** All architectures are designed with security as a foundational pillar, leveraging AWS GuardDuty, Security Hub, and IAM best practices.
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2. Onboarding & Offboarding

2.1 Onboarding

Our standard onboarding process ensures rapid mobilisation (typically 1–2 weeks):

1. **Kick-off Workshop:** Confirming scope, objectives, stakeholders, and success criteria.
2. **Access & Tooling:** Setting up accounts, VPNs, and collaboration spaces (Jira, Confluence).
3. **Team Mobilisation:** Introduction of the "Architect-as-a-Service" team or specific consultants.
4. **Knowledge Acquisition:** Rapid review of existing documentation ("As-Is" state).

2.2 Offboarding

We ensure a clean exit with no vendor lock-in:

1. **Knowledge Transfer:** Handover sessions with internal teams or incoming suppliers.
 2. **Documentation Handover:** Final delivery of all HLDs, LLDs, Roadmaps, and Decision Logs (ADRs) in an editable format.
 3. **Access Revocation:** Proactive request for removal of GlobalLogic staff from client systems.
 4. **Data Deletion:** Secure deletion of any local client data in line with ISO 27001 policies.
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3. Pricing & Commercials

Pricing Model

This service is priced based on the GCloud 15 Rate Card (Time & Materials).

- **Discounts:** Volume discounts may be available for long-term "Architect-as-a-Service" engagements.
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4.About GlobalLogic & Why We're the Right Partner

4.1 About GlobalLogic

GlobalLogic, a Hitachi Group Company, is a leader in digital product engineering. We helped create some of the most innovative and widely used digital products and experiences. We integrate experience design, complex engineering and AI & data expertise to help public sector organisations and commercial enterprises accelerate their transition into digital-first businesses.

Unlike traditional systems integrators that focus on maintaining legacy IT, we focus on **building the new**. We combine a "chip-to-cloud" software engineering mindset with user-centric design to create digital products that citizens and employees want to use.

- **Global Scale, Local Delivery:** We employ over 32,000 professionals across 23 countries. In the UK & Ireland, we operate major engineering and design hubs in London, Manchester, Edinburgh, and Newry.
- **The Hitachi Advantage:** Acquired by Hitachi in 2021, we bring the agility of a Silicon Valley digital native backed by the financial stability, R&D depth and 110-year heritage of a global industrial giant.
- **Core Capabilities:** Our services span the full digital lifecycle, including Digital Advisory, Experience Design (via our Method design arm), Software Engineering, Data & AI, and Cloud Platform development.

4.2 Why GlobalLogic

We bridge the gap between strategic intent and technical execution. For public sector buyers, we offer a distinct alternative to incumbent providers by focusing on **delivery velocity** and **engineering rigour**.

- **We Build, We Don't Just Advise:** Our roots are in product engineering. We apply the same rigorous standards used to build life-critical medical devices and global banking platforms to public sector challenges. We deliver working software, not just slide decks delivering >2000 product releases per annum.
- **Velocity AI – Accelerating Impact:** We do not just build AI; we engineer ecosystems where intelligence is orchestrated across the business. Using our Velocity AI strategy, we typically

achieve a **30% increase in productivity** and a **25% reduction in time-to-market** for new digital services.

- **User-Centric, Security-First:** We align with GDS (Government Digital Service) standards by default, ensuring services are accessible and intuitive. Crucially, we embed security into the engineering lifecycle (Secure-by-Design), aligning with NCSC principles to manage data and risk effectively.
- **Proven in Regulated Environments:** We have two decades of experience delivering in highly regulated sectors, including Life Sciences, Healthcare, and Financial Services. We understand how to navigate complex compliance landscapes without sacrificing the pace of innovation and hold (amongst others) **ISO 13485 certification** and follow **IEC 62304 compliant** software development lifecycles.

4.3 Social Value & Ethical Impact

We believe that social innovation is as critical as technical innovation. GlobalLogic, as part of the Hitachi Group, operates with a deep commitment to creating positive impact for people and the planet. Our approach is grounded in measurable outcomes and global ethical standards.

- **World-Class Ethical Leadership:** In 2025, Hitachi was named one of the **World's Most Ethical Companies** by Ethisphere. This recognition reflects our commitment to integrity, compliance and high standards of governance in every public sector engagement.
- **Commitment to Diversity and Inclusion:** We are a signatory of the **CEO Action for Diversity and Inclusion**. We achieved the Hitachi Group 2030 goal of having **30% women in our workforce** in 2023, seven years ahead of schedule.
- **Sustainable Operations:** GlobalLogic holds an **EcoVadis Silver Rating**, placing us in the **top 15%** of companies assessed for sustainability in our sector. We report our own Scope I, II and III emissions and are fully aligned with Hitachi's target to achieve carbon neutrality at all business sites by 2030.
- **Proven Supply Chain Integrity:** Our **NQC Supplier Assurance** score exceeds the industry average by **25%**. This ensures that our delivery models are as responsible as they are resilient.
- **Talent Development and Wellbeing:** GlobalLogic is recognized as a global leader in talent development, receiving the **ATD Best Award in 2025**. This ensures our public sector teams are continuously upskilled in the latest technologies, including responsible AI and secure engineering practices.

5. Contact Details

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