

Coder Cloud Development Environments (CDE) Implementation and Support

SERVICE DEFINITION DOCUMENT - VERSION 1.0

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1. Detailed Service Description

1.1 Overview

This service enables public sector organisations to implement secure scalable cloud-native engineering environments through Coder. By moving development from local hardware to the cloud GlobalLogic helps engineering teams automate onboarding, centralise source code management and improve productivity while maintaining strict alignment with NCSC Cloud Security Principles.

1.2 Scope of the Service

- The scope of this Cloud Support service includes:
 - Collaborative Discovery: Defining technical requirements, business objectives and networking prerequisites.
 - Architecture and Design: High-Level Design for Coder clusters on AWS Azure or GCP.
 - Infrastructure Provisioning: Deploying Coder clusters and CI/CD pipelines using Terraform.
 - Workspace Templating: Creating bespoke secure development environment templates tailored to specific team needs.
 - Security Integration: Implementing SSO secrets management and server hardening.
 - Operational Readiness: Developing runbooks disaster recovery plans and automated onboarding workflows.
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1.3 Delivery Approach

We follow a structured five-phase lifecycle to ensure successful delivery:

- P1: Discovery: Requirements gathering analysis of existing tools and HLD development.
 - P2: Foundational Build: Creating IaC for Coder bootstrapping CI/CD pipelines and server hardening.
 - P3: Expansion and Resilience: Building specialised templates setting up monitoring and configuring DR clusters.
 - P4: Integration and Operational Readiness: Performance testing runbook finalisation and initial pilot team onboarding.
 - P5: Knowledge Transfer and Closure: Conduct workshops sessions and final project sign-off.
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1.4 Tools, Methods & Standards

- Our approach is aligned with industry best practices:
 - Agile Delivery: Scrum or Kanban methodologies for project transparency.
 - DevOps and GitOps: Full automation of infrastructure and environment lifecycle.
 - Infrastructure as Code: Deep expertise in Terraform for multi-cloud provisioning.
 - Cloud Platforms: Partnerships and expertise across AWS GCP and Azure.
 - Security Standards: Alignment with NCSC Cloud Security Principles and Secure-by-Design.
 - Accessibility: Alignment with WCAG 2.2 AA for digital interfaces.
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1.5 Deliverables

Key project deliverables include:

- Signed-off High-Level Design and network prerequisites.
 - Deployed Core Cloud Infrastructure via Terraform IaC.
 - Catalog of specialised hardened workspace templates and base images.
 - Fully operational Coder instance with SSO and security policies.
 - Operational runbooks support playbooks and DR documentation.
 - Final project closure report and completed knowledge transfer sessions.
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1.6 Dependencies & Constraints

Service success relies on the following:

- Stakeholder Availability: Access to infrastructure security and development team leads.
 - System Access: Client must provide required cloud environment permissions and IdP access.
 - Third-Party Licensing: Coder software licenses and cloud infrastructure costs are not included.
 - Standard Hardware: Users are expected to have access to equipment with standard browser capabilities.
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1.7 Customer Responsibilities

To maintain project velocity the customer is responsible for:

- Providing timely access to Subject Matter Experts.
 - Reviewing and approving deliverables within agreed timescales.
 - Attending scheduled governance and progress review sessions.
 - Managing internal communications regarding the rollout of new environments.
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1.8 Quality Assurance & Governance

We maintain high standards through:

- Weekly Progress Reviews: Formal tracking of milestones and status reporting.
 - Risk Management: Active maintenance of a RAID log to mitigate project blockers.
 - Automated Assurance: Code scanning and automated testing for IaC and base images.
 - Security-by-Design: Continuous validation against agreed security hardening standards.
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1.9 Security, Data Protection & Compliance

GlobalLogic adheres to rigorous security frameworks:

- Certifications: ISO 27001 ISO 9001 and ISO 14001.
 - Cyber Essentials Plus: Mandatory for all CDE implementations.
 - Data Protection: Full compliance with UK GDPR and data residency controls.
 - Access Control: Implementation of least-privilege access and secure secrets management.
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2. Onboarding & Offboarding

2.1 Onboarding

The onboarding process begins with a formal project kick-off and initial discovery session to provision access and establish governance structures. We validate the client environment prerequisites before deploying initial foundational builds to ensure a smooth transition for pilot teams.

2.2 Offboarding

At the end of the engagement we provide:

- Documentation Transfer: Full handover of designs runbooks and IaC codebases.
 - Knowledge Transfer: Structured workshops to ensure internal teams can manage the Coder cluster.
 - Transition Support: Support for data extraction or final environment decommissioning if required.
 - Final Reporting: A project closure summary identifying further optimisation opportunities.
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3. Pricing & Commercials

Pricing Model

This service is primarily offered via a Time and Materials or on a Fixed Price basis (for defined implementation milestones) using the G-Cloud 15 Rate Card. All prices exclude VAT and third-party license or infrastructure costs.

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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