

Data Platform Engineering & Automation (IDP / Self-Service)

SERVICE DEFINITION DOCUMENT - VERSION 1.0

Contents

1. Detailed Service Description	3
1.1 Overview	3
1.2 Scope of the Service	3
1.3 Delivery Approach	4
1.4 Tools, Methods & Standards	4
1.5 Deliverables	5
1.6 Dependencies & Constraints	5
1.7 Customer Responsibilities	5
1.8 Quality Assurance & Governance	6
1.9 Security, Data Protection & Compliance	6
2. Onboarding & Offboarding	7
2.1 Onboarding	7
2.2 Offboarding	7
3. Pricing & Commercials	8
4. Case Studies	9
4.1 Case Study – Global Financial Institution	9
5. About GlobalLogic & Why We're the Right Partner	10
5.1 About GlobalLogic	10
5.2 Why GlobalLogic	10
5.3 Social Value & Ethical Impact	11
6. Contact Details	12

1. Detailed Service Description

1.1 Overview

This service enables public sector organisations to accelerate their data maturity through the implementation of automated, self-service Internal Developer Platforms (IDP) for data engineering. By applying Platform Engineering principles, GlobalLogic helps departments move away from manual, project-based data work to a scalable, product-centric model. We deliver secure, pre-configured "Golden Paths" and engineering guardrails that reduce cognitive load, ensure compliance by design, and significantly speed up the delivery of trusted data products on AWS, Azure, and GCP.

1.2 Scope of the Service

Our service provides a comprehensive engineering capability to modernise data platforms:

- **Platform Design & Build:** Architecture and implementation of cloud-native data platforms (AWS, Azure, GCP).
 - **Internal Developer Platform (IDP):** Creation of self-service portals and "Golden Paths" for data engineers.
 - **Automated Governance:** Implementation of computational governance and policy-as-code to ensure security and compliance.
 - **Data Ops & CI/CD:** Design and automation of continuous integration and deployment pipelines for data workflows.
 - **Infrastructure as Code (IaC):** Provisioning of secure, scalable infrastructure using Terraform, CloudFormation, or Bicep.
 - **Migration & Modernisation:** Re-platforming legacy data warehouses (e.g., Teradata, Hadoop) to modern cloud data stacks (Snowflake, Databricks).
 - **Observability & Monitoring:** Implementation of end-to-end monitoring, logging, and alerting for data pipelines.
-

1.3 Delivery Approach

We utilise an agile, iterative delivery model focused on rapid value realisation:

- **Discovery:** We assess current capabilities, identify friction points, and define the target platform architecture and "Golden Paths".
 - **Design:** We architect the platform control plane, defining security guardrails, data patterns, and infrastructure standards.
 - **Build (MVP):** We deploy a Minimum Viable Platform (MVP) with core capabilities and initial "Golden Paths" to prove value quickly (typically 8-12 weeks).
 - **Productionise:** We harden the platform for production, implementing robust security, scaling, and operational controls.
 - **Scale & Run:** We onboard teams, expand platform features, and provide ongoing platform engineering support.
-

1.4 Tools, Methods & Standards

We leverage industry-standard tools and methodologies to ensure quality and interoperability:

- **Cloud Providers:** AWS, Microsoft Azure, Google Cloud Platform (GCP).
 - **Data Platforms:** Snowflake, Databricks, Starburst, Cloudera.
 - **Infrastructure as Code:** Terraform, AWS CloudFormation, Azure ARM/Bicep.
 - **Orchestration:** Apache Airflow (MWAA, Cloud Composer), AWS Step Functions, Azure Data Factory.
 - **CI/CD:** Jenkins, GitLab CI, GitHub Actions, Azure DevOps.
 - **Governance:** Collibra, Alation, AWS Lake Formation, Azure Purview.
 - **Standards:** Alignment with GDS Service Standards, NCSC Cloud Security Principles, and Well-Architected Frameworks.
-

1.5 Deliverables

- **Platform Architecture Blueprint:** Detailed design of the data platform, control plane, and infrastructure.
 - **Deployed Internal Developer Platform (IDP):** Operational self-service portal with configured templates and guardrails.
 - **"Golden Path" Templates:** Reusable, secure-by-design code templates for common data engineering tasks (e.g., Ingest to S3, Snowflake Data Product).
 - **Automated CI/CD Pipelines:** Fully functional deployment pipelines for infrastructure and data code.
 - **Governance Policy Code:** Automated policy checks and quality gates embedded in the delivery pipeline.
 - **Operational Documentation:** Runbooks, user guides, and API documentation for platform users.
-

1.6 Dependencies & Constraints

- **Access:** Provision of timely access to relevant client environments, cloud subscriptions, and repositories.
 - **Stakeholders:** Availability of client Product Owners, Enterprise Architects, and Security SMEs for workshops and approvals.
 - **Tooling:** Procurement of necessary third-party licenses (e.g., Snowflake, Databricks) is the responsibility of the Buyer unless otherwise agreed.
 - **Security Clearance:** Lead times for obtaining necessary security clearances (BPSS, SC) may impact project start dates.
-

1.7 Customer Responsibilities

- Defining the business vision and strategic goals for the data platform.
 - Providing a dedicated Product Owner to prioritise the backlog and make decisions.
 - Ensuring subject matter experts are available to participate in discovery and design sessions.
 - Providing secure remote access for GlobalLogic resources (or on-site access if required).
 - Reviewing and approving deliverables in a timely manner.
-

1.8 Quality Assurance & Governance

- **Automated Quality Gates:** Use of computational policies to enforce code quality, security, and compliance standards automatically within pipelines.
 - **Agile Governance:** Regular sprint reviews, retrospectives, and show-and-tells to ensure alignment and transparency.
 - **Testing Strategy:** Comprehensive testing approach including unit, integration, and performance testing for all platform components.
 - **Code Reviews:** Peer reviews for all infrastructure and application code to maintain high standards.
-

1.9 Security, Data Protection & Compliance

- **Secure by Design:** Security controls and compliance checks are embedded into the "Golden Paths" and infrastructure code.
 - **Identity & Access Management (IAM):** Implementation of least-privilege access using RBAC and integration with enterprise identity providers (e.g., Azure AD, Okta).
 - **Encryption:** Data encryption at rest and in transit using industry-standard protocols.
 - **Compliance:** Alignment with NCSC Cloud Security Principles, GDPR, and other relevant public sector standards.
 - **Vulnerability Management:** Automated scanning of container images and code dependencies.
-

2. Onboarding & Offboarding

2.1 Onboarding

Our onboarding process is designed to ensure a smooth and efficient start to the engagement:

- **Kick-off Workshop:** We conduct a session to align on objectives, scope, roles, and ways of working.
- **Access & Environment Setup:** We work with your teams to establish necessary access to systems, repositories, and cloud environments.
- **Team Mobilisation:** We deploy the agreed team structure, ensuring all members are briefed and ready to deliver.
- **Tooling Integration:** We configure integration with your existing toolchain (e.g., Jira, Confluence, Git).

2.2 Offboarding

We plan for exit from the start to ensure sustainability and independence:

- **Knowledge Transfer:** We conduct hands-on handover sessions and workshops with your permanent staff.
 - **Documentation Handover:** All design documents, runbooks, and code repositories are fully documented and transferred.
 - **Service Transition:** We support the transition of the platform to your operational teams or a replacement supplier.
 - **Data & Asset Return:** We ensure all data and assets are securely returned or deleted in accordance with security policies.
-

3. Pricing & Commercials

- **Pricing Model:** Services are primarily offered on a Time & Materials (T&M) basis, aligned with the GCloud Rate Card.
 - **Fixed Price:** Fixed price arrangements for specific, well-defined work packages (e.g., Discovery, MVP) can be agreed.
 - **Volume Discounts:** Discounts may be available for longer-term engagements or significant volume commitments, subject to agreement.
-

4. Case Studies

4.1 Case Study – Global Financial Institution

- **Challenge:** The client struggled with slow data product delivery (6-18 months RTL) due to manual processes and legacy infrastructure.
 - **Solution:** GlobalLogic implemented a Data Product Engineering platform with self-service developer portals, automated "Golden Paths," and pre-configured templates for AWS and Snowflake.
 - **Outcome:**
 - Reduced Time to Market for data products from months to <1 day.
 - Enabled the deployment of ~400 data products in 12-18 months.
 - Significant increase in developer satisfaction and efficiency.
-

5. About GlobalLogic & Why We're the Right Partner

5.1 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.

5.2 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.

5.3 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.

6. Contact Details

Email: public.sector@globallogic.com

Website: www.globallogic.com/uki