

SCOPE™ Maturity Assessment

SERVICE DEFINITION DOCUMENT - VERSION 1.0

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1. Detailed Service Description

1.1 Overview

The SCOPE™ Maturity Assessment is a holistic consultancy engagement designed to evaluate and benchmark your modern product development organisation. Unlike traditional digital transformation assessments that focus solely on technology, SCOPE™ analyses five critical pillars: Sustainability (financial and environmental), Customer centricity, Organisational Outcomes, Product vision, and Engineering excellence.

Our expert consultants use a proprietary framework of 118 assessment statements across 23 categories to measure your current maturity against industry best practices. We combine quantitative data (metrics, surveys) with compassionate, human-centric qualitative research (interviews, workshops) to uncover the root causes of inefficiency, slow time-to-market, and engineering friction.

The assessment delivers a comprehensive SCOPE™ Report, providing a visualised maturity health score and a prioritised roadmap of actionable recommendations. This enables public sector leaders to align technology strategy with organisational outcomes, reduce technical debt, optimise FinOps/GreenOps, and benchmark engineering maturity against DORA metrics.

1.2 Scope of the Service

The service scope includes the end-to-end delivery of the assessment, covering data gathering, analysis, and reporting.

- **Data Gathering:** Collection of internal data (employee interviews, strategy documentation, customer research, questionnaires) and external benchmarking (competitor analysis, industry trends).
- **Holistic Analysis:** methodical evaluation of 118 assessment criteria across the 5 SCOPE™ pillars: Sustainability, Customer, Outcomes, Product, and Engineering.
- **Engineering Deep-Dive:** Analysis of deployment frequency, downtime, reliability, and cognitive load.
- **Insight Synthesis:** Combining best practice, industry context, and proprietary GlobalLogic blueprints to identify gaps and opportunities.
- **Reporting:** Delivery of the SCOPE™ Report containing a maturity score, gap analysis, and

impact-driven recommendations.

1.3 Delivery Approach

We utilise a structured, time-boxed engagement model (typically 4–6 weeks) delivered by an interdisciplinary team of practitioners.

- **Week 1: Data Gathering:** We mobilise the team, identify stakeholders, conduct initial interviews, and distribute SCOPE™ surveys.
- **Weeks 2–3: Consultant Analysis:** Our consultants analyse the gathered data, map findings against the assessment framework, and benchmark against DORA and industry standards.
- **Week 4: Insight Delivery:** We synthesise findings into the final report, validate recommendations with key stakeholders, and present the roadmap.

Our approach is built on three principles:

1. **Human:** Conversation-led assessment, partnering with you rather than just "auditing" you.
 2. **Contextual:** We synthesise your specific context with our methodology, avoiding cookie-cutter outputs.
 3. **Scale:** Help your engineering teams grow and adapt to maximise the benefits of new technologies
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1.4 Tools, Methods & Standards

- **SCOPE™ Assessment Framework:** Proprietary model with 118 criteria across 5 pillars (Sustainability, Customer, Outcomes, Product, Engineering).
 - **DORA Metrics Analysis:** Benchmarking against Deployment Frequency, Lead Time for Changes, Time to Restore Service, and Change Failure Rate.
 - **FinOps & GreenOps Review:** Assessing financial sustainability and carbon footprint impact.
 - **Qualitative Research:** Structured one-to-one interviews, group workshops, and employee experience surveys.
 - **Hybrid Delivery Model:** Utilising UK onsite/remote consultants for stakeholder engagement and nearshore analysts for deep-dive data processing.
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1.5 Deliverables

- **SCOPE™ Report:** A comprehensive document detailing findings, maturity scores, and evidence.
- **Maturity Health Score:** A visualised score (0-100) across the five pillars to track progress and benchmark maturity.
- **Prioritised Roadmap:** Actionable, outcome-driven recommendations to improve maturity, efficiency, and alignment.
- **Executive Presentation:** A summary playback of key insights, risks, and strategic opportunities for leadership teams.

1.6 Dependencies & Constraints

- **Stakeholder Access:** Timely access to key personnel (leadership, product, engineering) for interviews and workshops is critical for the "Human" aspect of the assessment.
- **System & Documentation Access:** We require access to technical documents, existing backlogs, and relevant engineering toolchains (e.g., CI/CD logs for DORA metrics).
- **Timeline:** The standard timeline (e.g., 6 weeks) assumes prompt provision of data and interview availability.
- **Hybrid Model:** Delivery relies on a blend of

1.7 Customer Responsibilities

- Nominate a primary point of contact (sponsor) to facilitate introductions and unblock access.
- Provide a list of interviewees and ensure their availability during Week 1.
- Complete the SCOPE™ questionnaires/surveys within the agreed timeframe.
- Share relevant internal data (financials, architecture diagrams, strategy decks) under NDA.
- Participate in the final playback session to review recommendations.

1.8 Quality Assurance & Governance

- **Lead SCOPE™ Consultant:** Every engagement is led by a senior practitioner (10+ years experience) who ensures quality and consistency.
 - **Peer Review:** All recommendations are peer-reviewed by our Senior Engineering and Customer Experience consultants to ensure technical accuracy and feasibility.
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1.9 Security, Data Protection & Compliance

- **ISO 27001 Certified:** All data gathering and analysis is conducted within our ISO 27001 certified environment.
 - **Proprietary Data Handling:** Client strategy, financial, and competitor data is treated as strictly confidential and handled according to NDA terms.
 - **Staff Vetting:** All consultants undergo background checks (BPSS as standard, SC available) conforming to BS7858:2019.
 - **Secure Transfer:** All sensitive documentation is transferred via secure, encrypted channels.
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2. Onboarding & Offboarding

2.1 Onboarding

- **Kick-off:** Initial workshop to confirm the assessment scope, stakeholders, and organizational context.
- **Access Setup:** Provisioning of consultant access to necessary client systems and documentation repositories.
- **Scheduling:** Booking of interviews and workshops with identified staff members.
- **Survey Distribution:** Configuration and distribution of the SCOPE™ questionnaires to the wider organisation.

2.2 Offboarding

- **Report Handover:** Formal delivery of the SCOPE™ Report and Executive Presentation.
 - **Playback Session:** A collaborative session to walk through recommendations and answer questions.
 - **Data Destruction:** Secure deletion of client data from GlobalLogic systems upon project closure, in line with ISO 27001 policies.
 - **Follow-on Planning:** Optional discussion on how GlobalLogic can support the implementation of the roadmap.
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3. Pricing & Commercial

- **Pricing Model:** This service is offered on a **Fixed Price** basis.
 - **Standard Engagement:** A typical assessment involving 4 consultants for 6 weeks is priced as a fixed outcome.
 - **Customisation:** Larger or smaller scopes (e.g., single department vs. whole organisation) can be quoted on request.
 - **Invoicing:** Milestones are typically defined at Contract Award (e.g., Mobilisation, Interim Findings, Final Report).
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4. Case Studies

4.1 Major UK Bank – Customer Data Analytics Team

- **Challenge:** The bank offered an internal data analytics service but struggled with low adoption and scaling performance/reliability issues as demand grew.
 - **Solution:** GlobalLogic deployed a team of 4 consultants (UK & India) for 6 weeks. We conducted 30+ interviews, achieved a 60% survey response rate, and analysed practices across the 5 SCOPE™ pillars.
 - **Outcome:** We delivered a report with **50+ prioritised recommendations**.
 - **Sustainability:** Identified green commuting practices to promote scalable architecture.
 - **Customer:** Proposed "adoption success teams" to partner with internal users.
 - **Product:** Targeted the breakdown of a monolithic release process to improve agility.
 - **Engineering:** Prioritised automated testing to increase delivery confidence.
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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

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