

Operational Readiness & Accessibility Testing Services

SERVICE DEFINITION DOCUMENT - VERSION 1.0

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1. Detailed Service Description

1.1 Overview

GlobalLogic's Operational Readiness & Accessibility Testing service bridges the gap between development and live operation. We ensure that digital services are not only functionally correct but are also supportable, resilient, and inclusive. Aligning with the "Shift-Right" methodology, we focus on validating the non-functional aspects of production readiness. Our approach combines rigorous human-led OAT and expert Accessibility Audits (WCAG 2.2) with automated tools that rapidly scan for compliance issues and operational risks, ensuring a seamless transition to live service.

1.2 Scope of the Service

This service validates that a system is ready for the rigours of production usage.

- **Operational Acceptance Testing (OAT):** Verification of backups, disaster recovery, rollback procedures, logging, and alerting.
 - **Accessibility Testing:** Full audits against WCAG 2.1/2.2 AA standards and GDS Service Standard requirements using manual review and automated tools.
 - **Supportability Validation:** Ensuring Service Desk teams have the necessary tools, logs, and runbooks to manage the application.
 - **Resilience Testing:** Verifying failover mechanisms, high-availability configurations, and data integrity during outages.
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1.3 Delivery Approach

We integrate OAT and Accessibility testing into the delivery lifecycle to prevent "big bang" failures at the end of a project.

- **Readiness Assessment:** We define clear Operational Acceptance Criteria (OAC) early in the project.
 - **Accessibility-First:** We embed accessibility checks into the CI/CD pipeline (using tools like Axe) while conducting expert manual audits with assistive technology (e.g., NVDA, JAWS) at key milestones.
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- **Scenario-Based OAT:** We execute real-world operational scenarios (e.g., "Database failure", "Deployment rollback") to validate recovery times (RTO/RPO).
 - **Augmentation:** We utilise automated scanners to identify visual and code-level accessibility violations rapidly, allowing human experts to focus on usability and navigational complexity.
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1.4 Tools, Methods & Standards

- **Accessibility Tools:** Axe, Pa11y, WAVE, NVDA, JAWS, VoiceOver, TalkBack.
 - **Observability & Monitoring:** Dynatrace, Datadog, Splunk, ELK Stack, Prometheus, Grafana.
 - **OAT Automation:** Custom scripts for backup verification, Chaos Mesh (for resilience), Terraform (for infrastructure validation).
 - **GlobalLogic Accelerators:**
 - **InteliQ: Intelligent prioritisation of regression tests**, for example when testing a patch deployment.
 - **Standards:** WCAG 2.2 AA, GDS Service Standard
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1.5 Deliverables

- Operational Readiness Assessment Report.
 - Accessibility Audit Report (WCAG 2.2 AA) with remediation guidance.
 - Disaster Recovery Test Results (including actual RTO/RPO metrics).
 - Accessibility Statement draft for the service.
 - Monitoring & Alerting Validation Report.
 - "Go-Live" Recommendation.
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1.6 Dependencies & Constraints

- Access to a production-like environment (Pre-Prod/Staging) for OAT execution.
 - Administrative access to monitoring tools and cloud consoles for infrastructure validation.
 - Availability of operations staff (DevOps/SRE) to participate in DR simulations.
 - Defined maintenance windows for disruptive testing (e.g., failover tests).
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1.7 Customer Responsibilities

- Providing current Disaster Recovery and Business Continuity plans.
 - Ensuring the environment is stable and representative of production.
 - Reviewing and signing off on Operational Acceptance Criteria.
 - Facilitating access for accessibility tools and assistive software.
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1.8 Quality Assurance & Governance

- **Compliance Gates:** No service passes to production without meeting defined WCAG and OAT criteria.
 - **Reporting:** Weekly readiness dashboards highlighting risks to the Go-Live date.
 - **Governance:** Final review by the Change Advisory Board (CAB) supported by our comprehensive readiness evidence.
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1.9 Security, Data Protection & Compliance

- **Secure Testing:** OAT is conducted in secure environments, often using sanitised production data or synthetic data.
 - **Clearance:** Staff hold appropriate clearances (BPSS/SC) to work with production-grade configurations.
 - **Standards:** Aligned with ISO 27001 and NCSC Cloud Security Principles regarding operational security and logging.
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2. Onboarding & Offboarding

2.1 Onboarding

1. **Discovery:** Review of architecture, SLAs, and operational requirements.
2. **Tooling Setup:** Configuration of accessibility scanners and monitoring access.
3. **Strategy Definition:** Agreeing on the OAT plan and Accessibility scope (e.g., sample size of pages).
4. **Baseline Audit:** Initial scan to establish current compliance levels.

2.2 Offboarding

1. **Knowledge Transfer:** Handover of OAT scripts and accessibility testing knowledge to internal teams.
 2. **Report Delivery:** Final compliance reports and accessibility certificates.
 3. **Tool Disconnection:** Removal of scanning tools and access rights.
 4. **Closure:** Final presentation of operational risks and mitigation strategies.
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3. Pricing & Commercials

- **Time & Materials (T&M):** Charged based on the GCloud rate card (e.g., Accessibility Auditors, OAT Leads).
 - **Fixed Price:** Available for specific packages (e.g., "WCAG 2.2 Audit of 20 unique pages").
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4. Case Studies

4.1 Case Study: A Global Leader in Medical Technology - FDA-Compliant Readiness

GlobalLogic conducted rigorous validation for a next-gen insulin pump system, ensuring it met strict FDA regulations. We automated the verification of operational workflows, ensuring the system was supportable and maintained high availability requirements critical for medical devices¹.

4.2 Case Study: A Global Leader in Modern Communication Networks - Network Tool Resilience

For a global telco, we managed the operational quality for 56 patch releases in a single year. We took full responsibility for emergency patch delivery and support requests, validating backward compatibility and system stability before every deployment.

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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