

AI Platform Enablement, Generative AI Training and MLOps Capability Building

SERVICE DEFINITION DOCUMENT - VERSION 1.0

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1. Detailed Service Description

1.1 Overview

This service provides comprehensive training and enablement for public sector organisations adopting cloud-based AI. We upskill super-users and technical teams to build, manage, and scale secure AI solutions on Azure, AWS, and GCP. Our approach aligns with NCSC Cloud Security Principles and ethical AI frameworks to ensure your team can lead responsible AI innovation.

1.2 Scope of the Service

The service includes:

- **Platform Training:** Practical administration of AI Platforms including: Azure OpenAI, AWS Bedrock, and GCP Vertex AI.
- **Generative AI Foundations:** Understanding LLMs, tokenisation and model parameters.
- **Prompt Engineering:** Techniques for few-shot prompting, chain-of-thought and system message design.
- **MLOps Capability:** Training on model deployment, monitoring and retraining pipelines.
- **AI Governance:** Establishing ethical guardrails, bias detection and transparency standards.
- **Data Readiness:** Preparing cloud data estates for AI consumption.

Note: this service is for training and support; it does not include the long-term hosting of production models.

1.3 Delivery Approach

We follow a structured four-stage enablement lifecycle:

- **Discover:** Assessment of current team skills and platform maturity.
 - **Design:** Tailoring training modules to the specific Buyer cloud environment and use cases.
 - **Deliver:** Interactive workshops and hands-on boot camps.
 - **Embed:** Post-training support and office hours to assist teams in applying skills to real projects.
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1.4 Tools, Methods & Standards

- **Standards:** NCSC Cloud Security Principles, UK Government Data Ethics Framework.
 - **Platforms:** Microsoft Azure, Amazon Web Services (AWS), Google Cloud Platform (GCP).
 - **Methods:** Agile learning, peer-programming, and sandbox-based experimentation.
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1.5 Deliverables

- Customised training curriculum and course materials.
 - Recording of remote sessions (where permitted).
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1.6 Dependencies & Constraints

- **Platform Access:** The Buyer must provide access to a sandbox cloud environment for hands-on labs.
 - **Prerequisites:** Participants should have a foundational understanding of their organisation's cloud strategy.
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1.7 Customer Responsibilities

- Provision of a dedicated Product Owner or Training Coordinator.
 - Ensuring relevant staff are available and released from BAU tasks for training sessions.
 - Providing internal security clearance or data access where real-world data examples are used.
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1.8 Quality Assurance & Governance

GlobalLogic applies rigorous QA to all training delivery, including participant feedback loops after every module. Our trainers are certified cloud architects and data scientists.

1.9 Security, Data Protection & Compliance

- **Staff Clearance:** Trainers are cleared up to SC level.
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- **Compliance:** All training content is GDPR compliant.
 - **Security:** We teach "Secure by Design" AI principles, focusing on prompt injection mitigation and data leakage prevention.
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2. Onboarding & Offboarding

2.1 Onboarding

Onboarding typically takes 1–2 weeks and involves a kickoff meeting to define training goals, confirm the participant list, and verify cloud environment access.

2.2 Offboarding

At the end of the engagement, we provide all training documentation and a final summary report. We ensure all GlobalLogic access to Buyer sandboxes is revoked.

3. Pricing & Commercials

Pricing Model

- This service is priced according to the GlobalLogic G-Cloud 15 Rate Card. Training can be purchased as a Time & Materials engagement or as predefined workshop "units" as agreed in the Call-Off Order Form.
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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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