

Generative AI (GenAI) Strategy, Advisory & Value Assessment

SERVICE DEFINITION DOCUMENT - VERSION 1.0

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1. Detailed Service Description

1.1 Overview

GlobalLogic's Generative AI (GenAI) Strategy, Advisory & Value Assessment service helps public sector organisations navigate the complex landscape of Large Language Models (LLMs) and generative technologies. We provide a structured pathway from initial education and ideation through to the definition of a robust, security-compliant AI roadmap.

Rather than "technology-first" experimentation, our approach focuses on **Value Stream Assessment (VSA)** to identify high-impact use cases that align with department policy objectives and the GDS Service Standard. We address critical public sector challenges including data sovereignty, bias mitigation, NCSC cloud security alignment, and cost predictability. Our advisory services equip Senior Responsible Owners (SROs) and digital leaders with the evidence, governance frameworks, and architectural blueprints required to move confidently from concept to production.

1.2 Scope of the Service

This service covers the strategic and advisory phases of the GenAI lifecycle. The scope includes:

- **GenAI Value Stream Assessment (VSA):** Analysis of business processes to identify friction points where GenAI offers measurable ROI (e.g., document summarisation, code migration, citizen support).
- **Feasibility & Readiness Analysis:** Assessment of data maturity, infrastructure readiness, and security posture for adopting LLMs (OpenAI, Bedrock, Vertex, etc.).
- **Use Case Prioritisation:** Ranking potential initiatives based on technical feasibility, user value, and ethical risk using our proprietary scoring frameworks.
- **Governance & Ethical Frameworks:** Design of "Responsible AI" guardrails, covering bias detection, hallucinations, and human-in-the-loop (HITL) workflows.
- **Make-vs-Buy Strategy:** Comparative analysis of SaaS (e.g., Copilot) vs Custom (e.g., Open Source/RAG) approaches to optimise Total Cost of Ownership (TCO).
- **GenAIOps Operating Model Design:** Definition of the skills, roles, and processes required to operationalise AI workloads at scale.
- **Proof of Concept (PoC) Definition:** Scoping of rapid, time-boxed pilots to validate technical assumptions before full investment.

1.3 Delivery Approach

We utilise a structured, iterative engagement model derived from our "Ideation to Scaling" framework:

- **Discovery (Weeks 1-2):** We deploy a "Tiger Team" of GenAI Architects and Domain SMEs to conduct stakeholder workshops. We utilise our **Value Stream Assessment** methodology to map current workflows and identify inefficiencies suitable for AI intervention.
 - **Analysis & Design (Weeks 3-4):** We analyse findings against NCSC security principles and government constraints. We produce an architectural blueprint and a "Governance Matrix" to manage risk.
 - **Roadmap Definition (Week 5):** We deliver a prioritized roadmap, cost-benefit analysis (CBA), and a decision paper for board/investment approval.
 - **Transition:** We conduct a formal handover of the strategy, including knowledge transfer sessions to upskill internal teams on the proposed approach.
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1.4 Tools, Methods & Standards

We employ industry-standard and proprietary accelerators to ensure rigour and velocity:

- **Value Stream Assessment (VSA):** A structured method to quantify the economic and operational impact of AI interventions.
 - **Responsible AI Framework:** Tools and checklists for assessing model safety, fairness, and transparency (aligned to CDEI and OECD principles).
 - **Agile Methodology:** Delivery is managed via Scrum or Kanban, ensuring transparency and rapid feedback loops.
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1.5 Deliverables

- **GenAI Strategic Roadmap:** A phased plan for AI adoption, linked to policy outcomes.
 - **Use Case Catalogue:** A prioritised list of opportunities with ROI and complexity scores.
 - **Architecture Blueprint:** High-level designs for secure LLM integration (e.g., RAG patterns).
 - **Governance Framework:** Policies for data privacy, model usage, and ethical oversight.
 - **Data Readiness Report:** Assessment of data quality and security classification for AI
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training/RAG.

- **Executive Briefing Pack:** Summary presentation for non-technical stakeholders and investment boards.
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1.6 Dependencies & Constraints

- **Stakeholder Access:** Timely access to business process owners, data custodians, and security architects is required for workshops.
 - **Data Visibility:** We require visibility of data schemas and sample data (metadata only, no live PII) to assess readiness.
 - **Technology Stack:** Recommendations may be constrained by the buyer's existing cloud strategy (e.g., AWS-first or Azure-first policies).
 - **Advisory Nature:** This service delivers strategy and designs; full software engineering and implementation are covered under separate G-Cloud services.
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1.7 Customer Responsibilities

- Nominate a Product Owner or SRO to act as the primary point of contact.
 - Provide access to relevant documentation (e.g., current architecture, security policies).
 - Facilitate access to subject matter experts (SMEs) for interviews and workshops.
 - Review and sign-off deliverables within agreed timelines (typically 5 working days).
 - Provide a secure working environment (e.g., laptops or VDI) if required for accessing OFFICIAL-SENSITIVE information.
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1.8 Quality Assurance & Governance

- **Engagement Lead:** A dedicated senior lead ensures the strategic direction aligns with buyer goals.
 - **Peer Review:** All architectural and security recommendations are peer-reviewed.
 - **Agile Governance:** Weekly "Show and Tell" sessions to demonstrate progress and validate findings.
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- **RAID Log:** Active management of Risks, Assumptions, Issues, and Dependencies throughout the engagement.
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1.9 Security, Data Protection & Compliance

- **Security Clearance:** All staff can be provided with BPSS as standard, with SC or DV clearance available upon request.
 - **Data Handling:** We adhere to strict data sanitisation protocols. No customer data is used to train public models.
 - **Compliance:** Our advisory framework includes specific checks for GDPR, Data Protection Act 2018, and NHS Data Security and Protection Toolkit (DSPT) compliance where relevant.
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2. Onboarding & Offboarding

2.1 Onboarding

- **Kick-off Workshop:** We facilitate a session to agree on scope, stakeholders, and success criteria.
- **Team Mobilisation:** We deploy our "Tiger Team" (Architects, BAs, Data Scientists) within the agreed lead time (typically 2-4 weeks).
- **Access Setup:** We work with the buyer to establish secure access to necessary repositories and communication channels.

2.2 Offboarding

- **Knowledge Transfer:** Structured handover sessions to internal teams to ensure they understand the strategy and roadmap.
 - **Asset Handover:** All documentation, diagrams, and reports are transferred to the buyer in editable formats.
 - **Data Deletion:** Any customer data held on GlobalLogic systems is securely deleted in accordance with ISO 27001 procedures.
 - **Closure Report:** A final report summarising outcomes and recommending next steps.
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3. Pricing & Commercials

- **Pricing Model:** This service is typically delivered on a **Time & Materials (T&M)** basis, aligned to the GCloud Rate Card provided in the "Pricing Document".
 - **Fixed Price Packages:** We can offer fixed-price "Discovery" or "Assessment" packages based on a defined scope of work (e.g., a 4-week Value Stream Assessment).
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4. Case Studies

4.1 Case Study: GenAI-Driven Transformation Strategy for Property Management

- **Challenge:** A leading property management organisation faced disruption from AI-native competitors and inefficiencies in manual document workflows (e.g., board packets, work orders). They required a strategy to modernize without disrupting critical operations.
 - **Solution:** GlobalLogic conducted a series of strategic workshops to define a GenAI vision. We utilized our Value Stream Assessment to identify high-impact use cases. We delivered a roadmap starting with an MVP for "Board Packet Automation" using Agentic-AI, establishing a foundation for future scaling.
 - **Outcome:** Defined a clear, low-risk path to AI adoption. The strategy enabled the client to move to MVP development immediately, targeting a significant reduction in manual document processing effort and improved user experience
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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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