

Digital QA Maturity Assessment (QMAF)

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	5
1.5 Deliverables	5
1.6 Dependencies & Constraints	6
1.7 Customer Responsibilities	6
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
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

The **Digital QA Maturity Assessment** is a strategic consulting engagement designed to evaluate an organisation's current Quality Assurance capabilities and define a clear path to engineering excellence. Using GlobalLogic's proprietary **Quality Maturity Assessment Framework (QMAF)**, we assess your testing landscape against 8 critical pillars and a 5-level maturity model (ranging from 'Impeded' to 'Optimized').

This service is typically delivered over **2-6 weeks** and provides a comprehensive, independent view of your QA efficacy, covering "Shift Left" (Requirements), "Shift Right" (Production), "Shift Deep" (Tech Stack), and "Shift Up" (Business alignment)²⁸. The outcome is a prioritised, actionable roadmap to accelerate release velocity and improve software quality.

1.2 Scope of the Service

The assessment covers the following 8 Quality Assurance Categories:

- **Requirements Phase Effectiveness:** Integration of QA in grooming, story definitions, and shift-left practices.
- **Test Planning & Sign-Off:** Strategy definition, test data management, and entry/exit criteria.
- **Functional Coverage:** Peer reviews, traceability, and test categorization.
- **Test Automation:** Framework analysis (API/UI/Mobile), coverage adequacy, and maintenance.
- **QA/Test Environment:** Automation in CI/CD pipelines, environment stability, and data management.
- **Test Execution & Reporting:** Regression strategy, pipeline integration, and rollback capabilities.
- **Governance:** Metrics, defect leakage RCA, traceability, and defect density tracking.

- **NFR (Non-Functional Requirements):** Security, Performance, Resiliency, and Accessibility (WCAG).
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1.3 Delivery Approach

We follow a structured 4-phase assessment plan.

1. **Discovery (Week 1-2):**

- Kick-off and stakeholder identification.
- Workshops with QA SMEs, PMs, and Engineering Lead.
- Review of current tools, artifacts, and processes.

2. **Analysis (Week 2-3):**

- Validation of findings against the QMAF model.
- Gap analysis against industry best practices.
- Drafting of the Maturity Heatmap.

3. **Roadmap Definition (Week 3-4):**

- Identification of "Quick Wins" and long-term improvements.
- Development of the 30-60-90 day action plan.

4. **Playback (Week 5-6):**

- Presentation of the Assessment Report and Executive Summary.
- Handover of all artifacts.

Assessment Plan & Timelines

	Understand Current Processes and get Data	Analysis using Assessment Framework	Review Findings with Team	Findings Submission and walkthrough
Timeline	Week 1 - Week 2 2-3 sessions	Week 3 - Week 4 3-4 sessions	Week 5 1-2 sessions	Week 6
Activities	Understanding business priorities , select priority areas for assessment, Challenges and its workflows Requirement Phase effectiveness, Quality Gates and imperatives for QA QA Governance SMEs to fill the data for QMAF framework	Analyze the input received Plan Interactions and assessment through factual analysis or tools with SMEs Validate and fill in the gaps	Review findings with team, receive feedback, refine information QIP team to publish opportunities and improvements to be done	Walkthrough of summary, improvement areas and action items to Partner
Attendees	• QA Team SMEs • PM & EM • QIP Team	• QA Team SMEs • QIP Team	• QA Team SMEs • QIP Team	• QA Team SMEs • PM & EM • QIP Team

Confidential

Approximate 1hr each session

1.4 Tools, Methods & Standards

- **Methodology:** GlobalLogic QMAF (Quality Maturity Assessment Framework).
- **Scoring Model:** 5-Level Maturity Scale (Impeded, In Transition, Sustainable, Ideal, Optimized).
- **Standards:** Alignment with NCSC Cloud Security Principles, WCAG 2.2 AA (for NFRs), and ISO 9001 quality standards.
- **Tools:** We utilise your existing toolchain (e.g., Jira, Azure DevOps, SonarQube) for data gathering and analysis.

1.5 Deliverables

- **Maturity Heatmap:** A visual scorecard of your current capability across the 8 QMAF pillars.
- **Assessment Report:** Detailed findings, including "Red/Amber/Green" risk analysis for each category.

- **Transformation Roadmap:** A prioritised action plan (typically structured as 30-60-90 days) to address gaps and improve maturity.
 - **Key Recommendations:** Specific technical and process interventions (e.g., "Adopt common test management tool", "Implement RCA for defect leakage").
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1.6 Dependencies & Constraints

- **Access:** Access to key SMEs (Product Owners, QA Leads, Architects) is required for interviews and workshops.
 - **Documentation:** Availability of existing test strategies, plans, and architectural diagrams.
 - **Environment Access:** Read-only access to Jira/Confluence and CI/CD pipelines to validate findings.
 - **Timeline:** The timeline (2-6 weeks) is dependent on the availability of client stakeholders.
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1.7 Customer Responsibilities

- Provide a single point of contact for scheduling workshops.
 - Grant necessary access to systems and documentation within the first week.
 - Ensure relevant SMEs attend scheduled discovery sessions Review and sign off the final Assessment Report.
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1.8 Quality Assurance & Governance

- All findings are peer-reviewed by a GlobalLogic Principal QA Architect.
 - Weekly status reports to track assessment progress against the timeline
 - Final findings are validated with client SMEs prior to the executive playback.
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1.9 Security, Data Protection & Compliance

- **Security:** Staff hold BPSS clearance as a minimum, with SC available.
 - **Compliance:** Our delivery adheres to ISO 27001 (Information Security) and ISO 9001 (Quality) standards.
 - **Data:** No live customer data is copied or stored on GlobalLogic systems; analysis is performed within the client's secure environment or using anonymised metadata.
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2. Onboarding & Offboarding

2.1 Onboarding

- **Week 1:** Kick-off meeting to define scope, agree on the stakeholder list, and schedule workshops.
- **Access:** Setup of access to client repositories and communication channels (e.g., Teams/Slack).

2.2 Offboarding

- **Final Playback:** Presentation of the roadmap and findings.
 - **Handover:** Transfer of all reports and raw data sheets to the client.
 - **Feedback:** Collection of feedback on the assessment process.
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3. Pricing & Commercials

This service is typically offered as a Time & Materials or **Fixed Price** engagement based on the agreed scope (e.g., number of squads or applications to be assessed) and the GCloud 15 Rate Card.

- **Price:** Defined in the Order Form based on the complexity and duration (2-6 weeks).
 - **Rate Card:** Any optional follow-on implementation work (where engaged in a fixed price mode) is charged on a Time & Materials basis using the GCloud Rate Card.
 - **Invoicing:** Milestones (e.g., 50% on Mobilisation, 50% on Final Report acceptance).
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4. Case Studies

4.1 Case Study: QA & Engineering Transformation for a Major UK Financial Institution

Challenge An internal data analytics team within a major financial institution faced significant hurdles in scaling their services. As internal adoption increased, the team struggled to maintain performance and reliability. They required an independent assessment to identify delivery bottlenecks and provide a roadmap for strengthening delivery value.

Solution GlobalLogic conducted a six week SCOPE assessment involving four consultants. The team performed over 30 interviews and surveyed more than 80 staff members to synthesise the technical and organisational context.

From a Quality and Engineering perspective, the assessment focused on:

- **Automated Testing:** Prioritising automation to enable increased confidence in delivery cycles.
- **Release Agility:** Targeting the breakdown of monolithic release processes to increase the speed and agility of product teams.
- **Strategic Alignment:** Identifying disconnects between technology and product strategies to ensure engineering efforts met organisational outcomes.

Outcome The assessment provided the client with an online report containing over 50 navigated recommendations. By implementing the prioritised automated testing and release agility strategies, the client was able to address the disconnect between their technology stack and product goals, creating a more sustainable and scalable architecture.

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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