

Enterprise MLOps Maturity Assessment

SERVICE DEFINITION DOCUMENT - VERSION 1.0

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1. Detailed Service Description

1.1 Overview

GlobalLogic's **Enterprise MLOps Maturity Assessment & AI Strategy** service is a structured, 8-10 week engagement designed to help public sector organisations transition from experimental AI to scalable, production-grade MLOps. GlobalLogic evaluates your current people, processes, and technology against industry best practices to identify gaps in automation, governance, and scalability.

This service delivers a clear, evidence-based roadmap to accelerate the delivery of AI/ML models, reduce technical debt, and ensure compliance with security standards (including NCSC principles). It specifically addresses common challenges such as slow deployment cycles, lack of model governance, and siloed data science workflows.

1.2 Scope of the Service

This service is an advisory and assessment engagement. The scope includes:

- **Current State Discovery:** Review of existing ML infrastructure (AWS/Azure/GCP), tooling, and team structures.
- **Maturity Benchmarking:** Assessment against GlobalLogic's MLOps Maturity Framework across 8 key pillars including Automation, Data Management, Model Governance, and Observability.
- **Gap Analysis:** Identification of pain points, technical debt, and process bottlenecks preventing rapid model deployment.
- **Target Architecture Design:** Definition of a future-state, secure MLOps architecture and operating model.
- **Roadmap Development:** A prioritized execution plan with short-term "quick wins" and long-term strategic milestones.

Exclusions:

- Implementation or software development (available via separate Cloud Support services).
- Purchase of software licences or cloud consumption costs.

1.3 Delivery Approach

We deliver this assessment over a focused 10-week period using a collaborative, agile-aligned approach:

- **Weeks 1-2: Initiation & Kick-off:** Stakeholder identification, access setup, and review of existing documentation.
 - **Weeks 3-4: Understand & Assess:** Deep-dive workshops ("Immersion") with data scientists, engineers, and security teams to map the current landscape and assess maturity.
 - **Weeks 4-7: Analyse & Recommend:** Analysis of findings against the maturity framework to validate risks and identify architectural improvements.
 - **Weeks 8-10: Roadmap & Blueprint:** Finalisation of the target state architecture, business case, and detailed implementation roadmap.
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1.4 Tools, Methods & Standards

We utilise proprietary and industry-standard frameworks to ensure a rigorous assessment:

- **GlobalLogic MLOps Maturity Framework:** A quantitative scoring model to benchmark capabilities from "Initial" to "Innovative".
 - **Well-Architected Frameworks:** Alignment with AWS/Azure Well-Architected pillars for operational excellence and security.
 - **Architecture Review:** Analysis of CI/CD pipelines, model registries (e.g. SageMaker, MLflow), and feature stores.
 - **Compliance Standards:** Assessment against NCSC Cloud Security Principles, GDPR, and sector-specific governance requirements.
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1.5 Deliverables

- **MLOps Assessment Report:** Detailed scoring of current capabilities with identified gaps and risks.
- **Current State Analysis:** Documentation of existing landscape, pain points, and inefficiencies.

- **Target State Architecture:** High-level blueprint for a secure, scalable MLOps platform.
 - **Strategic Roadmap:** A phased plan outlining immediate remediation (Quick Wins), mid-term foundational builds, and long-term transformation.
 - **Executive Summary:** A business-focused presentation outlining the value case and investment requirements.
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1.6 Dependencies & Constraints

- **Stakeholder Availability:** Timely access to key stakeholders including Data Science leads, Platform Engineers, and Security Architects for interviews and workshops.
 - **Documentation Access:** Provision of existing architecture diagrams, process maps, and risk logs.
 - **Environment Visibility:** Read-only access to current cloud environments (e.g. AWS/Azure) to validate configurations (where applicable).
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1.7 Customer Responsibilities

- Nominate a Product Owner or primary point of contact for the engagement.
 - Facilitate access to relevant subject matter experts (SMEs).
 - Provide necessary access permissions and documentation within the first week of initiation.
 - Participate in weekly progress reviews and the final presentation.
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1.8 Quality Assurance & Governance

- **Lead Consultant Oversight:** A Senior MLOps Solution Architect oversees all technical recommendations.
 - **Peer Review:** All architectural artefacts are peer-reviewed by the GlobalLogic Cloud Centre of Excellence (CoE).
 - **Weekly Status Reporting:** Regular updates on progress, risks, and blockers.
 - **Final Sign-off:** Formal presentation and sign-off of the roadmap with executive stakeholders.
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1.9 Security, Data Protection & Compliance

- **Staff Vetting:** All consultants are screened to BS7858:2019, with SC-cleared resources available upon request.
 - **Data Handling:** No live customer data is processed during this assessment; the focus is on metadata, architecture, and process.
 - **Secure by Design:** All recommendations align with NCSC Cloud Security Principles and ISO27001 standards.
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2. Onboarding & Offboarding

2.1 Onboarding

- **Kick-off Meeting:** Agreement on scope, stakeholders, and interview schedule.
- **Team Mobilisation:** Deployment of the core assessment team (typically an MLOps Lead, Data Architect, and Product Consultant).
- **Access Provisioning:** Setup of secure communication channels and document repositories.

2.2 Offboarding

- **Final Playback:** Presentation of the Assessment Report and Roadmap to key stakeholders.
 - **Knowledge Transfer:** Handover of all artefacts and documentation.
 - **Next Steps Definition:** Agreement on potential follow-on implementation phases (optional).
 - **Data Deletion:** Secure removal of any client documentation from GlobalLogic systems upon completion.
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3. Pricing & Commercials

Pricing Model: Time & Materials (T&M) based on the GCloud Rate Card or fixed price for agreed scope based on the GCloud rate card..

4. Case Studies

4.1 Major UK Bank

- **Challenge:** The bank faced a 4-6 month cycle time to deploy models, with 60% of models abandoned before production.
 - **Solution:** GlobalLogic delivered a maturity assessment and strategy that led to the implementation of a scalable, self-service MLOps platform using AWS SageMaker.
 - **Outcome:**
 - Reduced model deployment time from **6 months to < 2 weeks**.
 - Enabled **500+ data scientists** with standardised tooling and training.
 - Decreased environment creation time from **40 days to < 1 day**.
 - Achieved a **25% improvement in ROI**.
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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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