

Developer Experience and Internal Developer Platforms (IDP)

SERVICE DEFINITION DOCUMENT - VERSION 1.0

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1. Detailed Service Description

1.1 Overview

This service enables public sector organisations to accelerate delivery velocity through secure, scalable cloud-native engineering aligned with NCSC Cloud Security Principles. We provide specialist platform engineering to enhance Developer Experience (DevEx) using Internal Developer Platforms (IDP) built on Spotify Backstage. Our Lab Model ensures rapid team onboarding and standardised cloud-native engineering at scale.

1.2 Scope of the Service

The service encompasses the design, build and implementation of a cloud-based developer control plane:

- **Developer Control Plane:** Implementing Spotify Backstage as a centralised software catalogue and self-service portal.
 - **Integration and Delivery Plane:** Automating CI/CD pipelines using GitOps, GitLab or GitHub Actions.
 - **Security Plane:** Embedding automated security guardrails, secrets management via Vault and identity control.
 - **Monitoring and Logging Plane:** Integrating full-stack observability with Prometheus, Grafana and OpenTelemetry.
 - **Resource Plane:** Automated infrastructure provisioning via Terraform and Crossplane for AWS, Azure or GCP.
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1.3 Delivery Approach

- **Discovery:** Analysing current engineering bottlenecks, tooling landscapes and developer requirements to build a roadmap.
 - **Design:** Defining the target state architecture and identifying a pilot feature team to act as the primary customer.
 - **Build:** Deploying the core platform infrastructure, templates and automated security guardrails.
 - **Test:** Implementing A/B testing and canary deployments to validate functionality with the pilot team.
 - **Transition and Handover:** Scaling the platform through our Lab Model to onboard subsequent squads and transition to a run team.
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1.4 Tools, Methods & Standards

- Agile delivery (Scrum/Kanban)
 - DevOps & GitOps
 - Terraform/ARM/CloudFormation
 - CI/CD pipelines
 - Automated testing frameworks
 - Well-Architected Framework (AWS/Azure/GCP)
 - NCSC Cloud Security Principles
 - WCAG 2.2 AA accessibility alignment
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1.5 Deliverables

- **Internal Developer Portal:** A configured instance of Spotify Backstage.
 - **Engineering Golden Paths:** Reusable templates for standardised application deployment.
 - **Automated Pipelines:** Configured CI/CD and GitOps workflows.
 - **Platform Roadmap:** A strategic plan for continuous improvement and feature development.
 - **Documentation:** Comprehensive technical guides for platform users and maintainers.
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1.6 Dependencies & Constraints

- **Client Access:** Required access to client subject matter experts (SMEs) and engineering teams.
 - **System Permissions:** Necessary administrative permissions for cloud environment configuration.
 - **Cloud Native:** The service requires underlying cloud infrastructure (IaaS/PaaS).
 - **Scope Limits:** Excludes bespoke application design or development and hardware purchase.
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1.7 Customer Responsibilities

- Provide access to technical SMEs and stakeholders
- Approve deliverables and platform architecture
- Attend governance sessions and progress reviews

- Provide required documentation and system access
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1.8 Quality Assurance & Governance

- Weekly progress reviews
 - RAID log maintenance
 - Automated code scanning
 - Manual/automated testing
 - Security-by-design
 - Accessibility checks (WCAG 2.2 AA)
 - Change control and approvals
 - Acceptance criteria tracking
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1.9 Security, Data Protection & Compliance

- ISO 27001, ISO 9001, ISO 14001
 - Cyber Essentials Plus
 - UK GDPR data handling
 - Encryption (in transit & at rest)
 - IAM controls aligned to best practice
 - Logging, monitoring, alerting
 - Vulnerability management
 - Data residency controls
 - NCSC cloud alignment
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2. Onboarding & Offboarding

2.1 Onboarding

- **Kick-off:** Alignment on objectives and resource requirements.
- **Access provisioning:** Securing accounts and permissions.
- **Governance setup:** Establishing review cycles and communication plans.
- **Environment validation:** Ensuring the target cloud environment is ready for platform deployment.

2.2 Offboarding

- **Documentation transfer:** Handover of platform architectures and technical guides.
 - **Knowledge-transfer workshops:** Structured sessions for client engineering teams.
 - **Data extraction:** Secure extraction of configurations and metadata.
 - **Final reporting:** Summary of activities and future recommendations.
 - **Transition support:** Smooth handover to the internal run team.
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3. Pricing & Commercials

Pricing Model

- Time & Materials based on G-Cloud rate card
 - Optional fixed-price modules (if applicable)
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4. Case Studies

Case Study

4.1 Case Study – Global Education Provider

- **Challenge:** Transforming digital service delivery to handle rapid global scaling.
- **Solution:** Built a platform that allowed centrally managed compliance and regulatory controls.
- **Outcome:** Reduced product change cycle time from 24 hours to 1 hour.

4.2 Case Study – Oil and Gas Supermajor

- **Challenge:** Reducing the time from product idea to the first deployment.
 - **Solution:** Implementation of a platform approach to software engineering.
 - **Outcome:** Achieved a 480x decrease in time from idea to first pull-request (from 3 months to 1 hour).
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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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