

AI Model Monitoring, Governance & Support

SERVICE DEFINITION DOCUMENT - VERSION 1.0

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1. Detailed Service Description

1.1 Overview

GlobalLogic's **Managed MLOps** service provides comprehensive, 24/7 operational management for AI and Machine Learning models in production. Moving beyond standard IT operations, we focus on the unique challenges of AI: data drift, model degradation, bias detection, and cost escalation.

We ensure your mission-critical AI systems remain accurate, ethical, and available. By combining Site Reliability Engineering (SRE) principles with specialized MLOps practices, we help public sector organisations maintain trust in automated decision-making systems while optimising cloud consumption costs (FinOps).

1.2 Scope of the Service

This service covers the operational lifecycle of deployed AI/ML models:

- **Continuous Monitoring:** Real-time tracking of model performance metrics (accuracy, precision, recall), inference latency, and resource utilisation.
- **Drift & Bias Detection:** Automated identification of data drift (distribution changes) and concept drift, alongside ongoing fairness and bias auditing.
- **Model Maintenance:** Execution of automated or human-in-the-loop retraining pipelines when performance thresholds are breached.
- **FinOps & Optimisation:** Continuous review of cloud inference costs, right-sizing of compute resources, and implementation of spot instances or serverless patterns to reduce spend.
- **Incident Management:** L2/L3 support for model-specific incidents, including root cause analysis (RCA) and remediation.
- **Governance Reporting:** Monthly reporting on model behavior, compliance posture, and operational SLAs.

Exclusions:

- Development of new models from scratch (available via separate Platform Engineering services).
- Provision of underlying cloud infrastructure (IaaS) costs.

1.3 Delivery Approach

We deliver Managed MLOps via a tiered support model backed by our global ISO 27001 and ISO 9001 certified delivery centres:

1. **Transition:** We conduct a knowledge transfer phase to understand your models, baselines, and business logic.
 2. **Stabilisation:** We configure monitoring alerts, dashboards, and automated retraining triggers.
 3. **Operation:** 24/7 or business-hour monitoring with defined Service Level Agreements (SLAs) for response and resolution.
- **Optimisation:** Quarterly reviews to refine models and reduce infrastructure costs.
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1.4 Tools, Methods & Standards

Our managed service leverages a best-in-class MLOps stack compatible with your existing cloud environment:

- **Monitoring & Observability:** Arize, Evidently AI, Amazon CloudWatch, Azure Monitor, Grafana.
 - **Data & Model Quality:** Deepchecks, Great Expectations (for data validation).
 - **Pipelines & Orchestration:** Kubeflow, MLflow, Amazon SageMaker Pipelines, Azure Machine Learning.
 - **Explainability:** SHAP, Lime (for model transparency).
 - **Standards:** ITIL v4 for service management, ISO 27001 for information security.
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1.5 Deliverables

- **Live Operations Dashboards:** Real-time visibility into model health, data quality, and system status.
 - **Monthly Service Reports:** Detailed breakdown of model accuracy, drift events, retraining activities, and SLA performance.
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- **Cost Optimisation Reports:** Analysis of cloud spend with recommendations for efficiency improvements (FinOps).
 - **Retrained Model Artefacts:** Version-controlled updates to models deployed to production.
 - **Incident Reports:** Root Cause Analysis (RCA) for any critical service interruptions.
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1.6 Dependencies & Constraints

- **Access:** GlobalLogic requires secure, role-based access (RBAC) to the relevant cloud environments, model registries, and logging buckets.
 - **Ground Truth Data:** For accurate performance monitoring, the Buyer must provide "ground truth" (actual labels) data feedback loops where applicable.
 - **Third-Party Availability:** SLAs are subject to the uptime of underlying cloud providers (AWS, Azure, GCP).
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1.7 Customer Responsibilities

- Provide business context for model decision boundaries and acceptable error rates.
 - Approve deployment of retrained models to production (unless fully automated approval is agreed).
 - Participate in monthly service reviews and priority setting.
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1.8 Quality Assurance & Governance

- **SLA-Driven:** Service performance is measured against agreed KPIs for uptime, incident response time, and model accuracy maintenance.
 - **Bias Monitoring:** Continuous scanning for algorithmic bias to ensure compliance with ethical AI guidelines.
 - **Model Registry Management:** Strict version control and lineage tracking to ensure reproducibility and auditability of all deployed models.
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1.9 Security, Data Protection & Compliance

- **Security Clearance:** All support staff are vetted to BPSS or SC level as required.
 - **Data Sovereignty:** We adhere to data residency requirements; no live PII data is extracted from your environment unless explicitly architected.
 - **Encryption:** Management of keys and secrets using enterprise Key Management Services (KMS).
 - **Compliance:** Alignment with NCSC Cloud Security Principles and GDPR requirements for automated decision making.
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2. Onboarding & Offboarding

2.1 Onboarding

- **Service Transition Plan:** A 4-6 week transition period to establish connectivity, configure monitoring agents, and baseline model performance.
- **Playbook Creation:** Development of runbooks and standard operating procedures (SOPs) for incident resolution.
- **Alert Configuration:** Setup of threshold-based alerting for drift, accuracy, and latency.

2.2 Offboarding

- **Service Handover:** Transfer of all runbooks, configuration scripts, and historical performance data to the Buyer or incoming supplier.
 - **Access Revocation:** Controlled removal of GlobalLogic access rights and deletion of local data caches.
 - **Final Report:** Comprehensive summary of model health and operational history.
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3. Pricing & Commercials

- **Pricing Model:** Flexible options including Time & Materials (T&M) or a Managed Service Retainer (Fixed Monthly Fee based on service tiers).
 - **Rate Card:** Please refer to the separate G-Cloud 15 Rate Card Document
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4. Case Studies

4.1 Case Study – Leading US Electronics & TV Manufacturer

- **Challenge:** Needed a unified data platform with robust observability to identify business opportunities and improve operations.
- **Solution:** GlobalLogic implemented an alert system for regulation and data observability, supporting alerting across S3, Airflow, and Databricks.
- **Outcome:** Created a trusted data source with an optimized cost model and automated alerting for data integrity and regulation compliance.

4.2 Case Study – Medical Technology Company (ECG Analysis)

- **Challenge:** Required efficient analysis of ECG data with high reliability for medical diagnostics.
 - **Solution:** Developed a microservice architecture using MLOps technologies to continuously monitor infrastructure and model performance.
 - **Outcome:** Established real-time insights into model metrics, enabling prompt alerts if performance thresholds deteriorate and ensuring efficient retraining loops.
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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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