

Cloud Observability Strategy and Intelligence

SERVICE DEFINITION DOCUMENT - VERSION 1.0

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1. Detailed Service Description

1.1 Overview

This service enables public sector organisations to optimise cloud application performance and delivery velocity through advanced observability and Software Engineering Intelligence (SEI). We help departments transition from reactive monitoring to proactive intelligence by correlating telemetry data across complex, distributed microservices and multi-cloud environments. Our approach uses AI and ML to provide actionable guidance, reducing Mean Time to Restore (MTTR) and automating engineering standards like DORA and SPACE metrics.

1.2 Scope of the Service

- **Maturity Assessment:** Evaluating existing observability stacks and creating strategic improvement roadmaps.
 - **Telemetry Implementation:** Standardised collection and correlation of metrics, logs, traces, and events using OpenTelemetry (OTEL).
 - **Actionable Intelligence:** Generating predictive insights into performance bottlenecks, defect patterns, and delivery risks.
 - **Engineering Metrics:** Implementation of automated dashboards for DORA and SPACE frameworks to measure deployment frequency and stability.
 - **Cost and Efficiency Optimisation:** Identifying infrastructure savings, such as automated downscaling of development environments.
 - **SRE and Self-Healing:** Configuring anomaly detection and proactive alerting to enable self-healing for common failure modes.
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1.3 Delivery Approach

- **Assessment:** Maturity assessment of the existing tech stack followed by report and roadmap production.
 - **Data Modelling and Ingestion:** Identifying source systems, modelling required data, and building ingestion tooling.
 - **Insights Framework and Dashboards:** Implementing DORA/SPACE frameworks and surfacing
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meaningful data to users via dashboards.

- **Intelligence Building:** Using AI and ML techniques to generate predictive capabilities and prioritise high-impact business actions.
 - **Action and Implement:** Addressing key improvement areas and continuous monitoring of KPIs to ensure desired impact.
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1.4 Tools, Methods & Standards

- **Standards:** OpenTelemetry (OTEL) for standardised data collection.
 - **Tooling Integration:** Aggregating data from diverse systems including Grafana, Prometheus, Loki, Tempo, and LinearB.
 - **Frameworks:** DORA and SPACE metrics for measuring software engineering excellence.
 - **Engineering Rigour:** Secure-by-design principles and automated code quality scanning.
 - **Methods:** Agile delivery (Scrum/Kanban) and DevOps/GitOps practices.
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1.5 Deliverables

- **Maturity Assessment Report:** A detailed evaluation of current observability capabilities and a future-state roadmap.
 - **Standardised Observability Stack:** Instrumentation libraries and OTEL collectors integrated into application workflows.
 - **Engineering Dashboards:** Real-time visualisation of engineering performance, reliability, and cost metrics.
 - **Actionable Intelligence Reports:** AI and ML-driven recommendations for process optimisation and risk mitigation.
 - **Alerting Framework:** Configured proactive alerts and incident response mechanisms.
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1.6 Dependencies & Constraints

- **Environment Access:** Requires administrative access to cloud environments, CI/CD pipelines, and version control systems for full integration. In addition, requires connectivity between legacy/on-premise estates and cloud aggregation points for hybrid-cloud observability.
 - **Tooling Data:** Effectiveness depends on the ability to link data across systems, such as JIRA tickets to commits.
 - **Learning Baseline:** AI and ML predictive models require a baseline period of telemetry data.
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ingestion to establish accuracy.

1.7 Customer Responsibilities

- **SME Access:** Provide access to development, operations, and product leads for discovery and modelling.
 - **Tooling Credentials:** Grant necessary permissions to existing engineering toolsets including VCS, issue trackers, and CI/CD.
 - **Feedback Loops:** Active participation in weekly progress reviews and governance sessions.
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1.8 Quality Assurance & Governance

- **KPI Monitoring:** Continuous monitoring of success measures embedded into team workflows.
 - **Standardised Data:** Ensuring consistent and comparable data through standardised labels and metadata.
 - **Automated Scanning:** Integration of automated code quality and security vulnerability scanning.
 - **Maturity Tracking:** Regular assessment against the three-stage SEI Maturity Model.
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1.9 Security, Data Protection & Compliance

- **Standards Compliance:** ISO 27001, ISO 9001, and ISO 14001.
 - **Cyber Security:** Cyber Essentials Plus (CE+) and alignment with NCSC Cloud Security Principles.
 - **Data Handling:** UK GDPR compliant data handling with encryption in transit and at rest.
 - **Vulnerability Management:** Continuous scanning for critical vulnerabilities in production dependencies.
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2. Onboarding & Offboarding

2.1 Onboarding

The onboarding process includes a project kick-off, environment access provisioning, and governance setup. We perform an initial maturity assessment to baseline current observability and model the data required for desired insights.

2.2 Offboarding

Offboarding ensures a smooth transition through documentation transfer and knowledge-sharing workshops. We provide a centralised knowledge base of past incidents and resolutions to facilitate ongoing self-sufficiency.

3. Pricing & Commercials

- **Model:** Time and Materials (T&M) based on the G-Cloud 15 rate card.
 - **Transparency:** Standardised billing based on resource consumption.
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4. Case Studies

4.1 IoT Platform Monitoring:

Built a centralised monitoring system for an energy sector client, reducing MTTD/MTTR and optimising infrastructure resources.

4.2 Insurance Platform:

Designed and operationalised end-to-end transactional observability for over 50 microservices using AWS native and APM tools.

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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