

Infrastructure as Code (IaC) Services: HashiCorp Terraform

SERVICE DEFINITION DOCUMENT - VERSION 1.0

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1. Detailed Service Description

1.1 Overview

This service provides public sector organisations with hyperspecialised engineering support for HashiCorp Terraform, HashiCorp Cloud Platform (HCP) and Infrastructure Cloud. We enable departments to accelerate their transition to digital-first operations by building secure, scalable and compliant cloud infrastructure through GitOps and automated delivery pipelines. The service focuses on modernising legacy deployments into containerised or cloud-managed solutions that reduce technical debt and improve operational reliability.

1.2 Scope of the Service

The scope of this service includes:

- Automated deployment and management of Terraform Enterprise (TFE) and HCP.
- Development of "Policy as Code" frameworks using HashiCorp Sentinel to enforce security and financial guardrails.
- Configuration of self-hosted or cloud-based Private Module Registries (PMR) to centralise and govern reusable infrastructure patterns.
- Implementation of self-service developer portals to reduce environment onboarding time.
- Infrastructure Cloud strategy and multi-cloud provisioning automation.
- Automated drift detection, continuous validation and resource lifecycle management
- Golden Image Factory development using HCP Packer and Ansible.
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- Provision of HashiCorp certified training and comprehensive knowledge transfer to internal teams
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1.3 Delivery Approach

Our structured delivery lifecycle follows a "Day 0" to "Day 2" model:

- **Discovery (Day 0):** We assess existing infrastructure, identify capability gaps and plot a strategic roadmap aligned with business goals.
 - **Design and Architect (Day 0):** We architect solutions based on HashiCorp reference documentation, including disaster recovery and replication plans.
 - **Build and Deploy (Day 1):** We utilise automation tools like Ansible to deploy TFE or HCP instances across multiple environments such as Lab, QA and Production.
 - **Test and Validate (Day 1):** We perform rigorous automated testing using Terraform Test and Sentinel to ensure compliance before live deployment.
 - **Operations and Handover (Day 2+):** We provide ongoing support, training and documentation to ensure internal teams can manage the platform independently.
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1.4 Tools, Methods & Standards

We utilise industry leading tools and methodologies including:

- **Agile Delivery:** Scrum and Kanban methodologies through our proprietary "Lab" engagement model.
 - **HashiCorp Stack:** Terraform, Vault, Packer, Consul, Nomad and Sentinel.
 - **Automation:** Ansible, GitLab CI, GitHub Actions and ArgoCD.
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Standards: Alignment with NCSC Cloud Security Principles, GDS Service Manual and the Technology Code of Practice.

1.5 Deliverables

Typical deliverables include:

- Strategic gap analysis and infrastructure assessment reports
 - Strategic roadmaps with initial backlog items.
 - Configured and validated TFE or HCP instances.
 - A library of approved, codified cloud architecture patterns.
 - Bespoke Sentinel policy sets for automated governance.
 - Automated CI/CD pipelines for module release and infrastructure provisioning.
 - Technical documentation, runbooks and knowledge transfer session materials.
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1.6 Dependencies & Constraints

- **Stakeholder Access:** Successful delivery requires timely access to client technical leads and subject matter experts.
 - **System Access:** We require appropriate permissions and credentials for relevant internal systems, VCS and cloud providers.
 - **Remote-First:** Delivery is typically remote-first, though all delivery options remain available.
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1.7 Customer Responsibilities

- Providing a dedicated single point of contact for governance and approvals.
 - Timely review and acceptance of defined deliverables.
 - Providing necessary environment access and security clearances where required.
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1.8 Quality Assurance & Governance

- Weekly progress reviews and maintenance of RAID logs.
 - Automated code scanning and rigorous testing using Terraform Test.
 - Security-by-design principles embedded into every infrastructure component.
 - Formal change control and approval processes.
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1.9 Security, Data Protection & Compliance

- **Certifications:** We hold ISO 27001, ISO 9001 and ISO 14001 certifications.
 - **Cyber Essentials:** We are Cyber Essentials Plus certified.
 - **Data Protection:** Full compliance with UK GDPR data handling requirements.
 - **Policy Alignment:** Services align with the Government Security Classification policy and NCSC principles.
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2. Onboarding & Offboarding

2.1 Onboarding

The onboarding process includes:

- Project kick-off meeting to define success criteria and milestones.
- Validation of environments and provisioning of required access.
- Establishment of governance structures and communication channels.

2.2 Offboarding

The offboarding process includes:

- Structured transfer of all technical documentation and codebases.
 - Knowledge transfer workshops to upskill internal staff.
 - Secure extraction of data and final project reporting.
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3. Pricing & Commercials

This service is provided on a Time & Materials (T&M) basis according to our G-Cloud 15 rate card.

4. Case Studies

4.1 Case Study: Highly Regulated Environment for a Global Financial Institution

- **Challenge:** The client needed to rapidly evolve their internal private cloud with full self-service automation.
- **Solution:** GlobalLogic implemented a self-service developer portal using Backstage integrated with TFE, Sentinel and GitLab.
- **Outcome:** Reduced onboarding time from days to minutes and increased reliability through automated failover and replication.

4.2 Case Study: UK High Street Bank

- **Challenge:** The CyberDev team struggled to release new features while managing manual policy deployments.
 - **Solution:** We automated application onboarding into HashiCorp Vault and created reusable Terraform modules.
 - **Outcome:** Reduced policy deployment time from hours to seconds (99.4% reduction) and eliminated unoptimised legacy code.
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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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