

# Cloud Platform Health Check (Sprint 0)

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*SERVICE DEFINITION DOCUMENT - V1.0*

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# 1. Detailed Service Description

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## 1.1 Overview

The **Cloud Platform Health Check & Modernisation Strategy (Sprint 0)** is a rapid, high-impact engagement designed to diagnose and quantify the risks within your existing cloud estate. We address the uncontrolled spend, brittle architecture, and significant security gaps that often stifle innovation.

Over a typical 5-day "Sprint 0", GlobalLogic's engineers and architects perform a deep-dive analysis of your environment against NCSC Cloud Security Principles and the Well-Architected Framework. We move beyond simple observation to model scenarios and quantify risks, delivering a prioritised **Remediation Backlog and a Modernisation Strategy**.

This service is designed to transform cloud platforms from a liability into an asset, targeting outcomes such as a ~15–30% improvement in cloud spend efficiency, ~99% reduction in potential downtime, and a ~92% reduction in critical security findings.

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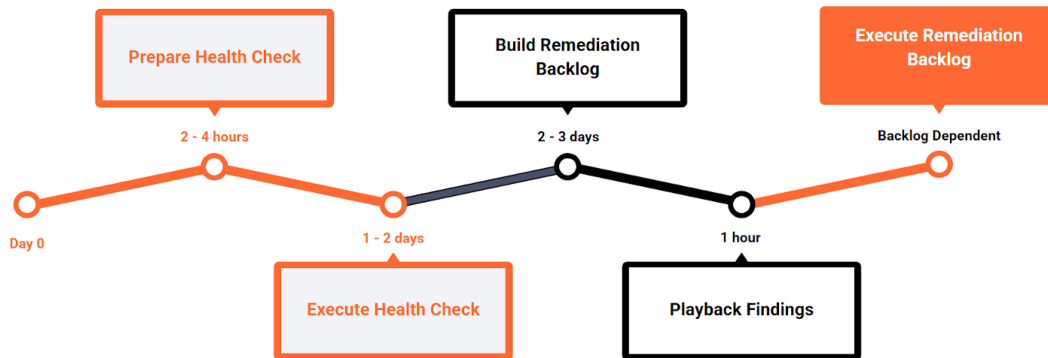
## 1.2 Scope of the Service

The service covers the following functional areas during the "Sprint 0" assessment:

- **Architecture Review:** Analysis of brittle architecture and scalability bottlenecks.
  - **FinOps Assessment:** Review of cloud spend forecast accuracy and effective savings rate.
  - **Security Posture Check:** Identification of "blind operations," high breach risks, and major incident risks.
  - **Operational Efficiency:** Assessment of deployment lead times and change failure rates.
  - **Governance Review:** Evaluation of tagging, compliance guardrails, and account accountability.
  - **Well-Architected Review:** Alignment against AWS/Azure/GCP best practices.
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## 1.3 Delivery Approach

We utilise a structured "Sprint 0" methodology to deliver immediate value:



- Day 1 (Deep Dive): Collaborative workshops with your team to analyse the environment, identifying patterns and initial pain points.
- Day 2–5 (Build Insights): GlobalLogic experts model scenarios, quantify identified risks, and design technical solutions off-line.
- Day 6 (Playback): Presentation of findings and review of the proposed Remediation Backlog.
- Day 7+ (Execution - Optional): Execution of the remediation backlog and development of the long-term Modernisation Strategy.

## 1.4 Tools, Methods & Standards

- **Methodologies:** Agile "Sprint 0" discovery, FinOps (GreenOps), DevOps maturity assessment.
- **Standards:** NCSC Cloud Security Principles, Well-Architected Frameworks (AWS/Azure/GCP).
- **Tools:** Native cloud assessment tools (e.g., AWS Trusted Advisor, Azure Advisor), proprietary GlobalLogic accelerators, and infrastructure-as-code scanners (Terraform/ARM).
- **Security:** Staff screening to BS7858:2019 and SC clearance where required.

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## 1.5 Deliverables

- **Health Check Report:** A detailed analysis of the current state against industry benchmarks.
  - **Remediation Backlog:** A prioritised list of technical tasks to fix identified issues.
  - **Modernisation Strategy:** A strategic roadmap to move from "brittle architecture" to high-performance cloud operations.
  - **Risk Quantification Model:** Data-backed assessment of business and security risks.
  - **FinOps Recommendations:** Actionable steps to improve cloud forecast accuracy and utilisation.
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## 1.6 Dependencies & Constraints

- **Access:** Requires read-only access to relevant cloud platform accounts and billing data.
  - **Stakeholders:** Availability of client Subject Matter Experts (SMEs) and stakeholders for Day 1 workshops and Day 6 playback.
  - **Timescales:** The standard Sprint 0 duration is dependent on timely access provisioning.
  - **Delivery Model:** Services are delivered via a hybrid/blended model (UK Onshore, Nearshore, Offshore) to maximise cost-efficiency.
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## 1.7 Customer Responsibilities

- Provisioning of necessary access permissions prior to Day 1.
  - Attendance at the initial "Deep Dive" session to provide context on business goals.
  - Review and approval of the Remediation Backlog during the Playback session.
  - Providing existing documentation regarding architecture, compliance frameworks, and budgets.
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## 1.8 Quality Assurance & Governance

- **ISO 9001:** Quality management aligned to international standards.
  - **Sprint 0 Reviews:** Daily internal stand-ups during the assessment phase to ensure finding validity.
  - **Playback Validation:** All findings are validated with client technical leads before final reporting.
  - **Metrics-Driven:** Recommendations are based on hard metrics (e.g., MTTD, Cloud Savings Rate) rather than subjective opinion.
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## 1.9 Security, Data Protection & Compliance

- **Certifications:** ISO 27001, Cyber Essentials Plus.
  - **Data Handling:** All data processed in accordance with UK GDPR.
  - **Staff Vetting:** Staff security screening to BS7858:2019. SC Clearance available for sensitive engagements.
  - **Supply Chain:** Adherence to NCSC supply chain security principles.
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## 2. Onboarding & Offboarding

### 2.1 Onboarding

- **Kick-off:** Confirmation of scope, stakeholders, and "Day 1" workshop scheduling.
- **Access Setup:** Secure exchange of credentials and establishment of least-privilege access for the assessment team.
- **Baseline Review:** Rapid review of existing documentation (metrics, KPIs, architectural patterns).

### 2.2 Offboarding

- **Handover:** Transfer of the Remediation Backlog and Health Check Report.
  - **Knowledge Transfer:** Final playback session to ensure client teams understand the risks and recommended fixes.
  - **Data Deletion:** Secure removal of any client data or access credentials from GlobalLogic systems upon engagement conclusion.
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# 3. Pricing & Commercials

## Pricing Model

**Pricing Model:** Time & Materials (T&M) based on the GCloud Rate Card or Fixed price based on agreed scope.

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# 4. Case Studies

## Case Study

**Challenge:** An organisation faced "uncontrolled spend," "brittle architecture," and "unknown business risks" due to a lack of governance.

**Solution:** GlobalLogic delivered a "Sprint 0" Health Check, identifying critical security gaps and wasted spend. We implemented a Remediation Backlog focused on FinOps and automated guardrails.

**Outcome:**

- ~99% reduction in downtime.
  - ~15–30% improvement in effective cloud savings rate.
  - ~92% improvement in the critical findings backlog.
  - ~98% reduction in deployment lead time, unleashing innovation.
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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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