

Scaled MLOps Services: Enterprise AI Governance

SERVICE DEFINITION DOCUMENT - VERSION 1.0

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1. Detailed Service Description

1.1 Overview

This service enables public sector organisations to operationalise and scale artificial intelligence through secure, scalable MLOps and LLMOps engineering aligned with NCSC Cloud Security Principles. We bridge the gap between experimental data science and production-grade ROI by automating the entire lifecycle—from data ingestion and model training to deployment and continuous monitoring.

1.2 Scope of the Service

- Implementation of automated CI/CD/CT (Continuous Training) pipelines for ML and GenAI.
 - Setup of AI Governance frameworks, including bias detection and drift monitoring.
 - Cloud-native infrastructure automation (IaC) for AWS SageMaker, Azure OpenAI, and Google Vertex AI.
 - Integration of "Agentic AI" and "LangOps" for large language model orchestration.
 - MLOps maturity assessments and strategic roadmapping.
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1.3 Delivery Approach

- Discovery: Assessment of current AI maturity, data readiness, and business objectives.
 - Design: Architecting scalable, secure-by-design MLOps frameworks and governance guardrails.
 - Build: Engineering automated pipelines and self-service ML platforms.
 - Test: Rigorous validation of model performance, data integrity, and security.
 - Transition & Handover: Knowledge transfer and operational embedding to ensure long-term client autonomy.
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1.4 Tools, Methods & Standards

- Agile delivery (Scrum/Kanban).
 - DevOps & GitOps principles.
 - Terraform, ARM, and CloudFormation for Infrastructure as Code.
 - Well-Architected Framework alignment (AWS/Azure/GCP).
 - NCSC Cloud Security Principles and WCAG 2.2 AA accessibility standards.
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1.5 Deliverables

- Production-ready MLOps/LLMOps platform and pipelines.
 - Automated governance, bias, and performance dashboards.
 - Comprehensive technical architecture and operational runbooks.
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1.6 Dependencies & Constraints

- Dependencies: Client must provide access to cloud environments and relevant datasets.
 - Constraints: Remote-first delivery model; performance is dependent on the quality of client-provided data.
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1.7 Customer Responsibilities

- Provide access to relevant Domain SMEs and Data Scientists.
 - Timely approval of architectural designs and deliverables.
 - Ensure availability of required internal system access and documentation.
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1.8 Quality Assurance & Governance

- Weekly progress reviews and RAID log maintenance.
 - Automated code scanning and security-by-design principles.
 - Accessibility checks aligned to WCAG 2.2 AA.
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1.9 Security, Data Protection & Compliance

- ISO 27001, ISO 9001, and ISO 14001 certified processes.
 - Cyber Essentials Plus (CE+) compliance.
 - UK GDPR compliant data handling with encryption in transit and at rest.
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2. Onboarding & Offboarding

2.1 Onboarding

- Project kick-off, access provisioning, and governance setup.
- Environment validation to ensure readiness for pipeline deployment.

2.2 Offboarding

- Full documentation transfer and knowledge-transfer workshops.
 - Secure data extraction and final reporting.
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3. Pricing & Commercials

- Pricing Model: Hybrid approach—Time & Materials based on G-Cloud rate card with optional fixed-price modules.
 - Exclusions: 3rd-party licensing, and non-cloud work.
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4. Case Studies

4.1 Major UK Retail Bank:

Enabled 500+ data scientists by building a secure, automated MLOps platform on AWS. Reduced model deployment from 6 months to 3 weeks and achieved 70% infrastructure cost savings.

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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