

# Data Modelling Strategy & Operating Model Design

---

*SERVICE DEFINITION DOCUMENT - VERSION 1.0*

# Contents

|                                                               |           |
|---------------------------------------------------------------|-----------|
| <b>1. Detailed Service Description</b>                        | <b>3</b>  |
| 1.1 Overview                                                  | 3         |
| 1.2 Scope of the Service                                      | 3         |
| 1.3 Delivery Approach                                         | 3         |
| 1.4 Tools, Methods & Standards                                | 4         |
| 1.5 Deliverables                                              | 4         |
| 1.6 Dependencies & Constraints                                | 5         |
| 1.7 Customer Responsibilities                                 | 5         |
| 1.8 Quality Assurance & Governance                            | 5         |
| 1.9 Security, Data Protection & Compliance                    | 5         |
| <b>2. Onboarding &amp; Offboarding</b>                        | <b>7</b>  |
| 2.1 Onboarding                                                | 7         |
| 2.2 Offboarding                                               | 7         |
| <b>3. Pricing &amp; Commercials</b>                           | <b>8</b>  |
| <b>4. Case Studies</b>                                        | <b>9</b>  |
| <b>5. About GlobalLogic &amp; Why We're the Right Partner</b> | <b>10</b> |
| 5.1 About GlobalLogic                                         | 10        |
| 5.2 Why GlobalLogic                                           | 10        |
| 5.3 Social Value & Ethical Impact                             | 11        |
| <b>6. Contact Details</b>                                     | <b>12</b> |

# 1. Detailed Service Description

---

## 1.1 Overview

GlobalLogic's Data Modelling Strategy & Operating Model Design service provides public sector organisations with the strategic framework and governance required to manage data effectively within cloud-native environments. We facilitate the transition from siloed legacy practices to a mature enterprise capability aligned with the CDDO Data Quality Framework. By defining a Target Operating Model (TOM), we ensure that data architecture teams are skilled for cloud delivery. Our approach establishes the governance patterns and quality gates necessary to ensure that cloud platforms (AWS, Azure, GCP) are built on maintainable, secure data foundations. We align all modelling activities with the GDS Service Standard and Technology Code of Practice to ensure interoperability and compliance across the digital estate.

---

## 1.2 Scope of the Service

Our service encompasses the full lifecycle of data modelling capability design and implementation:

- **Strategy & Assessment:** Maturity assessment of current data modelling capabilities, tooling, and processes against industry best practices (e.g., DAMA).
  - **Target Operating Model (TOM):** Design of the future state organisation, including team structure, role definitions (e.g., Modellers, Stewards), and interaction models to optimise Cloud-native data services.
  - **Governance Frameworks:** Establishment of Design Authorities (DA), governance forums, and quality gates to enforce standards.
  - **Standards & Patterns:** Definition of enterprise data standards, naming conventions, and modelling patterns (Conceptual, Logical, Physical) for cloud data warehouses and lakes.
  - **Skills & Resourcing:** Skills gap analysis and resource planning to ensure the right mix of capabilities for data migration and BAU operations.
  - **Delivery Integration:** Integrating data modelling activities into Agile/Scrum workflows and CI/CD pipelines to prevent bottlenecks.
- 

## 1.3 Delivery Approach

We utilise a structured, phased consulting approach to ensure alignment with business goals:

- **Discovery:** We conduct stakeholder interviews and review existing artefacts to understand the "As-Is" state, pain points, and strategic drivers.

- **Definition:** We co-design the "To-Be" Target Operating Model, defining roles, responsibilities, and the governance interaction model.
  - **Design:** We develop the core collateral, including data standards, pattern libraries, and tooling configurations.
  - **Implementation:** We stand up the new function, establishing the Design Authority and embedding modellers into delivery squads.
  - **Transition:** We execute knowledge transfer and provide ongoing coaching to ensure the new operating model is sustainable.
- 

## 1.4 Tools, Methods & Standards

We leverage industry-standard frameworks and tooling to ensure interoperability and quality:

- **Frameworks:** DAMA-DMBOK, TOGAF, Agile Data Warehousing.
  - **Modelling Notations:** UML, ERD, Dimensional Modelling (Kimball), Data Vault 2.0.
  - **Tooling:** Expertise in configuring and deploying tools such as erwin Data Modeler, Sparx Enterprise Architect, IBM InfoSphere, and cloud-native cataloguing tools.
  - **Governance:** Establishment of clear RACI matrices and stewardship models for data ownership.
  - **Quality Assurance:** Automated model validation and peer review workflows.
- 

## 1.5 Deliverables

- **Target Operating Model (TOM) Definition:** Comprehensive document outlining team structure, roles, and governance processes.
  - **Data Modelling Standards Guide:** Enterprise-wide standards for naming, notation, and design patterns.
  - **Governance Charter:** Terms of reference for Data Design Authorities and working groups.
  - **Skills Matrix & Training Plan:** Assessment of current team capabilities and a roadmap for upskilling.
  - **Delivery Roadmap:** A phased plan for implementing the new operating model and migrating legacy data assets.
  - **Data Dictionary & Glossary:** Initial population of metadata repositories to support common understanding.
-

## 1.6 Dependencies & Constraints

- **Stakeholder Access:** timely access to Data Architects, Business Owners, and IT leadership for workshops and decision-making.
  - **Documentation:** Access to existing architecture documentation, data models, and process maps.
  - **Tooling:** Procurement of software licenses (if required) is the responsibility of the Buyer.
  - **Environment:** Access to client environments for tooling configuration and analysis.
- 

## 1.7 Customer Responsibilities

- Providing a Senior Responsible Owner (SRO) to provide strategic direction and sign-off deliverables.
  - Ensuring subject matter experts (SMEs) are available for interviews and workshops.
  - Providing access to current data modelling repositories and codebases.
  - Participating in governance forums and Design Authority meetings during the transition phase.
- 

## 1.8 Quality Assurance & Governance

- **Design Authority:** We establish or augment the client's Design Authority to review and approve key architectural decisions.
  - **Peer Reviews:** All deliverables undergo internal peer review by senior GlobalLogic consultants prior to release.
  - **Agile Governance:** Weekly status reporting, risk management, and sprint reviews to ensure delivery remains on track.
  - **Compliance:** Ensuring all operating models align with regulatory requirements (e.g., GDPR, BCBS 239) where applicable.
- 

## 1.9 Security, Data Protection & Compliance

- **Data Handling:** All engagements comply with ISO 27001 and Cyber Essentials Plus standards.
  - **Privacy:** Operating models are designed to embed "Privacy by Design" principles, ensuring data protection controls are considered at the modelling stage.
-

- **Risk Management:** Robust risk management processes are integrated into the delivery plan to identify and mitigate data risks early.
-

## 2. Onboarding & Offboarding

### 2.1 Onboarding

Our onboarding process ensures a rapid and effective start to the engagement:

- **Kick-off Meeting:** Alignment on objectives, scope, stakeholders, and success criteria.
- **Access Provisioning:** Setup of necessary physical and logical access to client sites and systems.
- **Team Mobilisation:** Deployment of the core consulting team and integration with client counterparts.
- **Tooling Setup:** Configuration of collaboration tools and access to data modelling environments.

### 2.2 Offboarding

We plan for a seamless exit to ensure sustainable capability:

- **Knowledge Transfer:** Structured handover sessions with client staff to ensure they can operate the new model.
  - **Documentation Handover:** Transfer of all final deliverables, including TOM documents, standards, and roadmaps.
  - **Playbooks:** Provision of "how-to" guides for common data modelling tasks and governance processes.
  - **Final Review:** A close-out review to confirm all deliverables have been met and accepted.
-

# 3. Pricing & Commercials

## Pricing Model:

- Services are primarily offered on a Time & Materials (T&M) basis, aligned with the Rate Card attached to the G-Cloud listing.
  - Fixed Price: Fixed price arrangements for specific, well-defined work packages (e.g., Assessment Phase) can be agreed.
-

# 4. Case Studies

## Case Study – Major UK Financial Institution

- **Challenge:** The client needed to modernise its data landscape and migrate to the cloud but lacked a coherent data modelling operating model and delivery plan for a complex migration programme.
  - **Solution:** GlobalLogic defined a comprehensive Data Modelling Delivery Plan, established a new Target Operating Model (TOM), and implemented governance structures. We managed the delivery of data workstreams across Discovery, Design, and Implementation phases.
  - **Outcome:**
    - Established a robust governance framework for data architecture.
    - Delivered a clear roadmap for data migration and modernisation.
    - Standardised data modelling practices, reducing risk and improving data quality across the estate.
-

# 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

Email: [public.sector@globallogic.com](mailto:public.sector@globallogic.com)

Website: [www.globallogic.com/uki](http://www.globallogic.com/uki)